Restaurant Ordering System

Akana Carlewis Chambang, Suh Nji Ernest, Umar Idris Aliyu

carlewisakana@stu.aydin.edu.tr Computer Engineering student, Istanbul Aydin University, Turkey
suhernest@stu.aydin.edu.tr Computer Engineering student, Istanbul Aydin University, Turkey
umaraliyu@stu.aydin.edu.tr Computer Engineering student, Istanbul Aydin University, Turkey

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Abstract - *This Restaurant Ordering method project was created to replace the outdated and inefficient ordering method often used by restaurants with a new and more efficient ordering system. Because it needs a lot of human effort, the traditional ordering method is inconvenient for both employees and consumers. The manual labor done by the staffs will result in certain human errors, such as giving the inaccurate bill to the clients, the waiter's unattractive handwriting, and the improper order sequence. All of these human mistakes will lead to consumer dissatisfaction with the business. As a result, this restaurant ordering system is built and developed to assist the restaurant's administration. This ordering approach has shortened the time it takes to place an order. When customers eat at the restaurant, they do not have to wait to be served. Customers will be happier with new ordering procedure. The process used to design this system is known as throwaway prototyping. This technique was chosen because it will allow the system to be constructed in half the time of other methodologies. Throwaway prototype approach also enables the developer to listen to end-user comments and continue working on the product to meet the end-user's expectations.*

Key Words: e-commerce, B2C transaction, accessibility, online ordering, technology acceptance

1.INTRODUCTION

The restaurant ordering system plays a critical role in the fields of hospitality, technology, and customer service, making it a worthwhile subject for ongoing and future research. This system is now an essential part of the entire dining experience in the modern dining environment, providing many advantages to a range of stakeholders, such as patrons, restaurant owners, and academics (Prof V.B. Dhore, 7, October 2014). In this study, the restaurant ordering system has the ability to completely transform a variety of industries, including small enterprises, retail, dining places, and coffee shops.

2. BACKGROUND AND SIGNIFICANCE

People increasingly choose to eat at restaurants for their meals. There are several reasons why individuals choose to dine out. One of the causes is that they are too tired to cook after work. People will be exhausted after working for more than 7 hours. As a result, they lack the stamina to cook their meals. Furthermore, university students must complete several assignments, tutorials, and participate in academic activities (Patel Krishna M., 17th - 18th April 2015). It will be more convenient for them to dine at a restaurant rather than cook at home. As more people eat at the restaurant, the restaurant management should make certain improvements to speed up ordering.

Customers have always had to engage with waiters in order to place an order. Waiters take notes on the dishes that customers order. The order will then be delivered to the kitchen, where the chef will begin cooking. Customers have experienced several challenges as a result of this old manner. For example, waiting for meals to be served, receiving a wrong bill, and many more. All of this, the stress will leave guests dissatisfied with the restaurant's service (Reshma Shinde, 2, February 2014).

Customers nowadays want chores like booking cinema tickets to be simplified (Rebecca Nüesch, 2015). As a result, the restaurant should make modifications as well.

(Williams, 2019) studied web-based ordering systems in restaurants, finding they improve operational efficiency. Restaurants using these systems saw shorter order processing times and increased productivity.

(Patel S. e., 2021) researched web-based ordering systems' impact on customer satisfaction. They surveyed patrons using online platforms and found system convenience positively affected satisfaction, notably through customizable orders, real-time updates, and prompt confirmations.

Third-party delivery services like Uber Eats and Door Dash expand restaurant reach and change consumer behavior, offering convenience with diverse options and doorstep delivery.

(Garcia, 2020) studied challenges with web-based ordering systems, noting technical glitches, security issues, and staff training needs. Addressing these is crucial for system adoption and effectiveness.

This study is designed to offer a restaurant ordering system. This system can assist to enhance the present ordering approach. Furthermore, it gives convenience to both the business and the consumers. This technology will be extremely valuable for many eateries once this project is completed.

3. PROBLEM STATEMENT

Many restaurants now use the typical restaurant ordering system to serve clients. In the conventional restaurant ordering procedure, the staff writes down the meals that the client orders. The order will then be delivered to the kitchen, where the chef will begin to prepare the meal. This has created only minor problems such as:

- While writing down the order, the employees may make mistakes.

- When the staff writes in a hurry, the handwriting might become difficult to interpret.

- Staff may misplace the order document, and clients may receive an inaccurate charge.

- One issue that restaurants with traditional ordering systems confront is that consumers do not know when their meal will be ready.

- Some consumers may have a busy schedule following their lunch or supper.

- They must understand time planning in order to organize their schedule effectively.

- Customers, especially when there are a lot of them, may believe their order has been forgotten if their meal hasn't been served in a long time.

- It would be helpful if the expected time to prepare the dish displayed to consumers.

Furthermore, some consumers may choose to amend or cancel their food order. Customers may cancel their order only if the chef has not yet begun cooking. When employing the conventional restaurant ordering procedure, clients must notify the staff, who then only inform the chef. When there are a lot of customers at the restaurant, the staff may fail to alert the cook. The personnel may also reach the cook too late, leaving consumers unable to cancel their order. This issue should be addressed because it is inconvenient for customers. Customers will find it much handier if they can cancel their order themselves. They don't have to waste time waiting for the employees to serve them. If the chef has not yet begun cooking, a cancel button should be presented so that clients can cancel their order.

Moreover, it is difficult to provide the most recent information to clients. The meals' availability is determined on the ingredients purchased on a daily basis. When ingredients are few, the chef is unable to produce certain meals. As a result, notifying every consumer when they want to buy is challenging. The employees may neglect to notify the consumers. Because they have a lot on their plates. If consumers have already ordered and are eager to sample the meals, but the staff informs them that the dishes are unavailable owing to a scarcity of ingredients. This will result in consumer discontent with the establishment. The restaurant's brand image will suffer as a result.

4. RESULT:

The project's relevance stems from its potential to change the restaurant sector via the use of cutting-edge technology and data-driven techniques powered by AI. It covers significant issues that customers and restaurant owners encounter, providing practical advantages and insights. The project makes the following contributions to the field:

- **Enhanced Customer Experience:** The project's goal is to make consumers' eating experiences more convenient, adaptable, and efficient. The AI interface made it easier to customize orders, accommodating specific dietary preferences and restrictions seamlessly.

- **Operational Efficiency:** The project may dramatically improve the restaurant's operating efficiency by streamlining order management, cooking procedures, and resource allocation. The AI system streamlines the communication between customers and the kitchen, reducing errors and ensuring orders are prepared accurately.

- **Data-Driven Insights:** The project produces useful information on client preferences, popular goods, peak hours, and other topics. This information may be utilized to improve menus, pricing tactics, and consumer happiness.

- **Technology Integration:** The project's utilization of current technology, such as mobile applications, data analytics, and automation, is in line with the restaurant industry's digital transformation tendencies.

- **Integration Capability:** Check to see if the Restaurant Ordering System is compatible with other business systems such as accounting software, customer relationship management (CRM) tools, and online payment gateways.

- **Security and Compliance:** Implement stringent security measures to protect sensitive customer data and guarantee compliance with any applicable data protection regulations.

- **Contributing to Research:** The project's results and techniques can contribute to larger study on hospitality technology, consumer behavior, and restaurant operational management.

- **Natural language processing:** The aim of integrating Natural Language Processing in a Restaurant Ordering Web System is to enhance user experience, ensure accurate order processing, improve efficiency, personalize recommendations, support multiple languages, analyze feedback, and seamlessly integrate with other systems
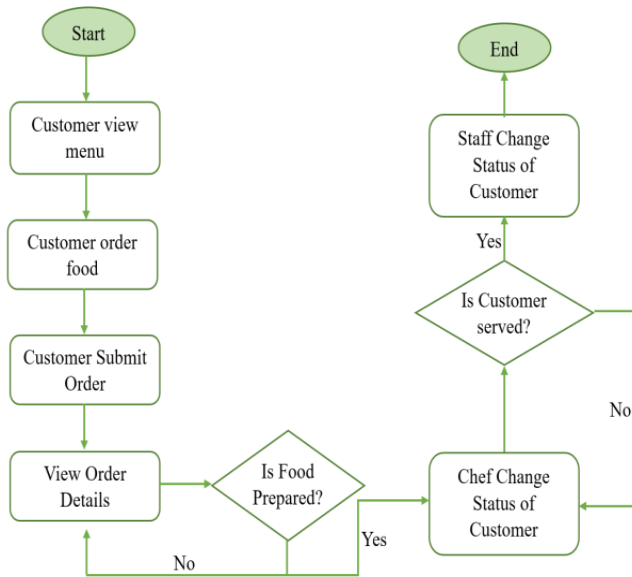
5. PROPOSED APPROACH/STUDY

Figure 1-1 Restaurant Ordering System Flow Chart (Patel M. , December, 2015)

Figure 1-1 shows the Restaurant Ordering System Flow Chart. When clients enter the restaurant, the staff will assist them in finding a seat. Customers will then utilize the gadget given by the restaurant to see the meal menu. Customers can then place their orders. The chef and crew will get the clients' order information when they fill in the quantity of food and the table name and submit the order. When the dish is ready, the chef will modify the status of the clients' orders. When the dish is ready, the staff will serve it to the clients. The order's status will be changed after all of the food has been served.

6. IMPLEMENTATION:

The implementation of the AI-powered restaurant ordering system involves several critical steps, ensuring seamless integration and optimal performance. Here's a detailed overview of the implementation process:

A. **System Design and Planning:**

- **Requirement Analysis:** Collaborating with restaurant stakeholders to understand their needs and expectations.

- **Design Specifications:** Drafting the system architecture, user interface (UI) design, and defining AI capabilities.

B. **Development:**

- **AI Model Training**: Developing and training machine learning models to understand natural language processing (NLP) and voice recognition.

- **Integration with POS Systems:** Ensuring compatibility with existing point-of-sale (POS) systems for smooth order processing.

- **User Interface Development:** Creating intuitive and user-friendly interfaces for both the digital menu and AI interaction.

C. **Testing:**

- **Internal Testing:** Conducting extensive tests to ensure the system functions correctly in a controlled environment.

- **Beta Testing:** Deploying the system in select restaurants to gather real-world feedback and identify potential issues.

D. **Deployment:**

- **Staff Training:** Training restaurant staff on how to use and troubleshoot the system.

- **Customer Education:** Providing guidelines and demonstrations for customers to familiarize them with the new ordering process.

E. **Monitoring and Support:**

- **Performance Monitoring:** Continuously monitoring the system's performance to ensure reliability and efficiency.

- **Customer Support:** Establishing a support framework to address any technical issues or user queries promptly.

F. **Ongoing Improvement:**

- **Feedback Loop:** Collecting feedback from users and stakeholders to identify areas for improvement.

- **Regular Updates:** Implementing updates and new features based on user feedback and technological advancements.

7. SYSTEM ARCHITECTURE:

The proposed Restaurant Ordering Web System will be a cloud-based platform accessible through web browsers and mobile devices. Customers will have the option to browse the menu, customize their orders, and make secure online payments. The system will also feature a dashboard for restaurant staff to manage orders, track inventory, and analyze customer data. Integration with POS systems, kitchen display systems, and third-party delivery services will ensure a comprehensive and seamless experience for both customers and restaurant owners.

The system architecture will comprise three main components:

User Interface: The customer-facing interface will allow users to browse menus, customize orders, and make payments (Ashutosh Bhargave, 4, April 2013). It will be intuitive, responsive, and accessible on various devices.

Application Logic: This component will handle order processing, inventory management, and communication between the user interface and database. It will include algorithms for personalized recommendations and real-time order tracking.

Database: The database will store information about menus, customer profiles, order history, and inventory. It will be scalable to accommodate a growing number of users and transactions.

8. CONCLUSIONS

The development of a Restaurant Ordering Web System represents a significant step towards enhancing the efficiency and customer satisfaction in the restaurant industry. By leveraging modern technology, the proposed system aims to address the shortcomings of traditional ordering processes and create a seamless, user-friendly experience for both customers and restaurant staff. As the restaurant landscape continues to evolve, embracing innovative solutions will be crucial in meeting the dynamic expectations of today's consumers.

ACKNOWLEDGEMENT

I am quite pleased to present this project. This project has been broken into different modules so that it can be understood properly. The modules have been put in a logical sequence with an eye-catching GUI to ensure that the project flows smoothly.

The satisfaction that comes with completing a task would be inadequate if I didn't acknowledge the names of those who made it possible, whose constant direction and encouragement tops all of my efforts.

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