

Restaurant Customer Service Automation system

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Introduction :

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.

Proposed project:

In line with technological advances currently prevailing in the world; The research team proposed Electronic Restaurant Customer Services system analysis , as this system is similar to the traditional restaurant customer service systems, and that by automating the traditional customer service systems such as providing an electronic menu, taking feedback from customers, queering the value of the invoice, providing the Department with daily information in electronic form through the interaction with the customer's computer which installed in the table, in addition to the possibility of registering through the website of the restaurant. as illustrated below in Figure 1.



Figure 1: Project idea

System Design and Implementation:

Database design Figure 3 show the system object class, as illustrated below, the customer have zero or many comments and he has zero or many orders and the orders have one or many items and the data of the item will be taken from the items table and the other table is the table of the staff that helps them to make login to the system.

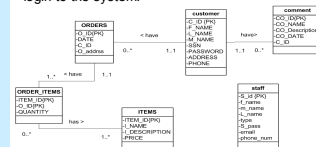


Figure 3: System object class

The user interface of the system inside the restaurant Figure 4: home screen.



Figure 4: home screen

And figure 5 shows the Screen of reservation demand, as illustrated below.



Figure 5:reservation demand screen

And the user interface outside the restaurant (website) contains the screen of login to the system ,the reservation demand from the website ,the feedback and the contact us screen. as illustrated below in Figure 6.



Figure 6: website interface

Project Objectives:

1. Customer can save time of ordering.
2. Customer can review the list of foods in electronic menu .
3. Customer can know the value of the invoice in electronic form.
4. Customers' possibility to express their opinions about the level of service in the restaurant, and provide suggestions in electronic form to increase confidentiality of the information given.
5. Restaurant will increase profits by overcoming the problem of time.
6. Provide the service to a greater number of customers.
7. Provide the management with periodic reports about the work.
8. Reduce the number of employees in the restaurant.
9. Take immediate feedback from the customers.
10. Building a good relationship with customers by working to provide services for each customer in particular.

Results:

1. There is high potential for implementation of the system in the governorate of Hebron, and to achieve the desired objectives from the perspective of the team.
2. Through the implementation of this system will reduce the time and effort on the users of the system and improve the level of service in restaurants.

Use case diagram:

Figure 2 is the use case of the project, as illustrated below, the diagram shows the functional requirement of the project, the customer can make an order, cancel it, or request an invoice, or give feedback, and he can order from the website ...etc. the manager can show the report and follow the work flow, and the admin can modify data.

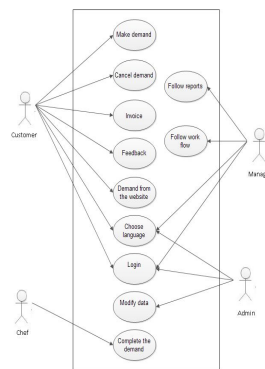


Figure 2 use case of the project