

DECISION MAKING & COLLABORATION

BENIHANA ONLINE SIMULATION



SIMULATION DESCRIPTION

Explore the principles of operations and service management in a typical night at a busy Benihana restaurant.

Learn key insights on how each aspect of operation contributes to superior financial performance, and recognize how the throughput capacity, demand variability, capacity utilization, and service time contribute to a service firm's profitability.



TOPICS COVERED



**Operations
Management**



**Service
Industry**



**Capacity
Planning**



**Demand and
Process Variability**



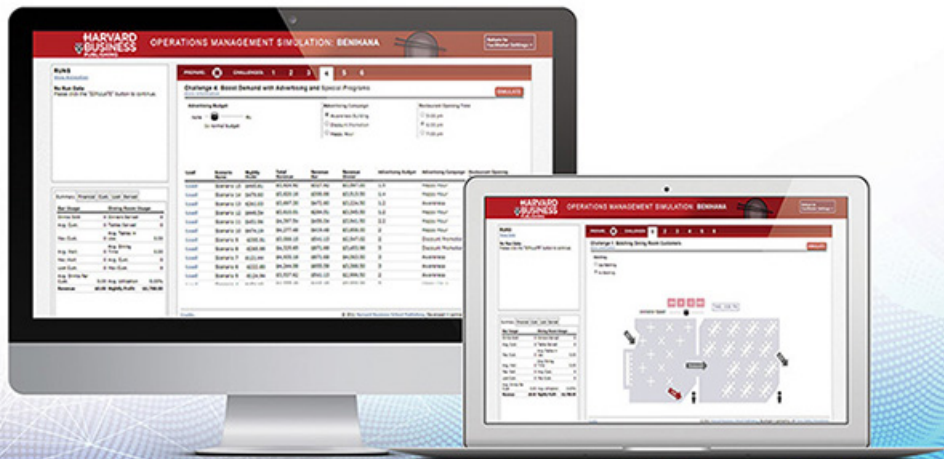
LEARNING FOCUS

- Digest how each aspect of the operation contributes to superior financial performance.
- Investigate throughput capacity, demand variability, capacity utilization, and service time in a service operation.
- Improve throughput using different operational strategies.



WHO SHOULD ATTEND?

- Senior and middle managers from a function or industry who want to enhance their business management and leadership abilities.
- The simulation is also ideal for those who are preparing to assume new responsibilities or take advantage of new growth opportunities.



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Forio creates engaging online simulations to train participants from the world's top corporations and universities in Leadership, Finance, Marketing, Negotiation, Operations, Entrepreneurship and Innovation management.

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