





Luigi was recently appointed to be responsible for the service in a restaurant.

During the previous year, the restaurant received an average of 3 emails per week complaining about the quality of service in the restaurant.

The number of such emails may be modelled by a Poisson distribution.

- a) During the week before Luigi's appointment, 6 such emails were received. Examine, at the 5% level of significance, whether there is significant evidence that, immediately before Luigi's appointment, the mean number of such emails received exceeded 3 per week.
- b) On his appointment, Luigi introduced changes to the methods of waiters recording orders and passing them to the kitchen. Following these changes, 2 emails of complaint were received during a two-week period.

 Examine, using a 5% level of significance, whether there is significant evidence that, following the changes introduced by Luigi, the mean number of such emails received was less than 3 per week.
- c) Comment on the effectiveness of the changes introduced by Luigi.

Ho:
$$k=3$$
, $H_1: k > 3$

$$p(x \ge 7) = 1 - P(x \le 6)$$

$$= 0.0336$$

$$6 is in Acceptance grapher.
$$p(x \ge 6) = 1 - P(x \le 5)$$

$$= 0.084 > 0.05$$
Hence $K = 6$ is not in critical region.
$$(b) H_0: k=6$$

$$H_1: k \le 6$$$$

Y = 2×

