SOFTWARE ENGINEERING PROJECT

PROBLEM STATEMENT

ON

“Online Restaurant Table Booking System”

To:

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1. INTRODUCTION

Visiting restaurant for having good food stuff has become common these days. Besides good food, service is also an important factor which attracts customers. Generally, we have to wait in the restaurant for table availability and it leads to time wasting. We don't know which food stuff is good for a particular restaurant and become a tough job to decide the food stuff for having. And there is no review system for particular foodstuff which we are having. We feel irritated when hotel service is not good due to lack of technology and communication.

In the world of technology, we can effortlessly get data about restaurant services with help of mobile internet. So here we develop a system which eliminates the above defined problems, called Online Restaurant Table Booking System (ORTBS). In our system, there are four interfaces.

* In the first system: User can login into the Mobile application and search the restaurant according to the user location. Different restaurants’ information are shown to the user with the live status of the restaurant tables. The user can book the table from the application, pre-order the food stuff and make the payment through application.
* In the second system: The hotel manager is provided an interface through which he/she manages the order of the customer and also update the dynamic menu of the restaurant.
* In the third system: The customer order details are shown on the kitchen display desktop and staff serves the order when the customer arrives.
* In the fourth system: Every table of the restaurant has a tablet which works as a digital menu card. The user can directly order the food from tablet available on the table and make the payment.

Basically, ORTBS is a system, developed for the restaurant as well as for user for ordering the food by the user themselves which will lead to decrease the total time for serving the food. This project is for digital ordering system and lives status of the table. \*\*\*\*\*\*\*This research includes system features, implementation, and future scope of the system. The scope of our system defines the features of the system. Design includes the implementation of the system. System architecture consist the architecture diagram of our proposed system. \*\*\*\*\*\*\*\*

USES OF ORTBS

1) Provide dynamic menu

2) Live status of table

3) Order the food from tablet or mobile

4) Payment through application

2. EXISTING TECHNIQUE

In the existing system, everything is based on paper and there is no computerized based system for keeping the records. The menu which is available on the restaurant table is paper based, the order which is taken by the waiter is paper based and the bill generated at last is also paper based.

We know that paper can easily get damaged due to some reasons and it leads to problem i.e. waiter don't have order records of the customer. Due to this problem manager gets a problem during the billing of the customer. This also leads to wastage of time, money, and paper.

Small changes in menu leads to re-writing of the entire menu again causing wastage of time.

Also one waiter is assigned to every table and waiter take order from only that particular table. After taking the order they enter the user order on the desktop for maintaining the records. After that when the order is cooked, the waiter served the dishes on the table and keep the status of the table.

So we have to make changes in the existing system/techniques to eliminate the above problems.

Our system describes the requirements of the digital menu cards and its advantage over the formal dining environment. Here are the Four related system interface encompassed by the general scope of the restaurant menu and ordering system.

The first system interface related to the problem of the waiting time outside the restaurant, which can be solved with the help of the application, this shows the live status of the restaurant table.

The second system interface is related to the replacement of the current menu with the digital menu cards.

The third system interface is related to the digital system for the hotel manager to upload the hotel information dynamically.

The fourth interface is for the transferring of customer order automatically to the kitchen, which is displayed on the screen.

3. SYSTEM FEATURES

1. The Mobile Application

• There will be an app for the user.

• This will allow the user to browse hotel near them.

• This will show the live status of the near restaurant table.

• The customer can pre-book the table and placed the order.

• This will also allow the user to view the review of the different restaurant and its food.

1. Customer Review

• The customer can make the review the food they have.

• The customer can enter the review about the hotel ambiance and service.

• This will help the hotel owner to improve the same and make necessary changes if required.

1. Tablet on Restaurant Table

• Tablet is present on each table.

• This will allow the user to access the menu card of the restaurant.

• This will help the customer to view the review of the food.

• This will help the customer to view the description about the content of the food.

• This will help the customer to make the payment through the tablet.

1. Modifiable Restaurant Menu

• The hotel manager can modify the menu according to the availability.

• The new menu also can be added to the menu card.