

# Terminology – Queue System

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## What is Queue System ?



Queue areas are places in which people in line (first-come, first-served) wait for goods or services.

Examples include checking out groceries, or other goods that have been collected in a self service shop, in a shop without self service, at an ATM, at a ticket desk, a city bus, or in a taxi stand.

Queue is a phenomenon in a number of fields, and has been extensively analysed in the study of queue theory.

Organized queue areas are commonly found at amusement parks. The rides have a fixed number of guests that can be served at any given time, so there has to be some control over additional guests who are waiting. This led to the development of formalized queue areas—areas in which the lines of people waiting to board the rides are organized by railings, and may be given shelter from the elements with a roof over their heads, inside a climate-controlled building or with fans and misting devices.

In some amusement parks—Disney Parks being a prime example—queue areas can be elaborately decorated, with holding areas fostering anticipation, thus shortening the perceived wait for people in the queue by giving them something interesting to look at as they wait, or the perception that they have arrived at the threshold of the attraction.

Queues are generally found at transportation terminals where security screenings are conducted.

Large stores and supermarkets may have dozens of separate queues, but this can cause frustration, as different lines tend to be handled at different speeds; some people are served quickly, while others may wait for longer periods of time. Sometimes two people who are together split up and each waits in a different line; once it is determined which line is faster, the one in the slower line joins the other. Another arrangement is for everyone to wait in a single line, a person leaves the line each time a service point opens up. This is a common setup in banks.