

1023-L1-1405 **Travis Cogdill*** (travisc@unt.edu), 419 Fulton St, Denton, TX 76201, and **Michael Monticino** (monticino@unt.edu). *Teller Staffing in Retail Banks*. Preliminary report.

A number of assumptions concerning the time it takes to serve a customer are made in queuing models used to determine staffing levels. These assumptions include an exponential distribution on service times and that each server has the same performance capabilities. Such assumptions are used to ensure tractable analytic staffing level solutions and because service time data has historically been publicly unavailable for many industries. This talk will present analysis of a large set of teller service time data obtained from a major national bank. The analysis addresses how well the data supports standard queuing model assumptions and, more importantly, how deviations from these assumptions impacts staffing levels needed to meet performance goals. The analysis is part of an on-going project with Argo Data Resources to develop and refine workforce management tools for the retail banking industry. (Received September 25, 2006)