

Implementation of Restaurant Ordering System into Pocket PC using Wireless Technology

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PROJECT OVERVIEW

Nowadays, different restaurants use various methods when it comes to ordering. Restaurant owners struggle to maintain their customers due to the inefficient ordering system used.

Ordering systems are developed to make it easier when taking orders from customers. However, restaurants face difficulty when taking order from customers due to unexpected issue.

This can be seen in scenarios such as big crowds in restaurant during occasions. It is a norm restaurant owners are reluctant to hire more workers as they would need to pay for the extra cost. Restaurant owners normally do not bother about customer's satisfaction as they only need monthly profit.

In order to solve the problems that are faced in most of the restaurants, the author have decided to use Pocket PC in a Wi-Fi environment to take order from the customers. There would be three sides for the system which would be the Server subsystem (cashier), kitchen subsystem and order taking subsystem which will be handled using pocket PC.

For the server side, it will be situated in cashier department where the server will be used to manage the payment process. Furthermore, the restaurant management would be responsible to manage and monitor the information that would be sent through the server and at the same time manage regarding the food and other important information which needs to be well managed in order to avoid any problem or error in the system in future.

Next, on the process of food ordering, the waitress/waiter will take food order from the customer using pocket PC and directly send the list of order to the kitchen which is connected via Wi-Fi. Once the food prepared in the kitchen, the pocket PC will receive an update regarding the prepared food and the waitress/waiter who is in charges for that particular order will serve the food. Once the food served, the waitress/waiter will send a message which includes the information about the order and the payment, to the server in the cashier.

Meanwhile in the kitchen, it is in charge by the main chef who will receive the order list from the Pocket PC through Wi-Fi and proceed with the preparing of the ordered food which was done earlier by the waitress/waiter. Besides that, the chef in the kitchen can manage the data in the system regarding the food list which means the chef can indicate in the system about the availability of the food.

By implementing the wireless application, it saves time. Waitress/waiters are able to take many orders from customers. Moreover, it reduces the cost. The restaurant owner would not require hiring more waitress/waiters.

The author hopes this system would help the restaurant management in taking order from their customer in more efficient way and at the same time increase the overall sale when the system is implemented in future.