MOBILE FOOD ORDERING SYSTEM (MFOS)

WAN NOR AL-ASHEKIN BINTI WAN HUSIN

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MOBILE FOOD ORDERING SYSTEM

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Wan Nor Al-Ashekin Binti Wan Husin

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ABSTRAK

Pada masa kini, dengan kepesatan teknologi *mobile*, para pengguna lebih mementingkan satu aplikasi *mobile* yang dapat memudahkan serta mempercepatkan segala urusan mereka. Sementara itu, dalam industri makanan, para pengusaha restoran menunjukkan keinginan yang tinggi untuk memiliki serta menggunakan sebarang sistem aplikasi yang dapat meningkatkan mutu perniagaan mereka bagi kepuasan pelanggan serta peningkatan keuntungan perniagaan. Kebiasaannya, pesanan makanan secara manual menimbulkan pelbagai masalah seperti kesilapan mengambil pesanan, masa menunggu, pembaziran makanan, kesilapan penyediaan makanan serta pemilihan menu. Kertas kerja ini menerangkan integrasi teknologi *mobile* yang diaplikasikan untuk sistem pesanan makanan di restoran kecil dan sederhana yang dapat menyelesaikan isu-isu ini. Prototaip sistem pesanan makanan secara *mobile* ini dibangunkan untuk memudahkan para pengguna khususnya pentadbir sistem, pengurus restoran, pelayan restoran, juruwang, pembantu dapur dan pelanggan untuk menguruskan menu, kategori menu, jawatan, pengguna, konfigurasi bil, pesanan makanan, senarai pesanan, bil-bil pesanan, laporan pesanan harian, laporan mengikut jenis pesanan dan laporan bil. Prototaip sistem pesanan makanan secara *mobile* ini melibatkan rangkaian tanpa wayar yang dapat di capai oleh pelanggan melalui *mobile* contohnya telefon pintar. Hal ini bertujuan untuk menyediakan cara yang berkesan dan cekap untuk pelanggan membuat pesanan dan pelayan mengambil pesanan dari pelanggan untuk proses pesanan. Ia juga menjimatkan masa, memperbaiki pengurusan perniagaan dan mengurangkan kesilapan.

ABSTRACT

With the rapid growth of mobile technology, nowadays people are looking forward for an application that makes life easier and faster. While in restaurants industries, most businesses people look for any mobile application that improve their business functions for the customers as well as increased the profit. Normally in manual system, human error, waiting time, wasting foods, wrong menu preparation, ordering management and menu selection are the main issues in any restaurants. This paper presents the integration of mobile technology for small medium restaurants mobile food ordering system which may solve these issues. A prototype of MFOS was developed to enable the users; administrator, manager, waiters or waitress, cashier, kitchen staffs and customers to manage menu, manage menu category, manage position, manage user, manage bill configuration, manage menu order, manage serve order, view order, manage billing, view report for billing, report for daily ordering and report for ordering by type. This prototype implements wireless data access by the users using mobile devices such as smart phone. It is aimed to provide an effective and efficient way for the customers and the staffs of the restaurants to do the ordering process. It also saves time, improve business management and reduce human errors.

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LIST OF ABBREVIATIONS

LINQ	Language Integrated Query
MFOS	Mobile Food Ordering System
SQL	Sequence Query Language
UML	Unified Modeling Language

CHAPTER 1

INTRODUCTION

1.1 Introduction

Businesses based on food services have grown significantly in Malaysia in the last decades where many restaurants opened and offered various types of menu for customers. The restaurants consistently improve their food ordering system because this is the way of interaction between restaurants and customers. Typically there are different food ordering process in different restaurant but all requires the coordination of some tasks. Table 1.1 shows the common ordering process in the restaurants:

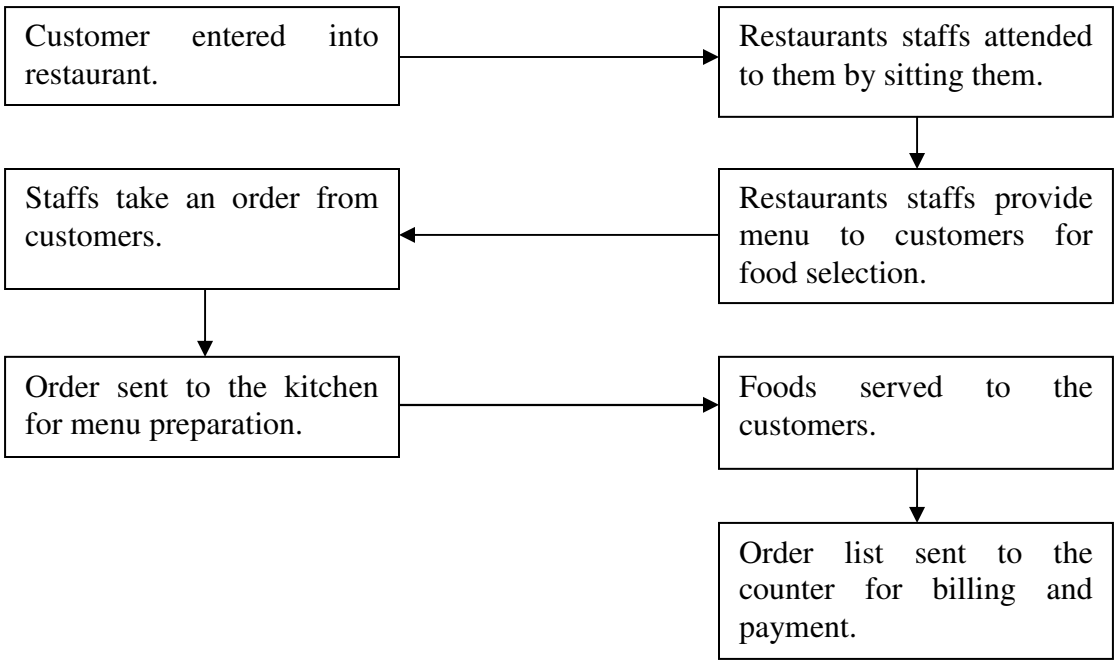

Table 1.1: Common Ordering Process

The contents of the thesis is for internal user only

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