Exploration 2A: Extracting Data at Beef n’ Buns

Consider the situation at Beef n' Buns that has been discussed in the examples from chapter.

1. Complete the following table, then design an observational data collection form for recording the following data. Be sure to describe the units or categories for each.

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| --- | --- | --- | --- |
| Variable Name | Type | Units/Categories | Notes |
| Date |  | MM/DD/YYYY |  |
| ArrivalTime |  |  | Time customerarrives in Restaurant |
| OrderBegin |  |  | Time customerbegins placing order |
| OrderComplete |  |  | Time customerreceives order |
| WaitTime | Computed (numerical) |  | (to be computedfrom above raw data) |
| Venue |  |  | Drive in or walkin? |
| TypeOfOrder |  | 1=small, non-labor intensive2=small, labor-intensive3=medium, non-labor intensive4=medium, labor intensive5=large, non-labor intensive6=large, labor intensive |  |
| DayOfWeek | Computed (categorical) |  | (to be computedfrom date) |

1. Design a customer opinion survey questionnaire to extract opinions of customers regarding customer service at Beef n' Buns. Be sure to complete a table de\_ning your variables, units, and codes.

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| Variable Name | Type | Units/Categories | Notes |
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