

ABSTRACT

Restaurant Customer Service Automation

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In all its variable forms, modern technology have entered different life fields and became an indispensable part of the scientific and practical aspects of life. For this reason, the work team have attempted to create a comprehensive work system that can help the customer order, cancel, and view bills and use internet service inside the restaurant without needing much assistance from the waiter. This helps save the time and effort the customer spend normally, and it also helps the management go over daily reports and customers' feedback. In other words, this system facilitates the work within the restaurant.

Outside the restaurant, customers can order meals from the restaurant's website, where they can see items on the menu and their prices and pick the ones they want without needing to contact the restaurant using old methods (going in person or through phone calls). In this regard, this system helps save time and brings work up to speed.