

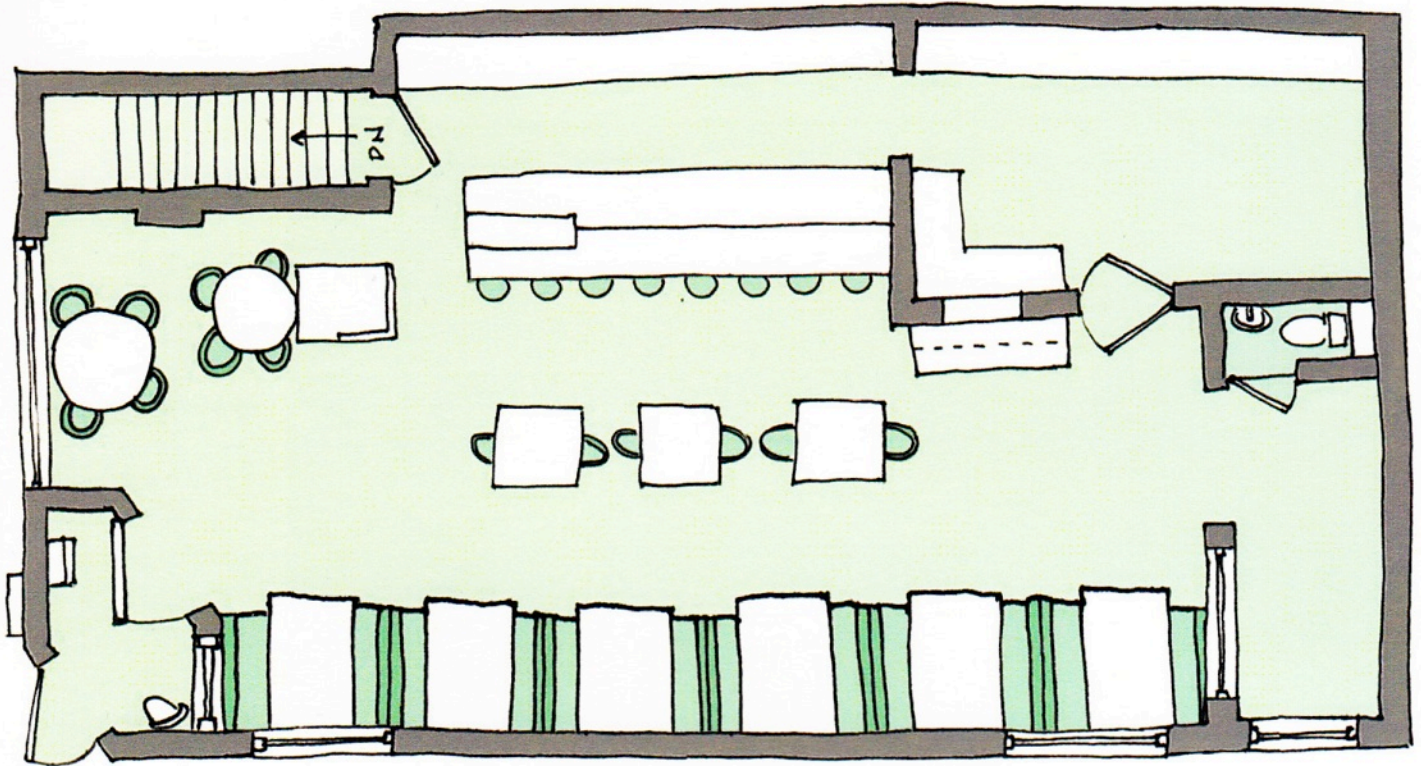
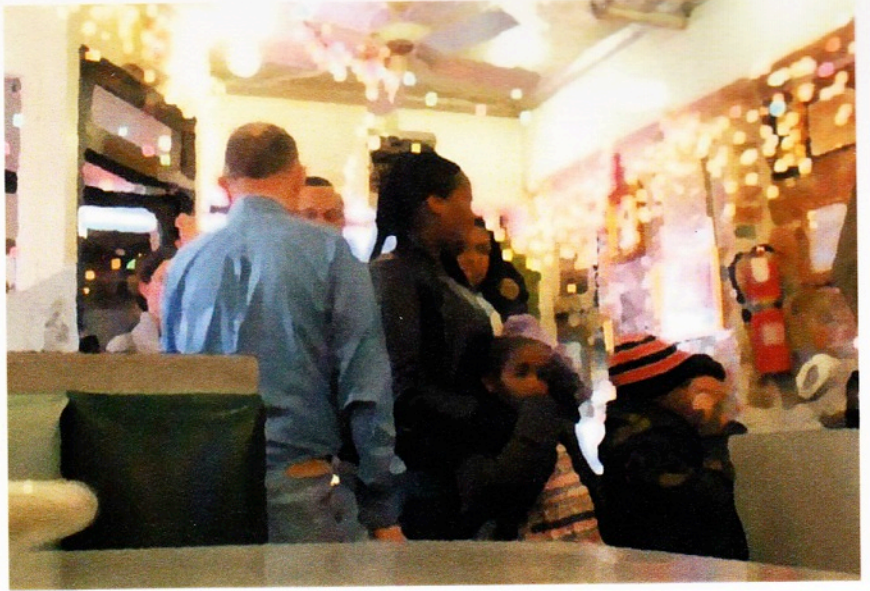


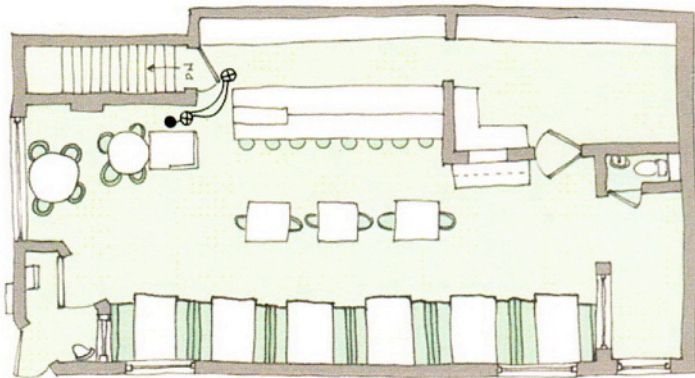
Site Analysis - Laylah Mohammed - Int 332 - William Mangold

Site: Mike's Coffee Shop

328 DeKalb Avenue
Brooklyn, New York

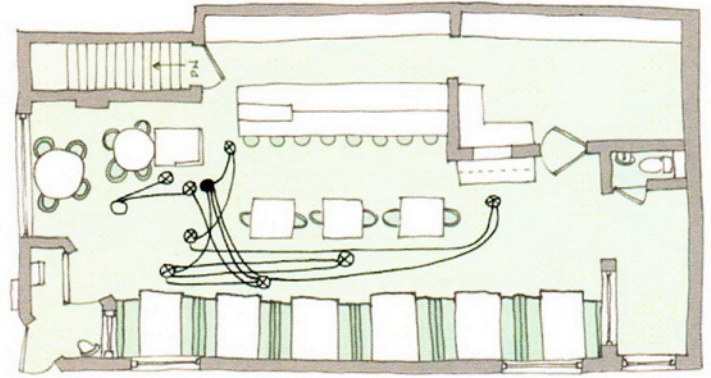
I went to Mike's on three different occasions, twice in the morning and once in the afternoon. Each time I tried to investigate what system allows Mike's to run as smoothly as it does. On all three occasions I monitored the traffic of people coming and going and how the staff responded to this change in traffic flow. I came to discover that there is an inherent hierarchy that develops within the staff that allows for the success of the diner.





RED SHIRT (10 mins)

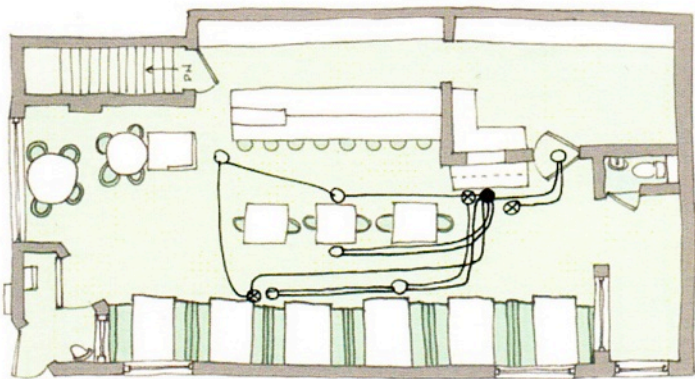
☉ COFFEE/ WAIVER ● STAFF — PATH



BLUE SHIRT (8 mins)

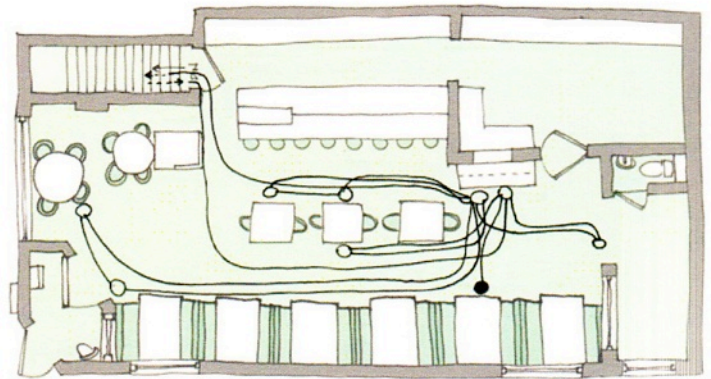
☉ COFFEE/ WAIVER ● STAFF ○ BUSBOY — PATH

Between 10:58 a.m. and 11:09 a.m. there was a drastic change in the volume of people at Mike's. All of the tables were occupied and people began to fill the open space between the entry and the cash register as they were waiting for tables to open up. The man in the blue shirt became the man to take down names and seat people as tables became available. The man in the red shirt stood safely alone behind the cash register. He never left his station and he spent most of his time watching the commotion sprout in front of him. The man in the white shirt stood quietly behind the counter. At first, I didn't even notice he was there. The waiter rushed about to take orders and relay them to the kitchen. He took this opportunity to stop and rest as customers decided what they were in the mood for this morning. Once he had the order, he rushed to the "hole" to get it to the cooks. The busboy was like the waiter's shadow, only he was everywhere at once. He moved frantically about the space to restock the utensils, to clear tables, and to retrieve eggs from the basement. Each man had a distinct role which, whether or not strictly it was defined, became obvious once the crowds began to roll in.



WAITER (5 mins)

☉ COFFEE/ WAIVER ● STAFF ○ BUSBOY — PATH



BUSBOY (2 mins)

● STAFF ○ BUSBOY — PATH

These are the mappings of the motion of the man in the red shirt, blue shirt, the waiter and the busboy. The time indicated next to each person is duration of the mapping period. Note the difference in breadth and concentration of path in relation to the mapping period. The hierarchy correlates directly to these conditions.