



RESTAURANT MANAGEMENT SYSTEM

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OUR TEAM



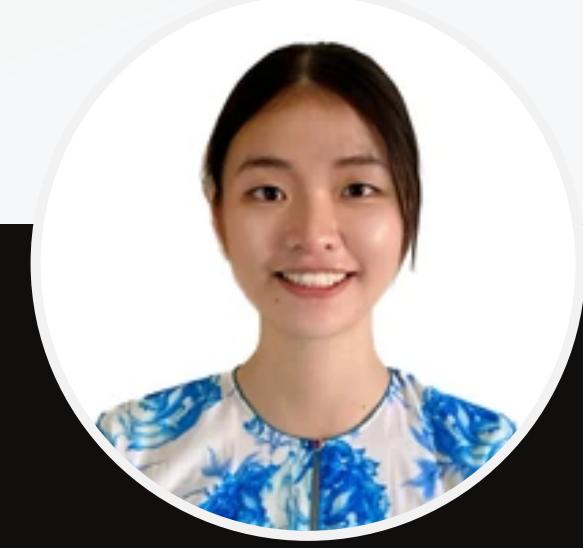
CHONG LUN
QUAN



CHEW
CHUAN KAI



IZZ HAEIL



CHEN SHU
YAN

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INTRODUCTION

Information Gathering

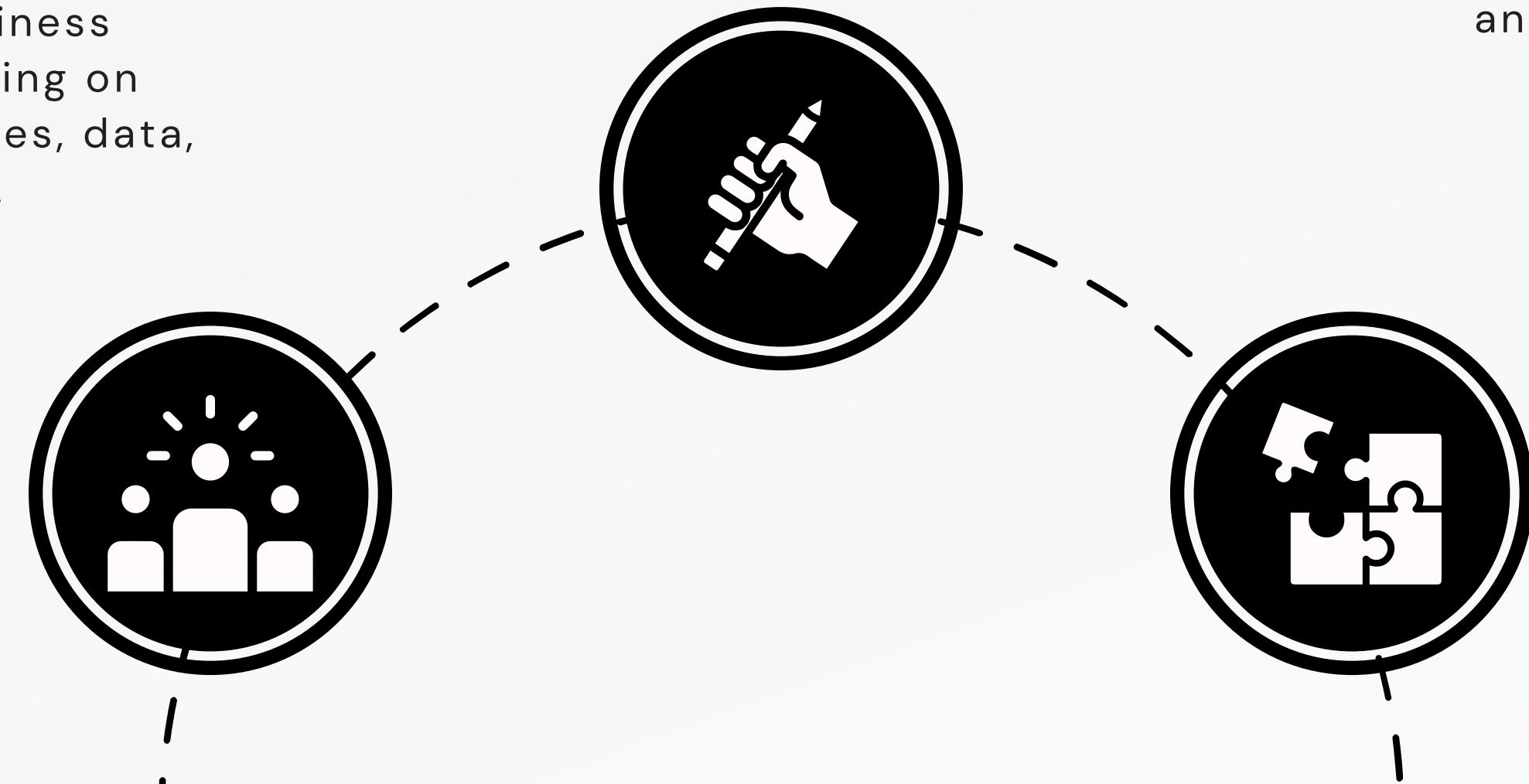
- Use Google Forms to poll customers.
- Focus on 4W1H (Who, What, When, Where, How).
- Understand business functions, focusing on people, objectives, data, and procedures.

Data Flow Diagram

To show how data flows through the system, what processes transform the data, and what external entities interact with the system.

Visualizing Business Flow

- Constructing Entity Relation Diagram
- Data is organized into entities, attributes, and relationships



PROBLEM STATEMENT

Difficulties



- Limited Website Access
- Lack of Reservation System
- Absence of Delivery System
- Limited Payment Methods
- Menu Interface Problems

- Many restaurant websites can only be accessed in person, not online, this approach limits the ability to attract new customers and makes it inconvenient for people who want to get information, reservations, or order delivery from home.
- Without a reservation system, customers struggle to get tables during busy times, leading to frustration and lost business. It also makes it hard for staff to manage bookings, causing overbooking or empty tables.
- Many restaurants rely on third-party delivery services that charge high fees and can cause issues with food quality and delivery times. Without their own delivery option, restaurants miss out on customers who prefer home delivery
- Switching menu interfaces often causes errors, requiring expensive technician help and delays. This makes it hard to update the menu quickly, frustrating customers and hurting the restaurant's efficiency.

Vision



SOLUTION



Customers can place orders online without visiting the restaurant or scanning QR codes, making it easy to enjoy meals from home or the office.

ONLINE ORDERING



The integrated reservation system allows customers to book tables in advance, reducing wait times and overcrowding.

RESERVATION MANAGEMENT



Expands customer reach by offering delivery options, increasing sales potential.

DELIVERY SERVICES:

PHYSICAL DIAGRAM

for TO-BE system

Overview :

Our system contain some new features like menu updating, customer's order sorting, seat reservation , purchasing method and delivery method. Among these features, some are done automatically while the others are handled manually.

We will see the
Diagram 0 and Child
diagram in the next
page



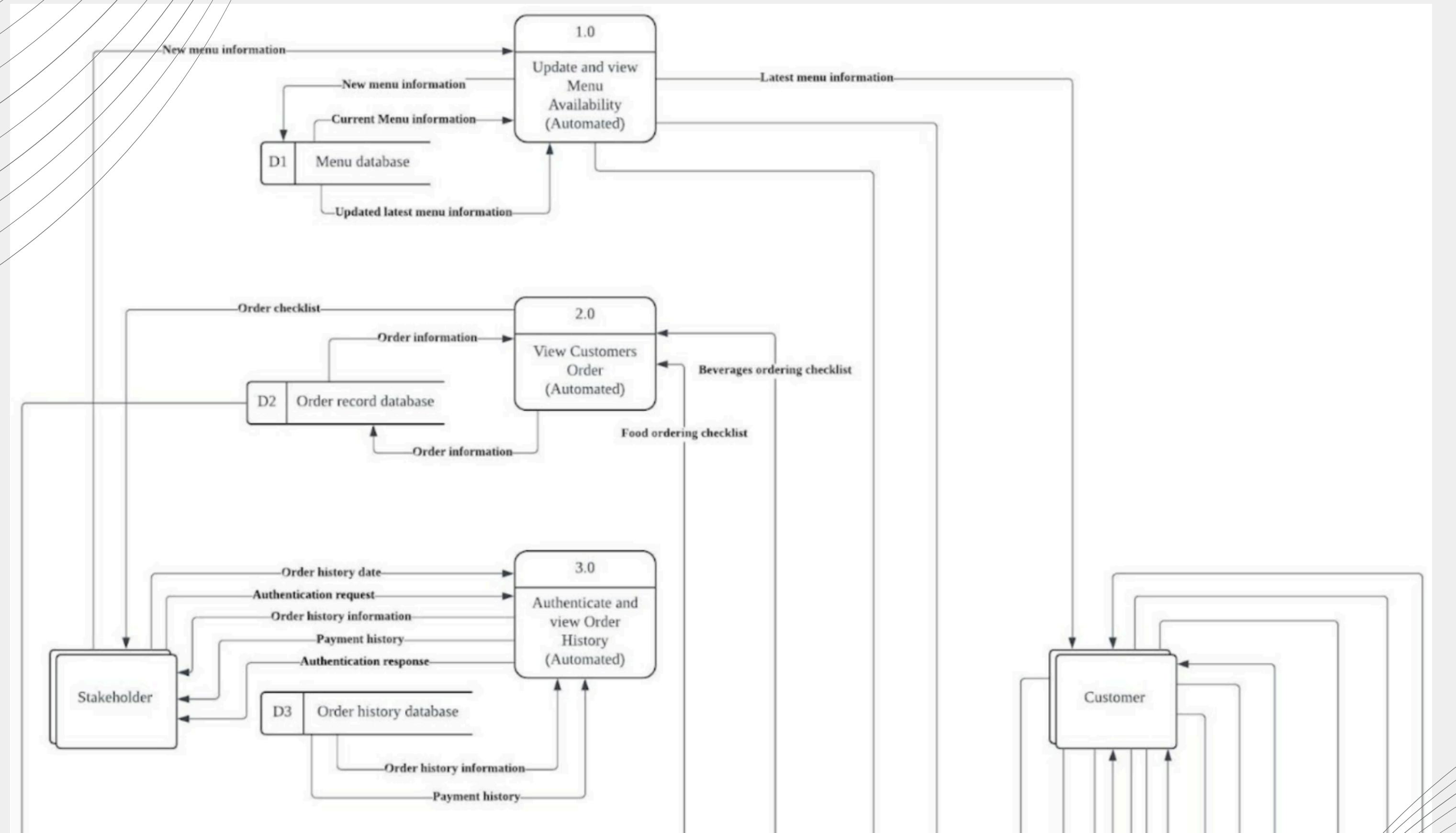


Diagram 0 (Process 1 to 3)

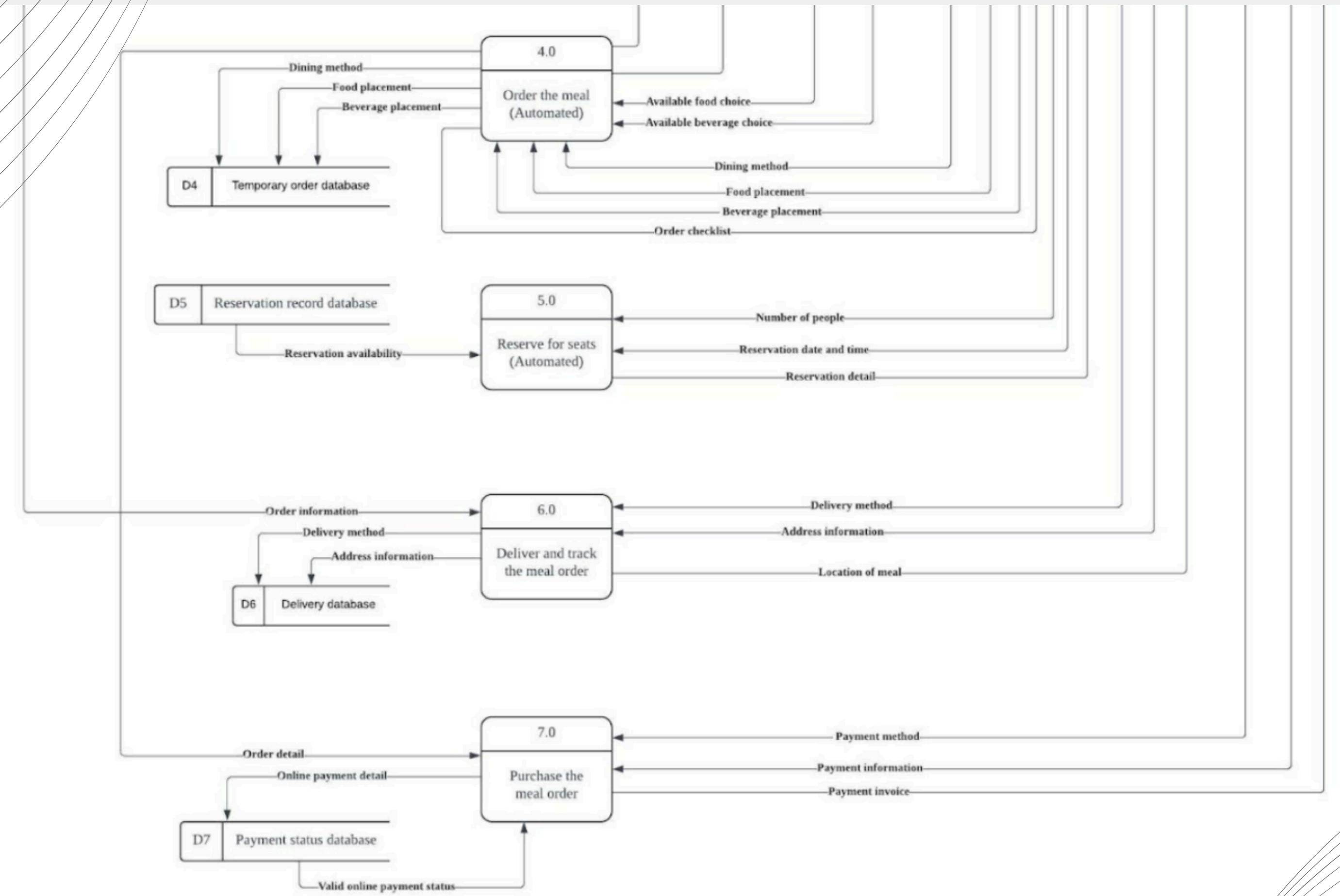
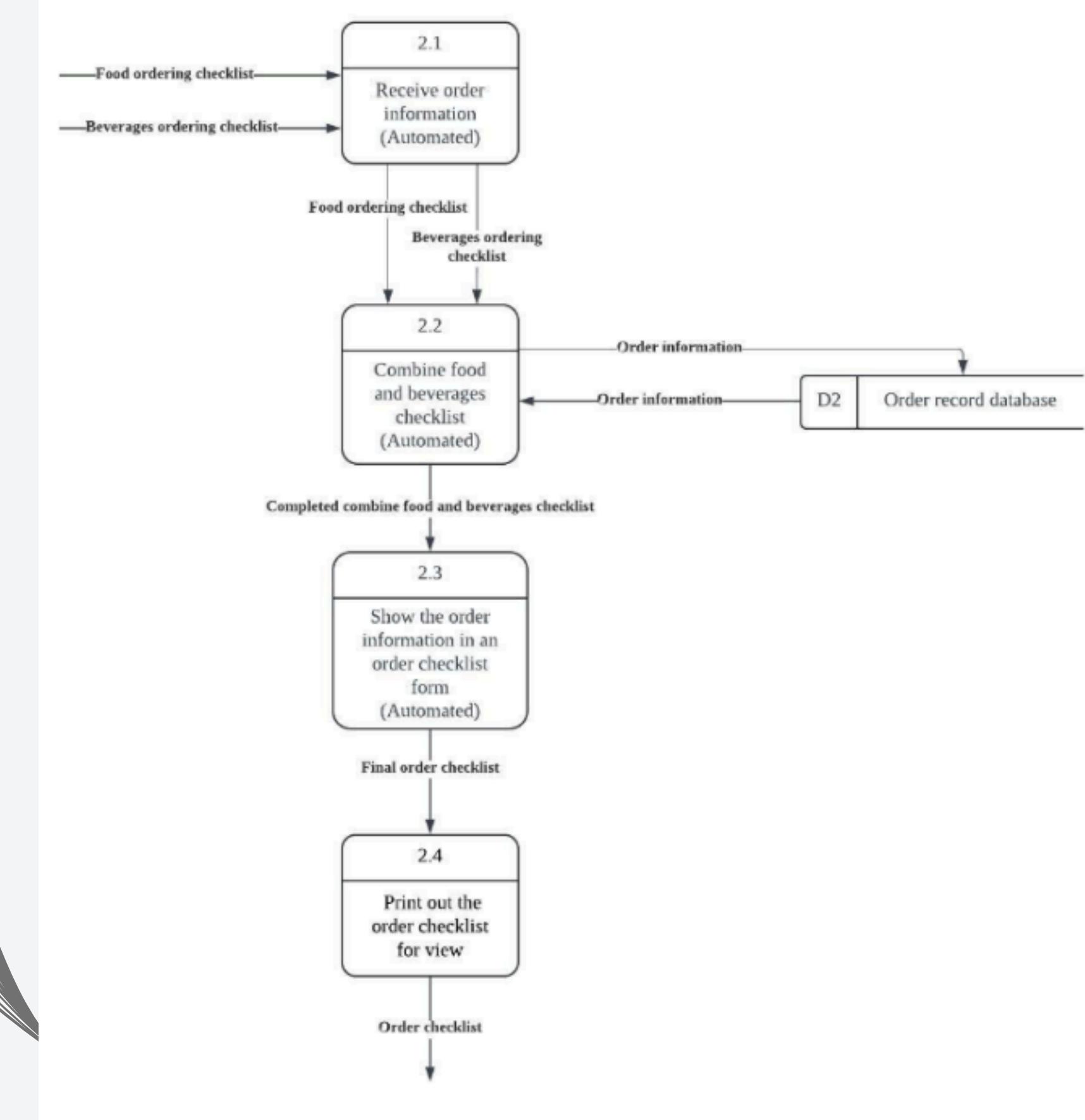
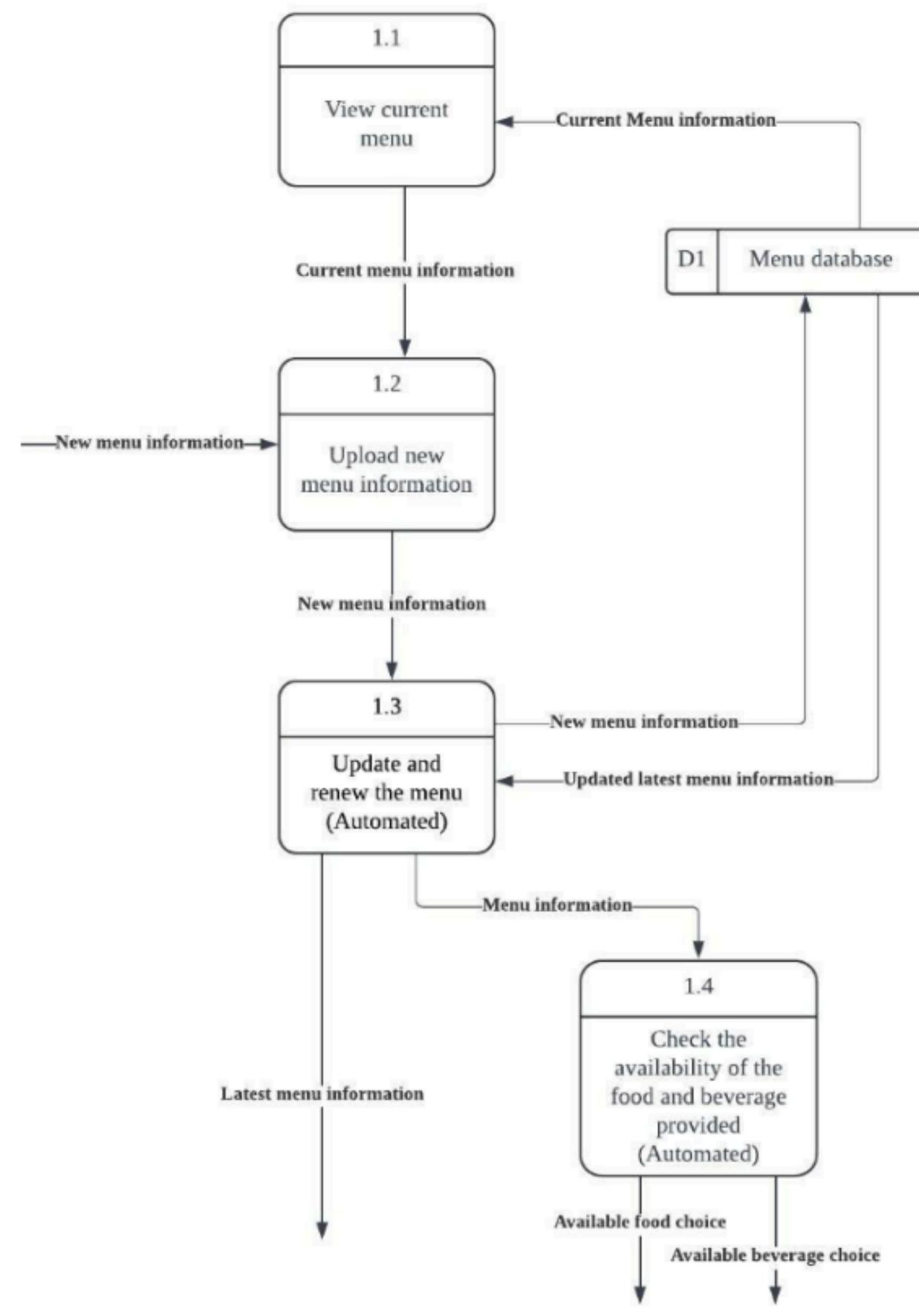
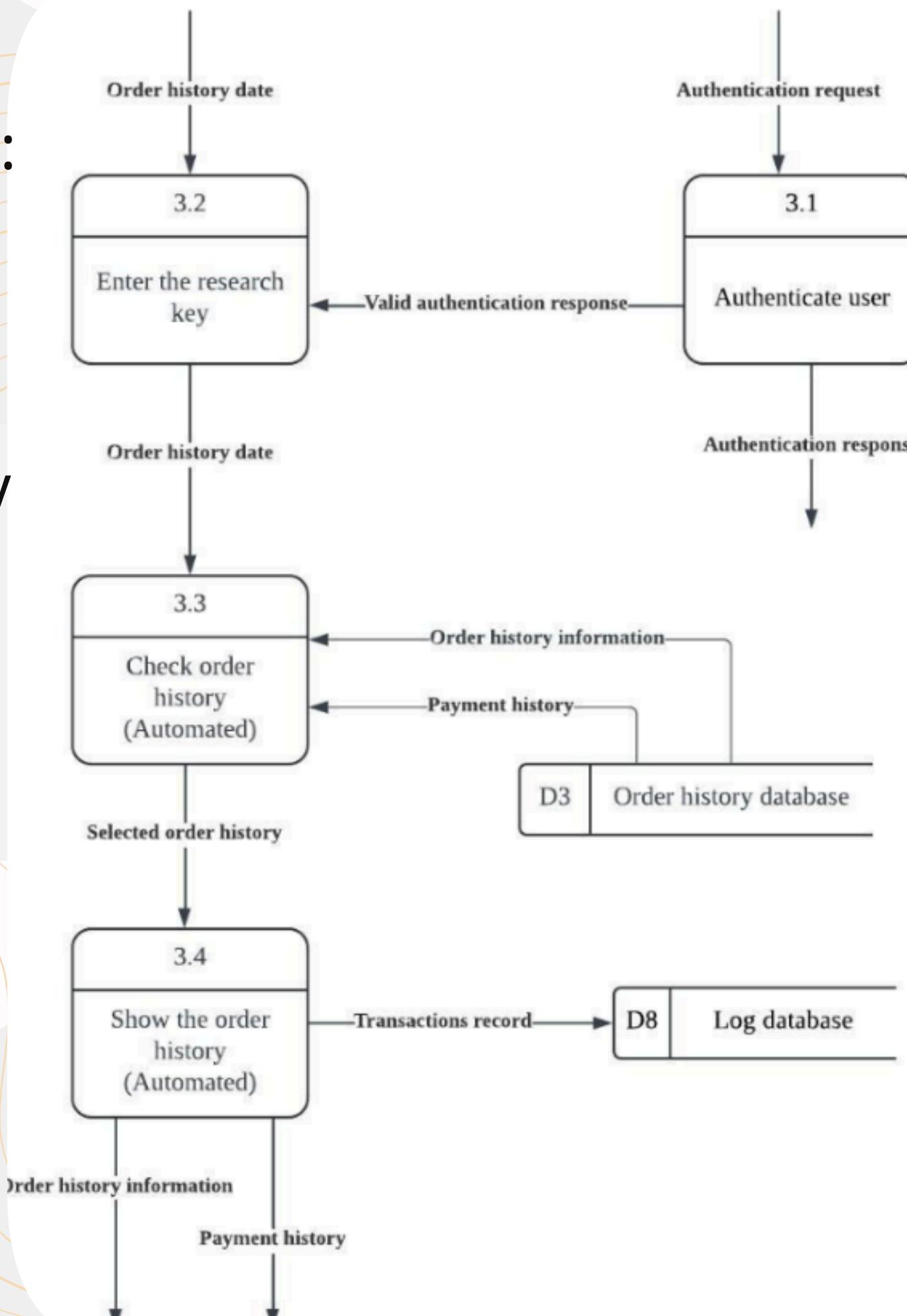


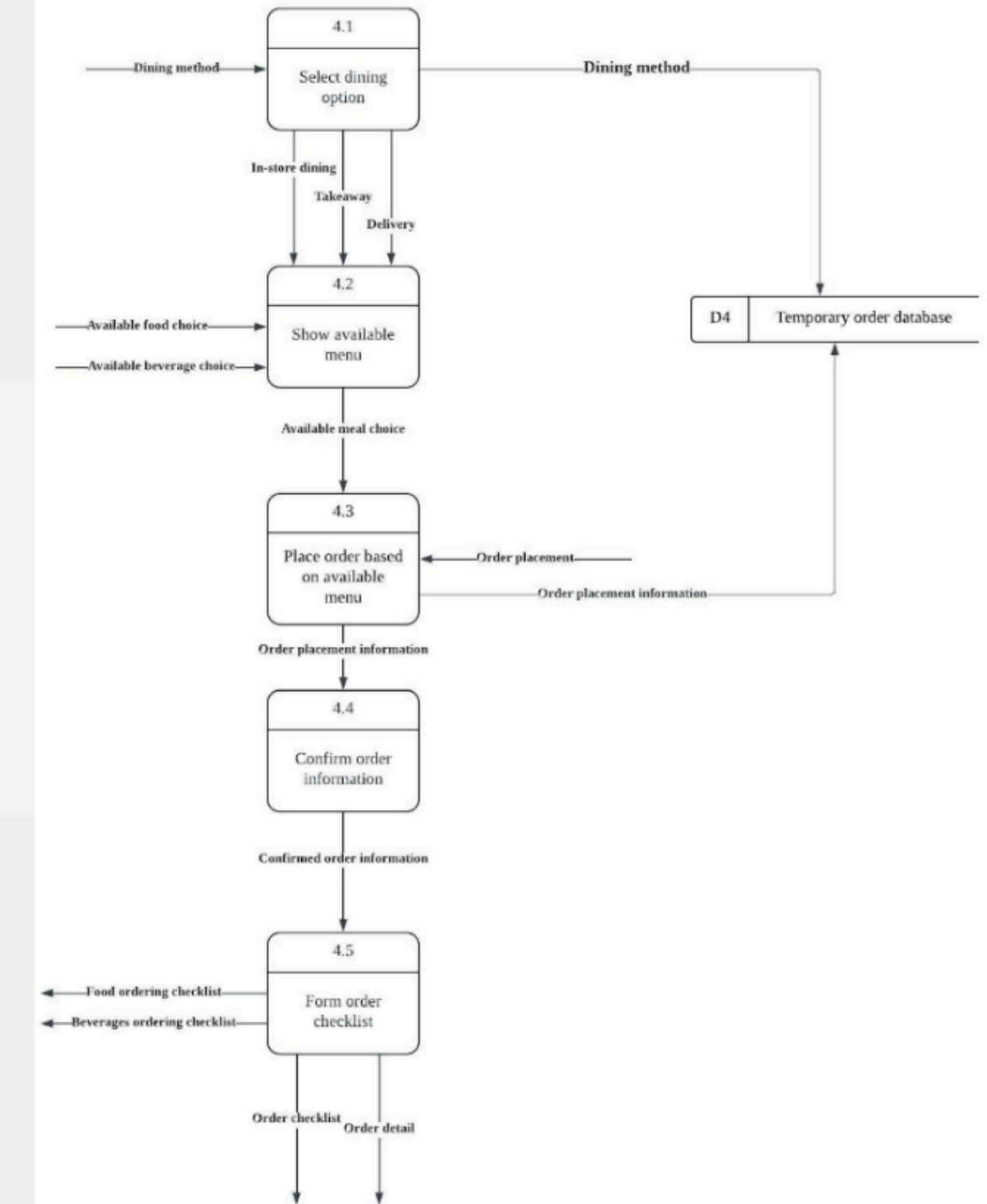
Diagram 0 (Process 4 to 7)

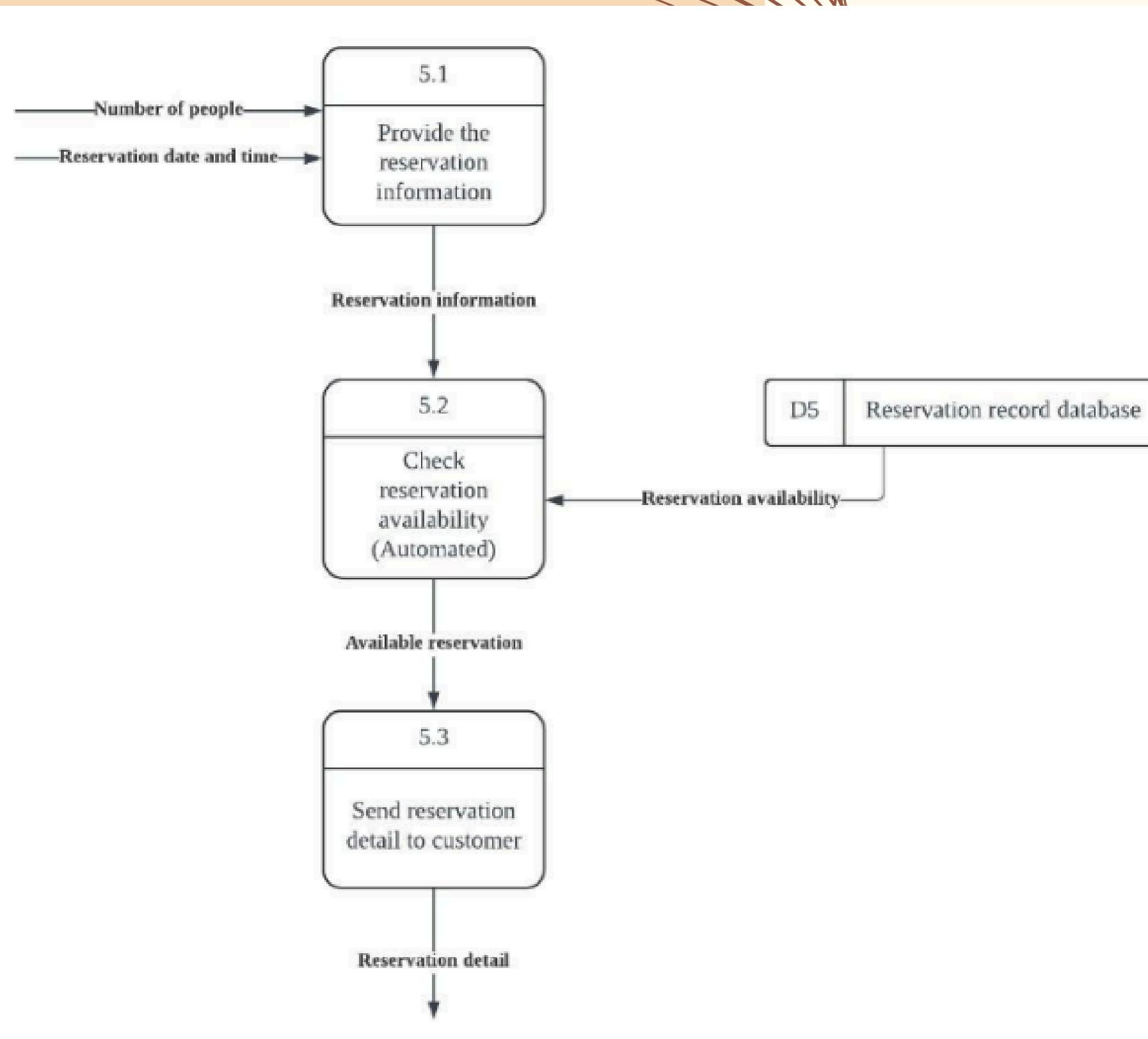


Level 3 : View Order History

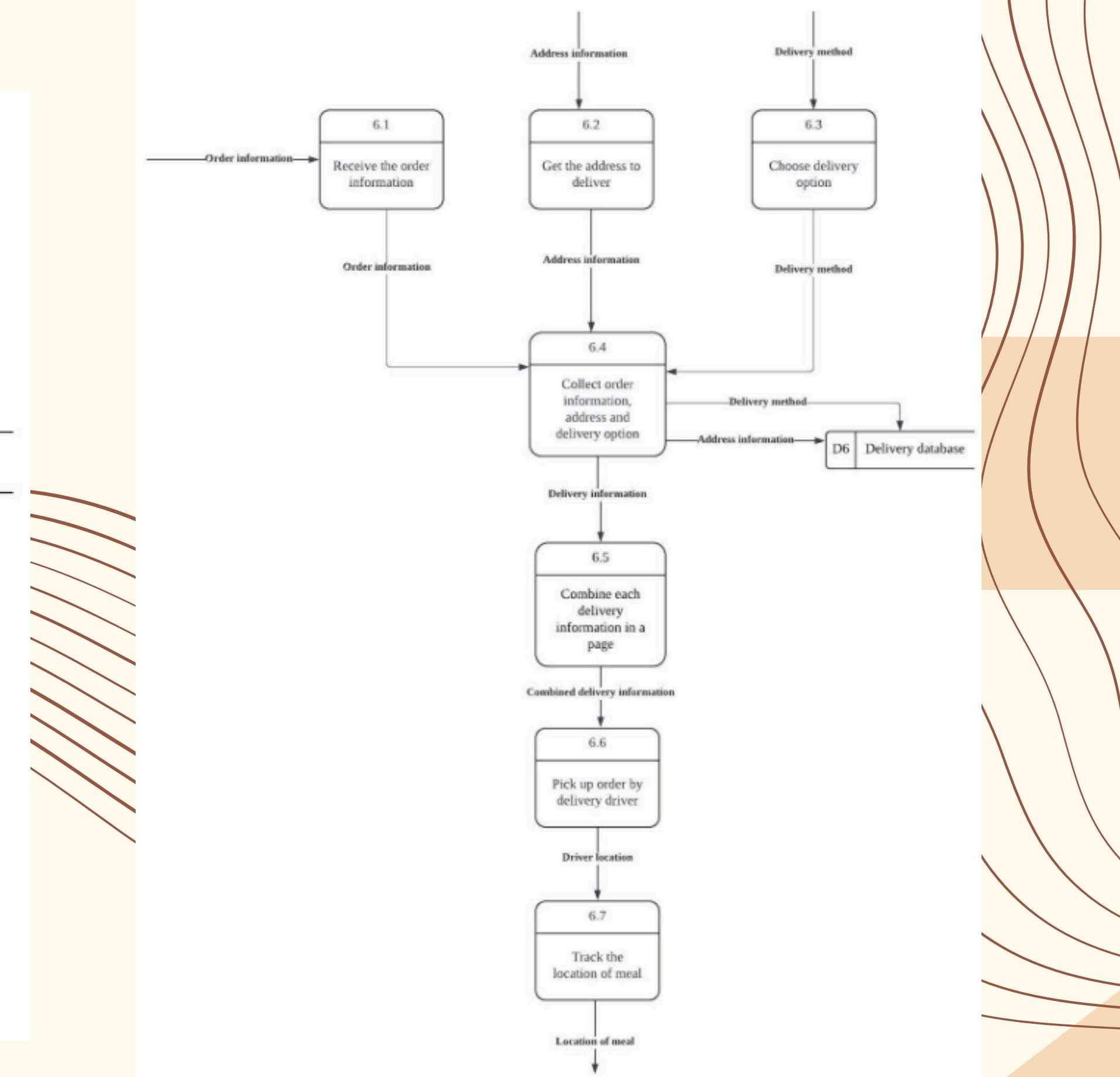


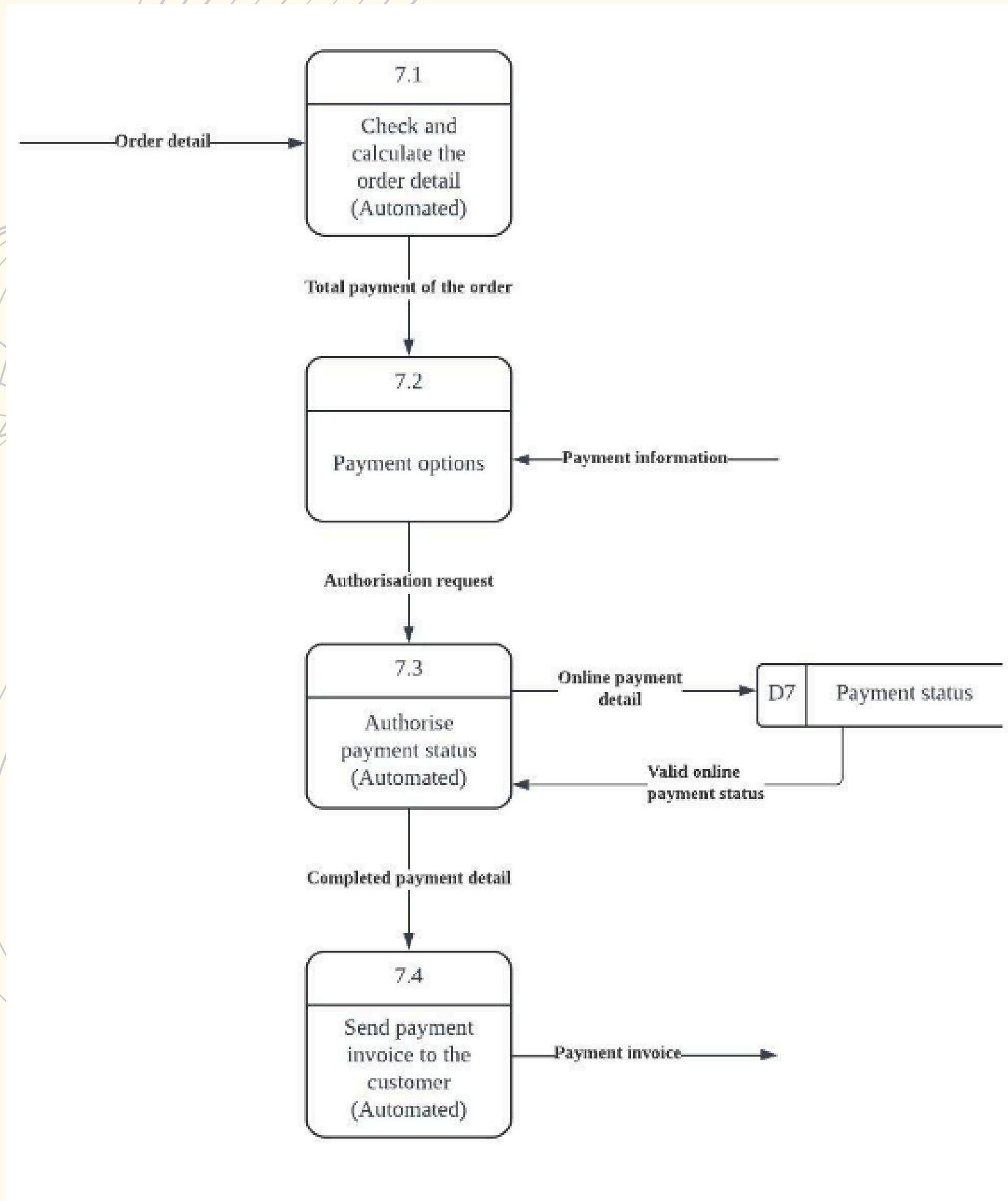
Level 4 : Order the menu





Level 5:
Reserve for seat





Level 7 : Purchase the meal order

Current system provides a plenty of user-friendly function and seamless connection between client and stakeholder.



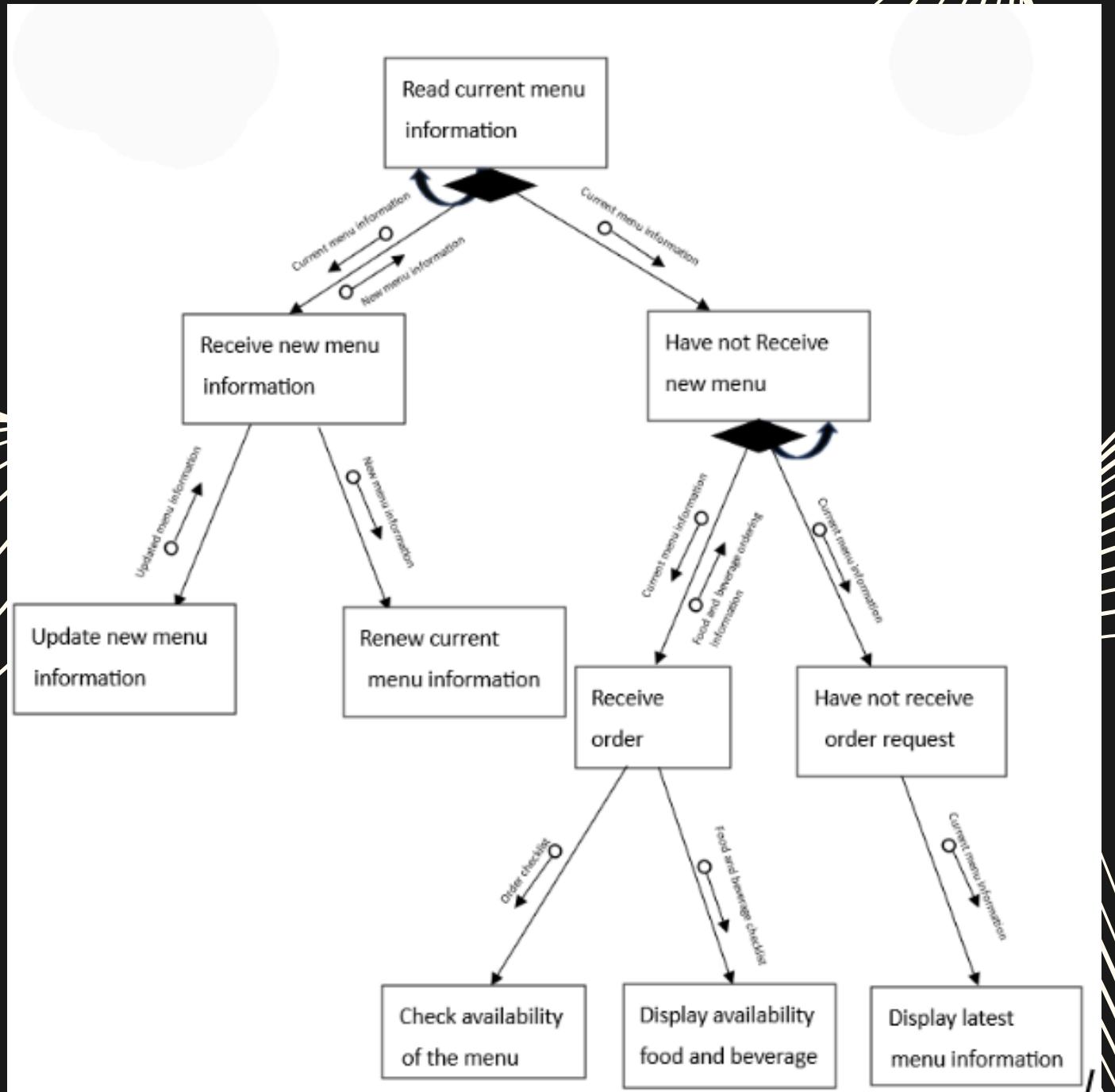
EVENT RESPONSE TABLE

Event	Action	Response
User Registration	User submits registration form	<ul style="list-style-type: none"> - Validate user information - Create new user record in user database - Display confirmation message
User Login	User submits login credentials	<ul style="list-style-type: none"> - Validate credentials - Display main menu - Set user session
View Menu	User selects menu viewing option	<ul style="list-style-type: none"> - Fetch menu data from menu database - Display menu items
Place Order	Customer selects items and submits order	<ul style="list-style-type: none"> - Validate order details - Create new order record in order database - Display order confirmation
Order History Request (Stakeholder)	Stakeholder requests order history	<ul style="list-style-type: none"> - Retrieve order history from order database - Display order history
Order Status Check	Stakeholder requests to check order status	<ul style="list-style-type: none"> - Retrieve order status from order database - Display order status
Order Status Update	Stakeholder updates order status	<ul style="list-style-type: none"> - Update order status in order database - Notify customer (if applicable)

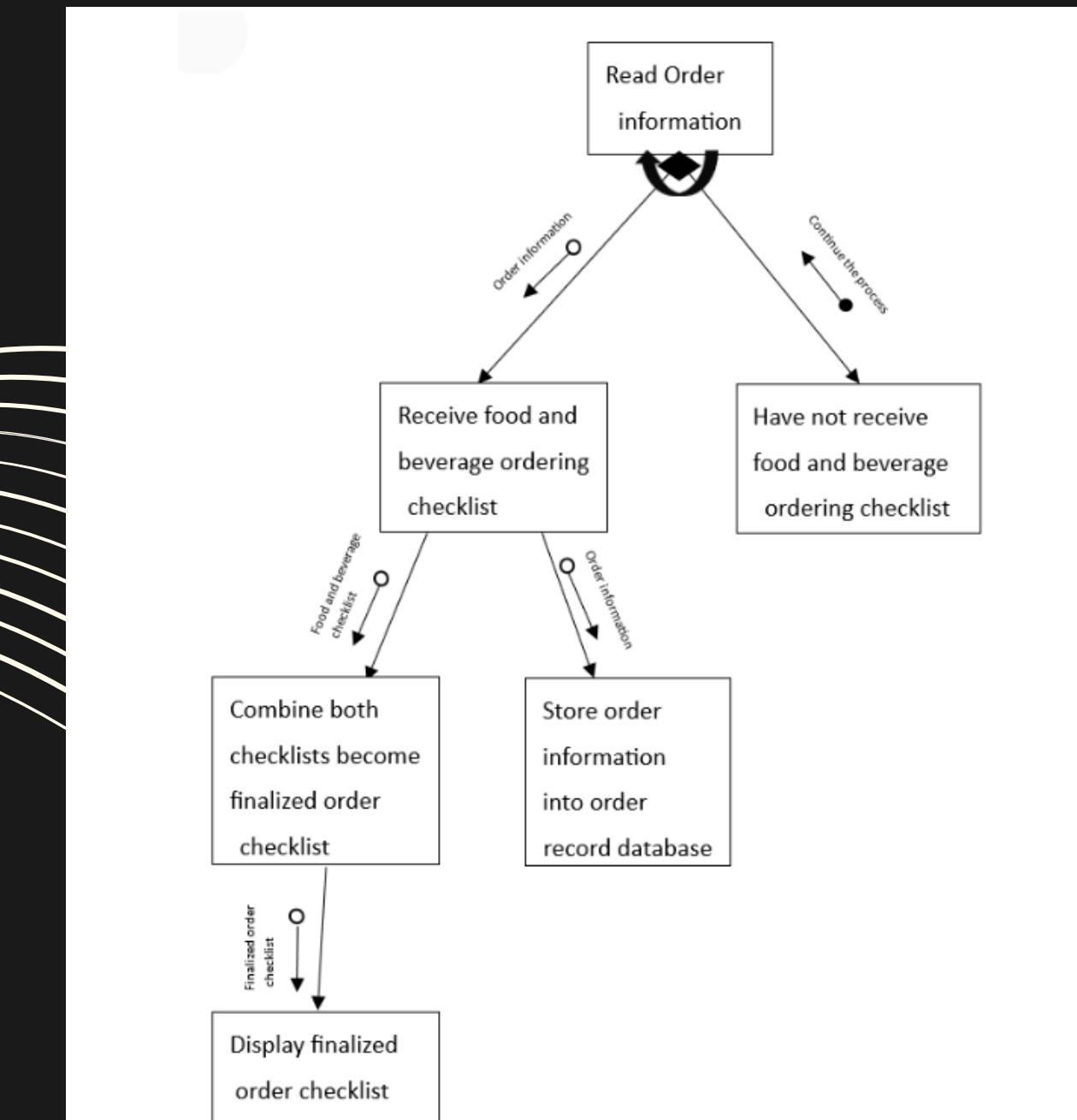
View Payment Status	Stakeholder requests payment status	<ul style="list-style-type: none"> - Retrieve payment status from payment database - Display payment status
Payment Processing	Customer submits payment information	<ul style="list-style-type: none"> - Validate payment details - Update payment status in payment database - Display payment confirmation
Delivery Status Update	Delivery personnel updates delivery status	<ul style="list-style-type: none"> - Update delivery status in delivery database - Notify customer of delivery status
User Information Update	User submits updated information	<ul style="list-style-type: none"> - Validate updated information - Update user information in user database - Display confirmation message
Delete User Information	Admin triggers user deletion	<ul style="list-style-type: none"> - Validate admin privileges - Delete user record from user database - Display deletion confirmation message
Add Menu Item	Admin/stakeholder adds a new menu item	<ul style="list-style-type: none"> - Validate menu item details - Create new menu item in menu database - Display confirmation message

Update Menu Item	Admin/stakeholder updates existing menu item	<ul style="list-style-type: none"> - Validate updated menu item details - Update menu item in menu database - Display confirmation message
Delete Menu Item	Admin/stakeholder deletes a menu item	<ul style="list-style-type: none"> - Validate admin privileges - Delete menu item from menu database - Display deletion confirmation message
Order Cancellation	Customer/stakeholder cancels an order	<ul style="list-style-type: none"> - Validate cancellation request - Update order status to canceled in order database - Notify relevant parties (customer, kitchen, etc.)
Retrieve Delivery Status	Customer requests delivery status	<ul style="list-style-type: none"> - Retrieve delivery status from delivery database - Display delivery status
Update Payment Information	Stakeholder updates payment information	<ul style="list-style-type: none"> - Validate updated payment information - Update payment details in payment database - Display confirmation message
Delete Payment Information	Admin triggers payment information deletion	<ul style="list-style-type: none"> - Validate admin privileges - Delete payment record from payment database - Display deletion confirmation message

STRUCTURE CHART

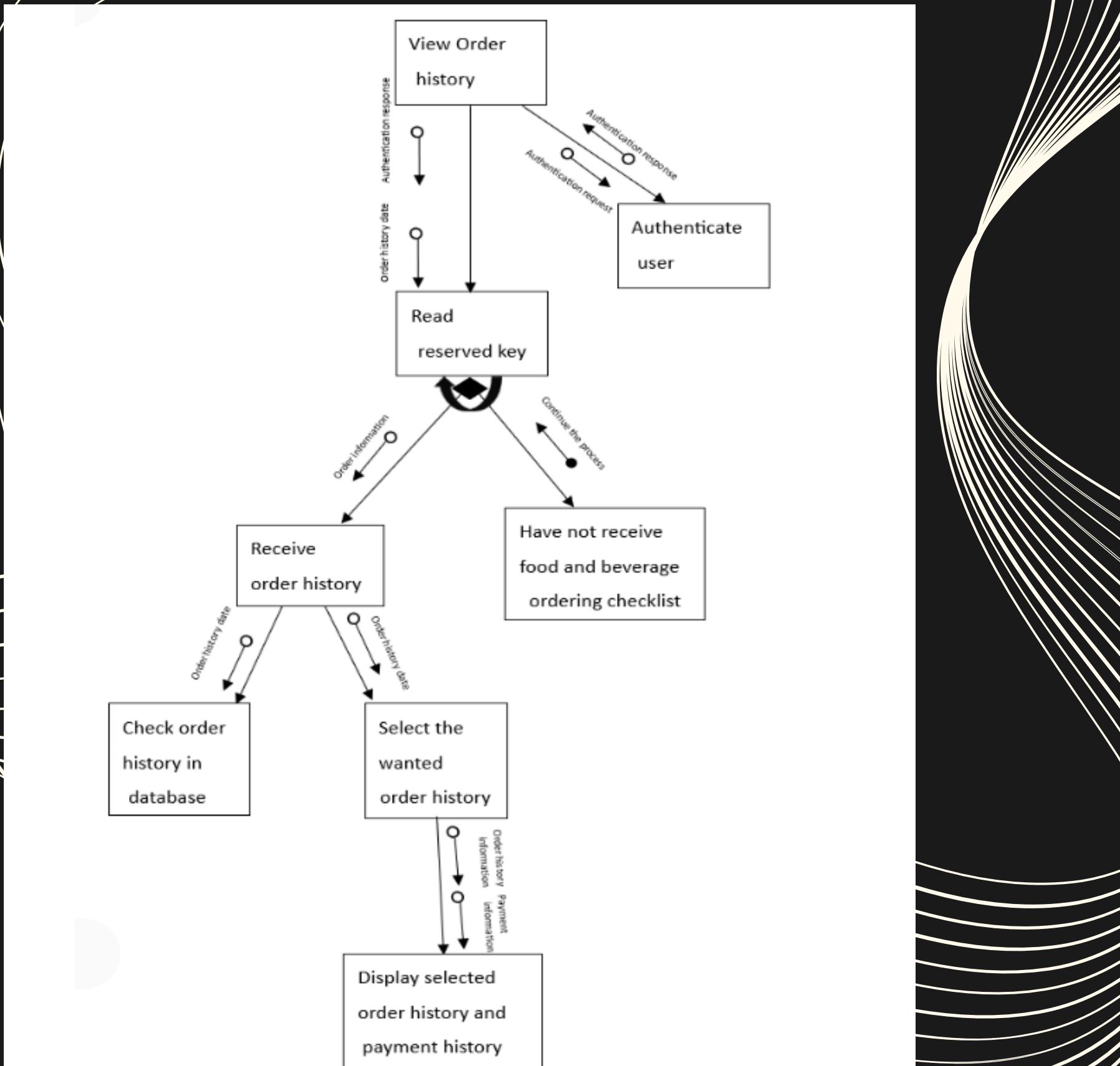


Availability Menu

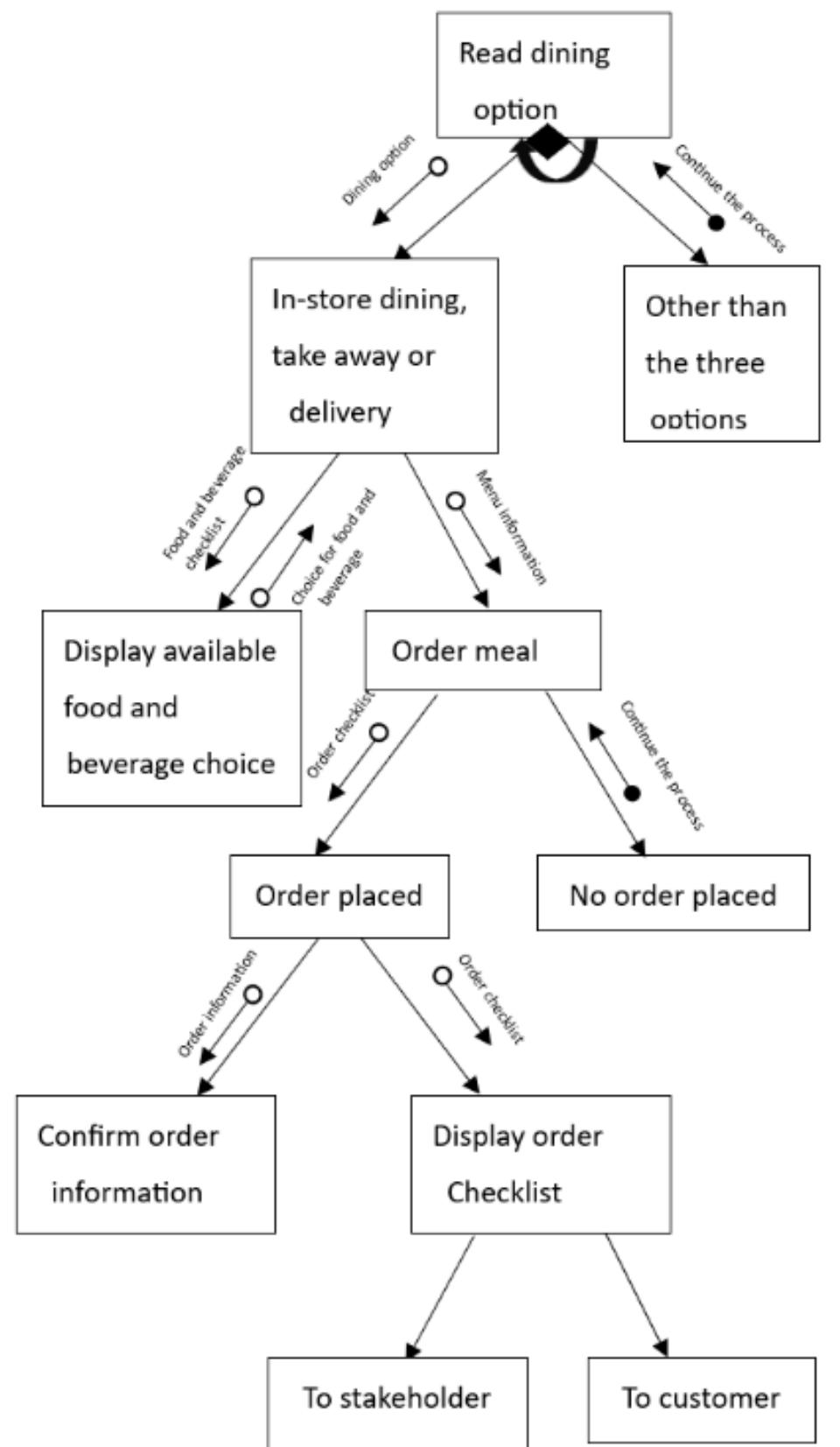


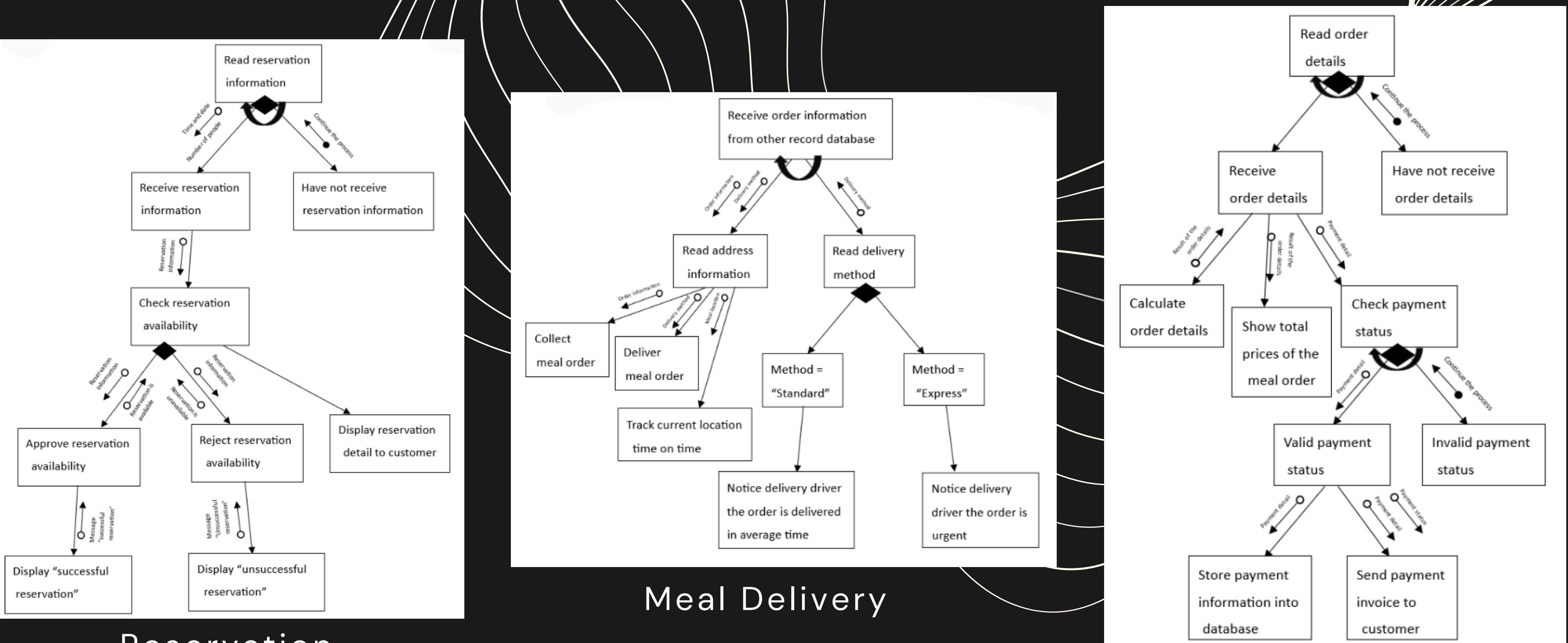
Customers Order

Order History



Meal order





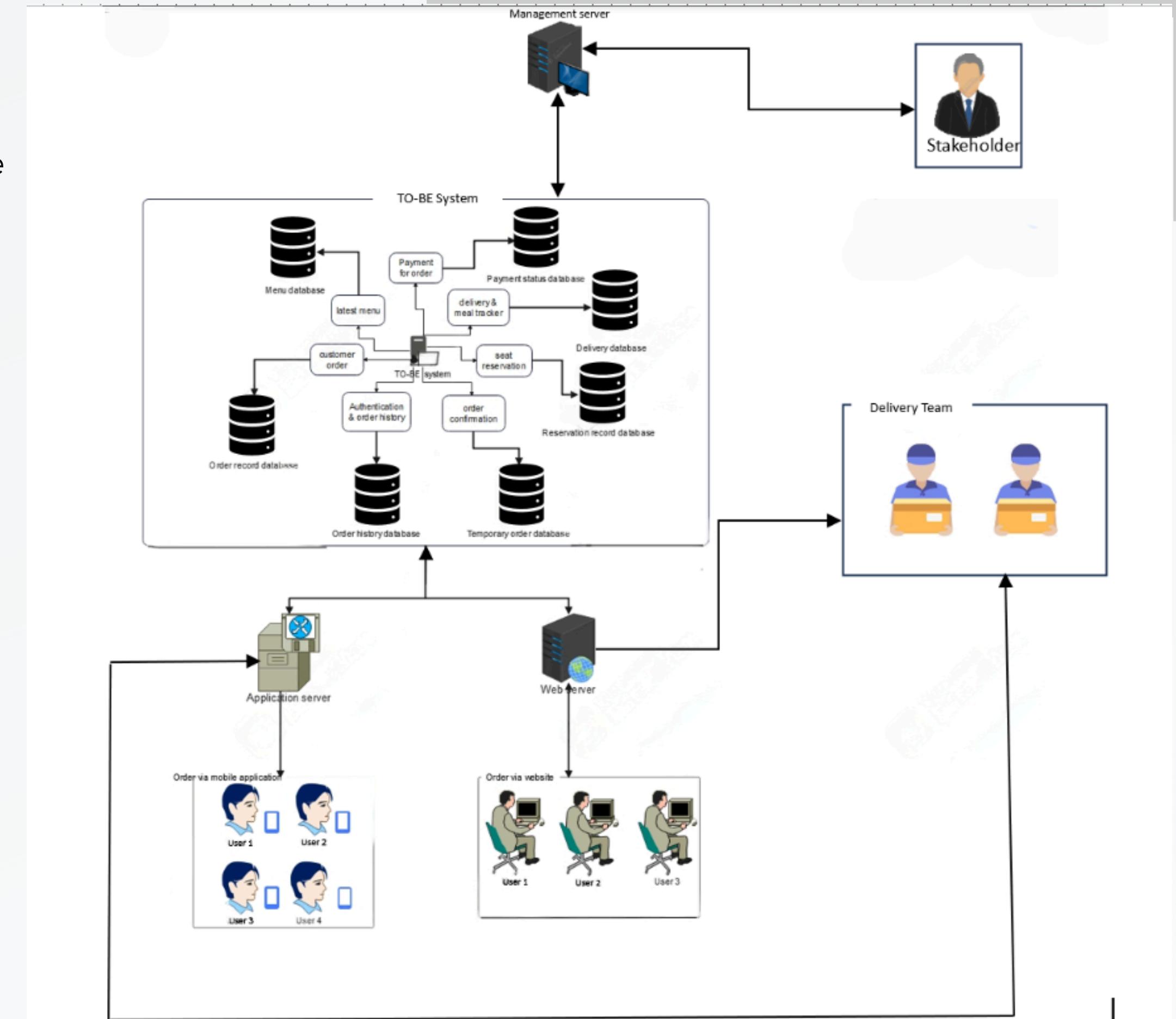
Reservation

Meal Delivery

Meal Purchase

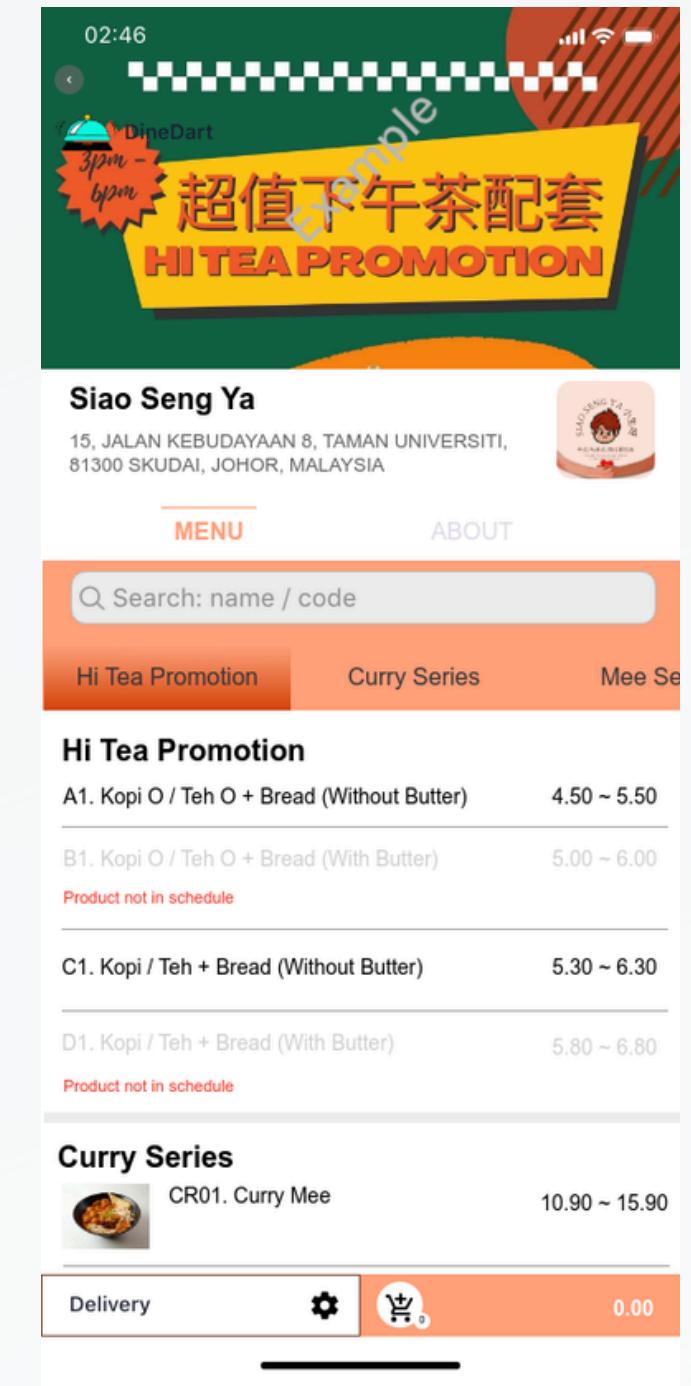
SYSTEM ARCHITECTURE

- The diagram shows where users (application and online) interact through servers connected to various databases and components within the TO-BE system.
- The management server and delivery team also interact with the TO-BE system for administrative tasks and order fulfillment.

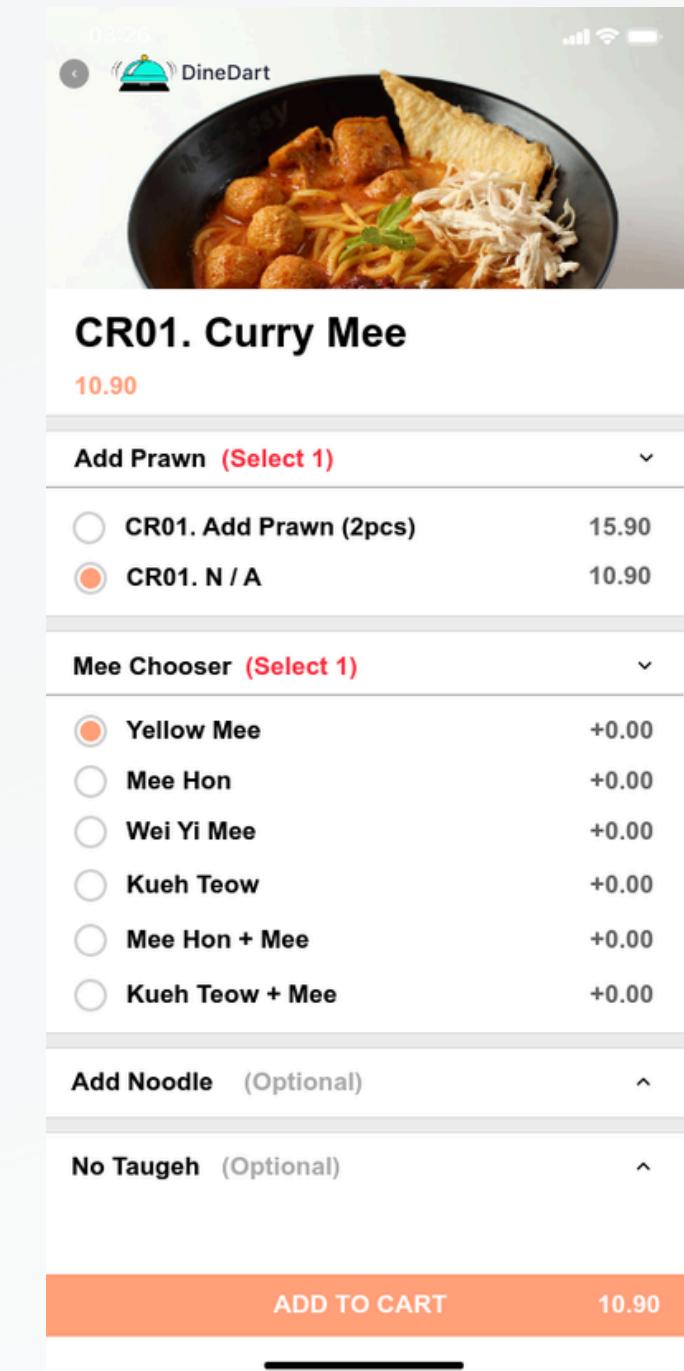
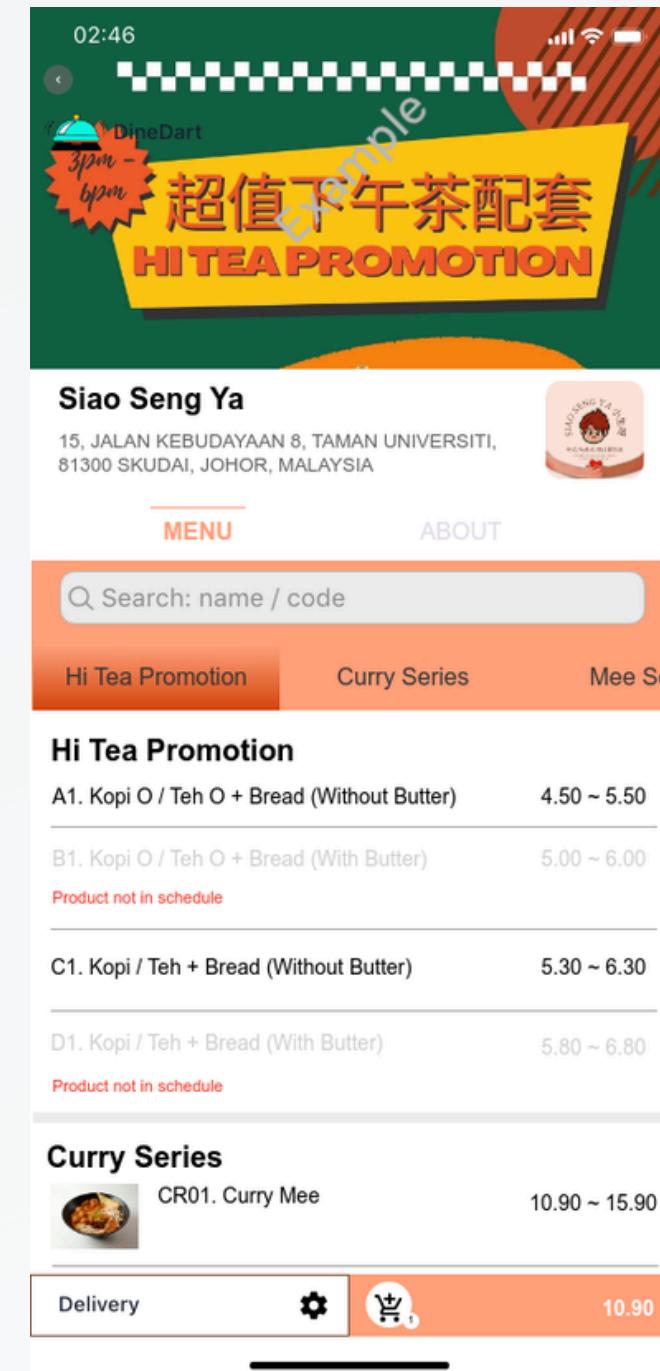
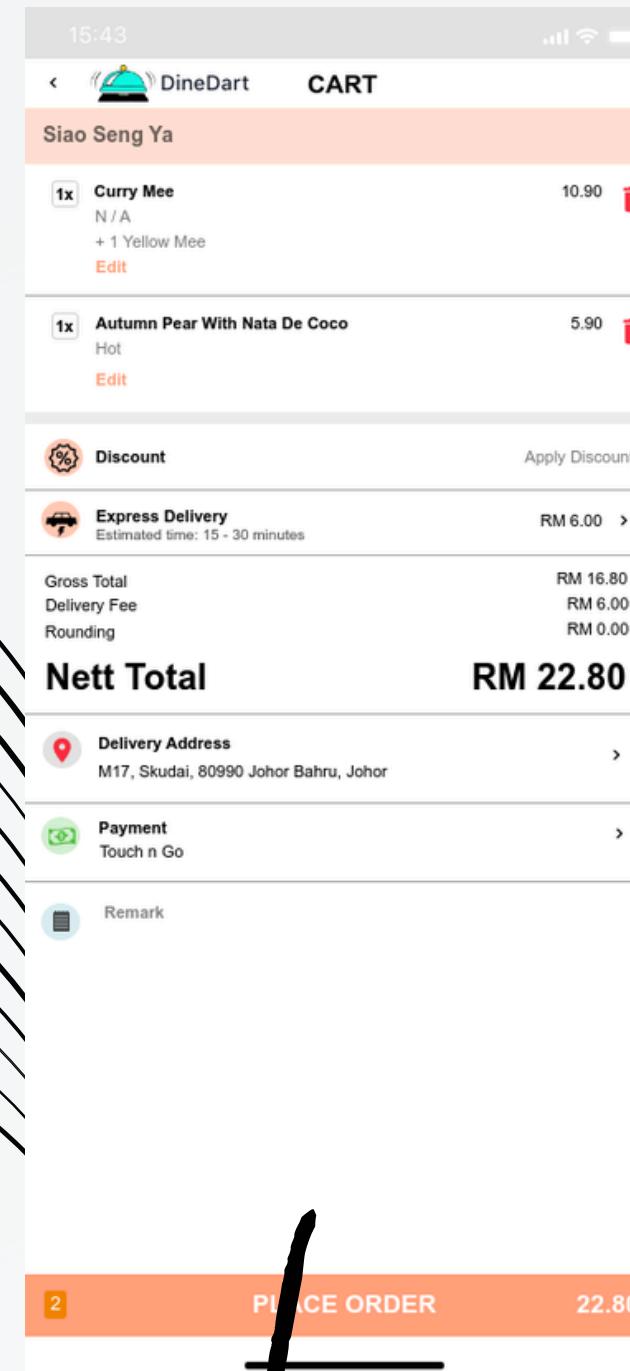


PROTOTYPE

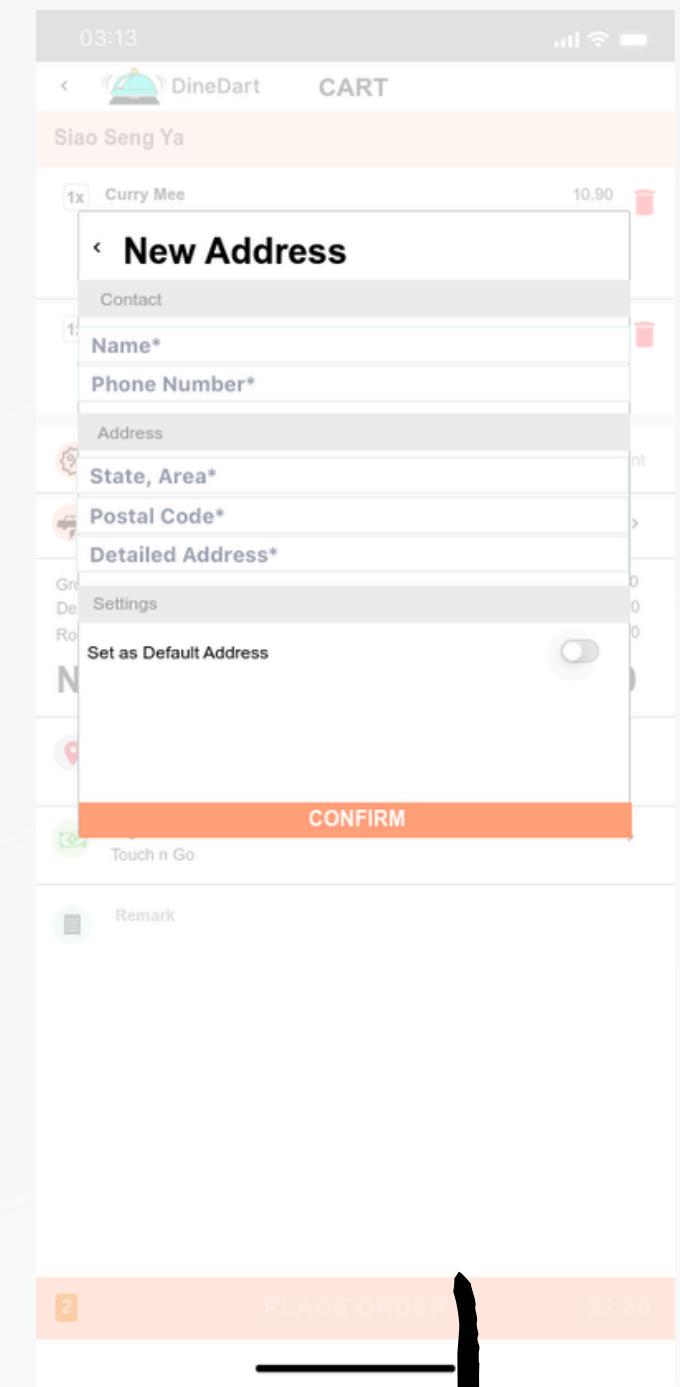
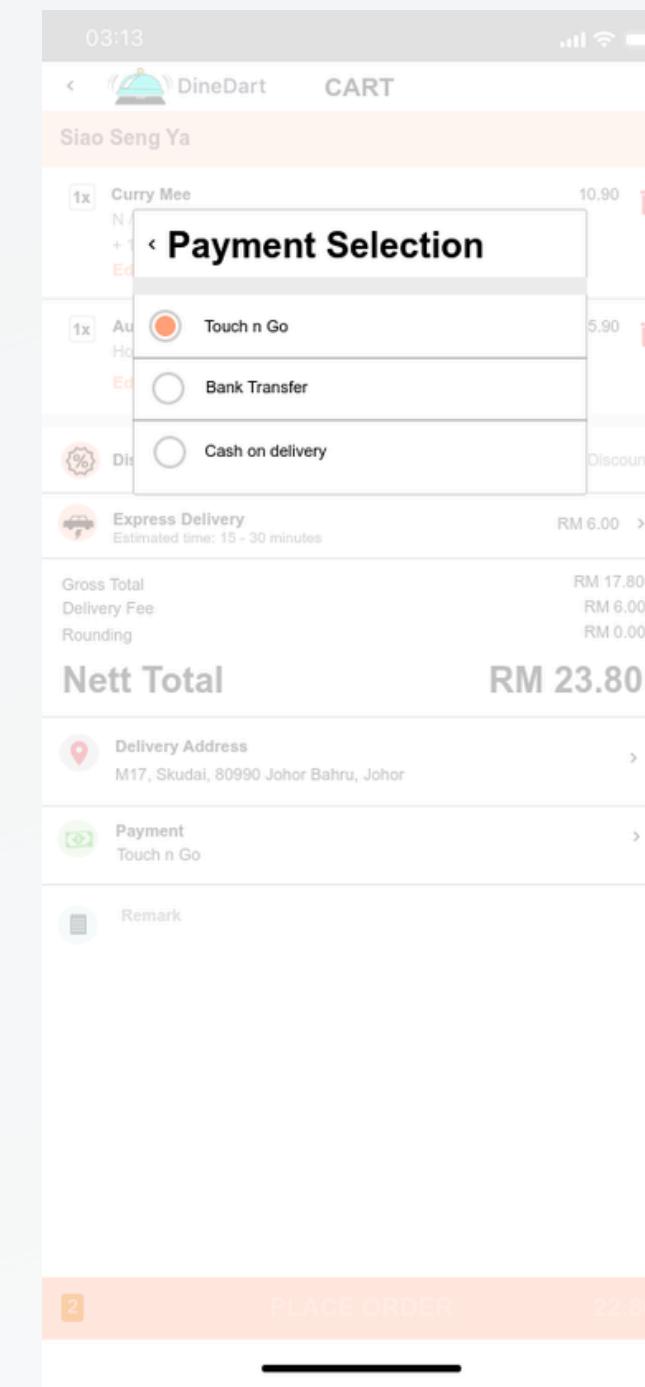
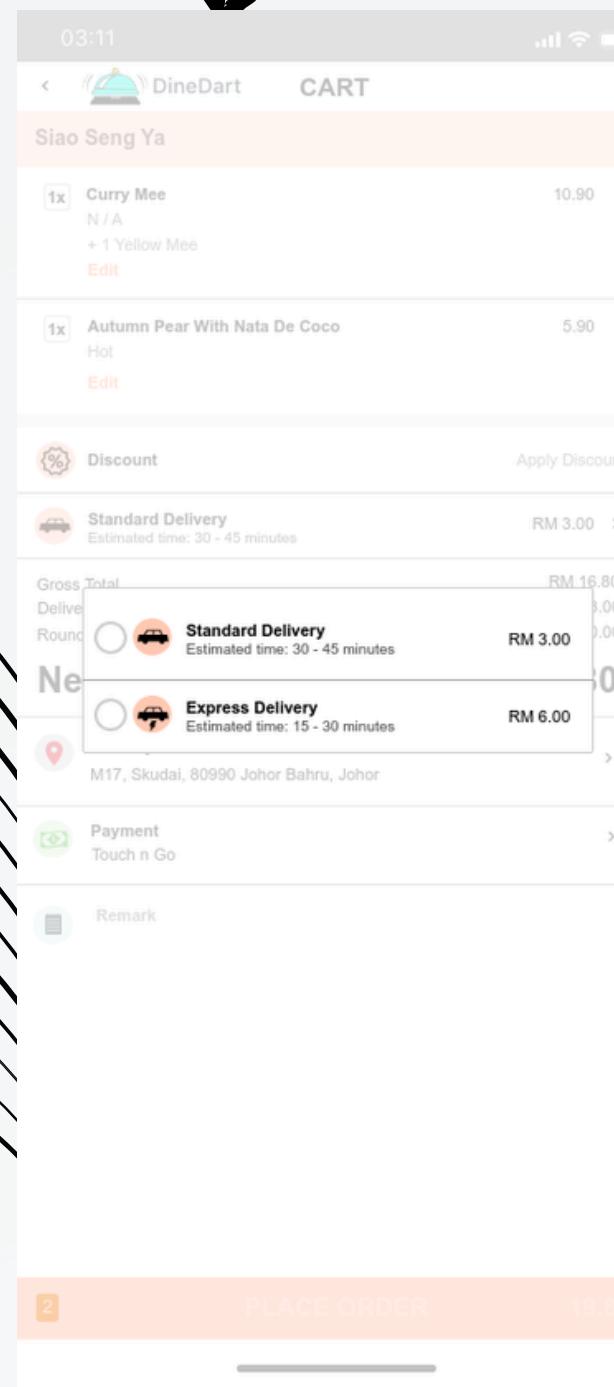
CUSTOMER'S VIEW



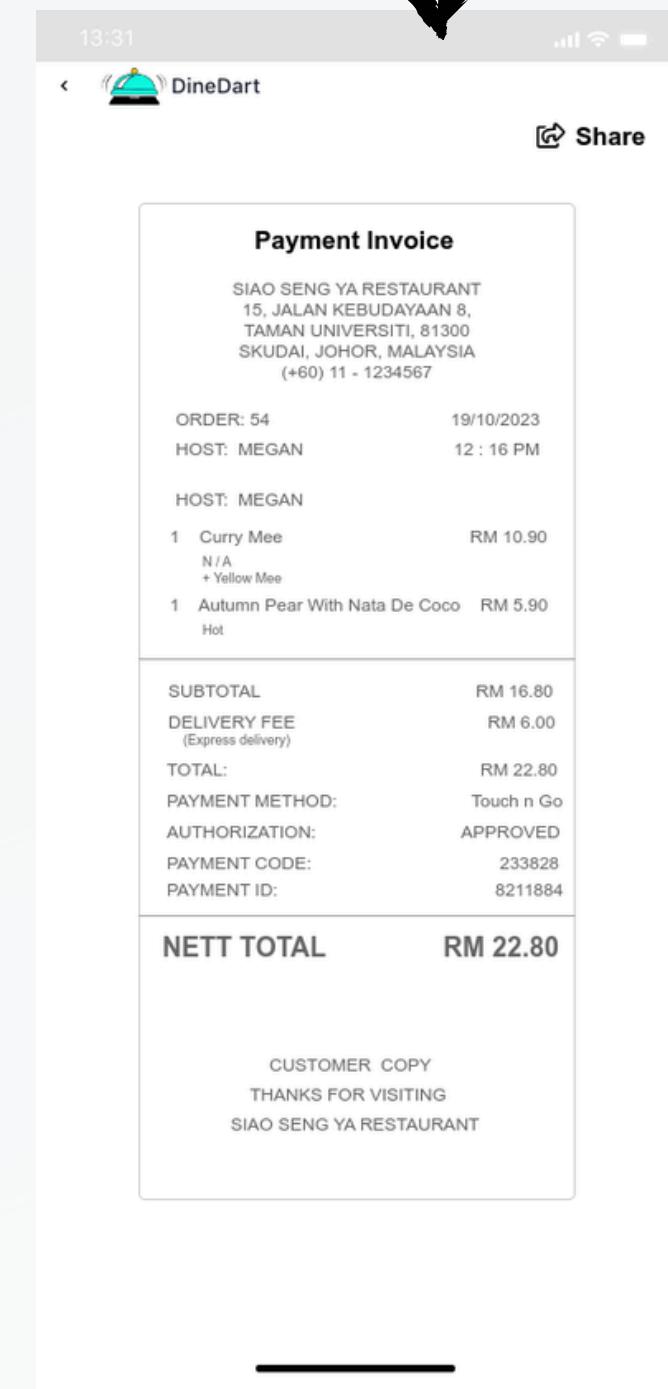
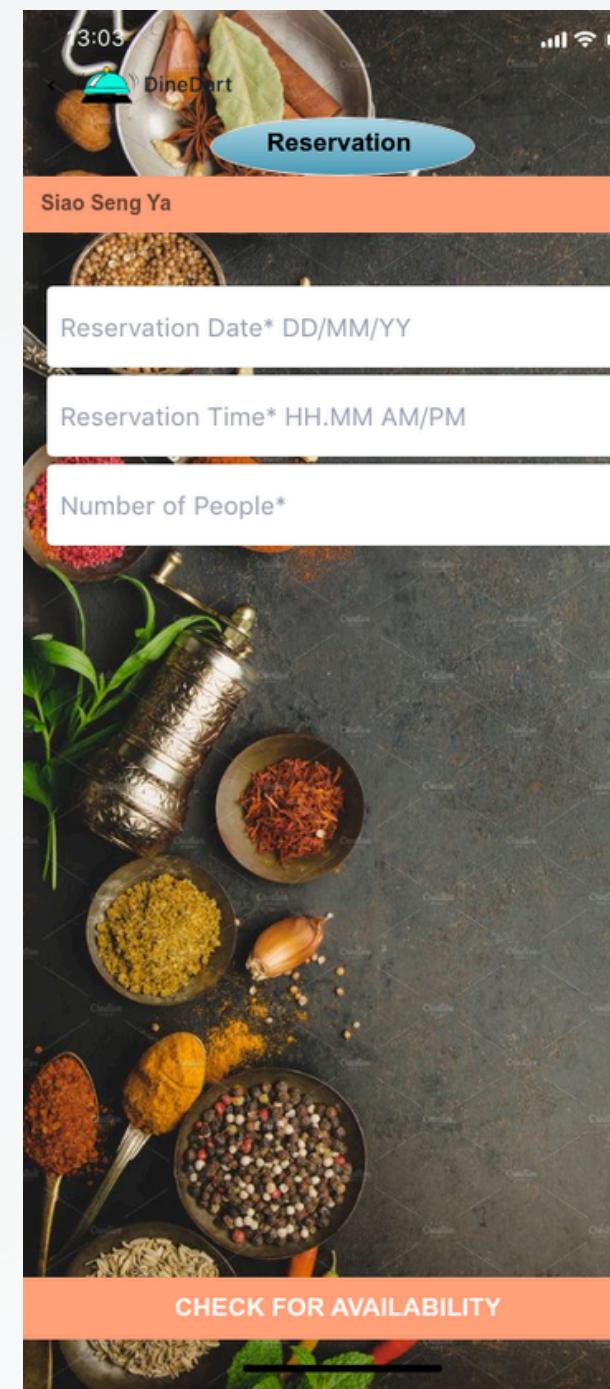
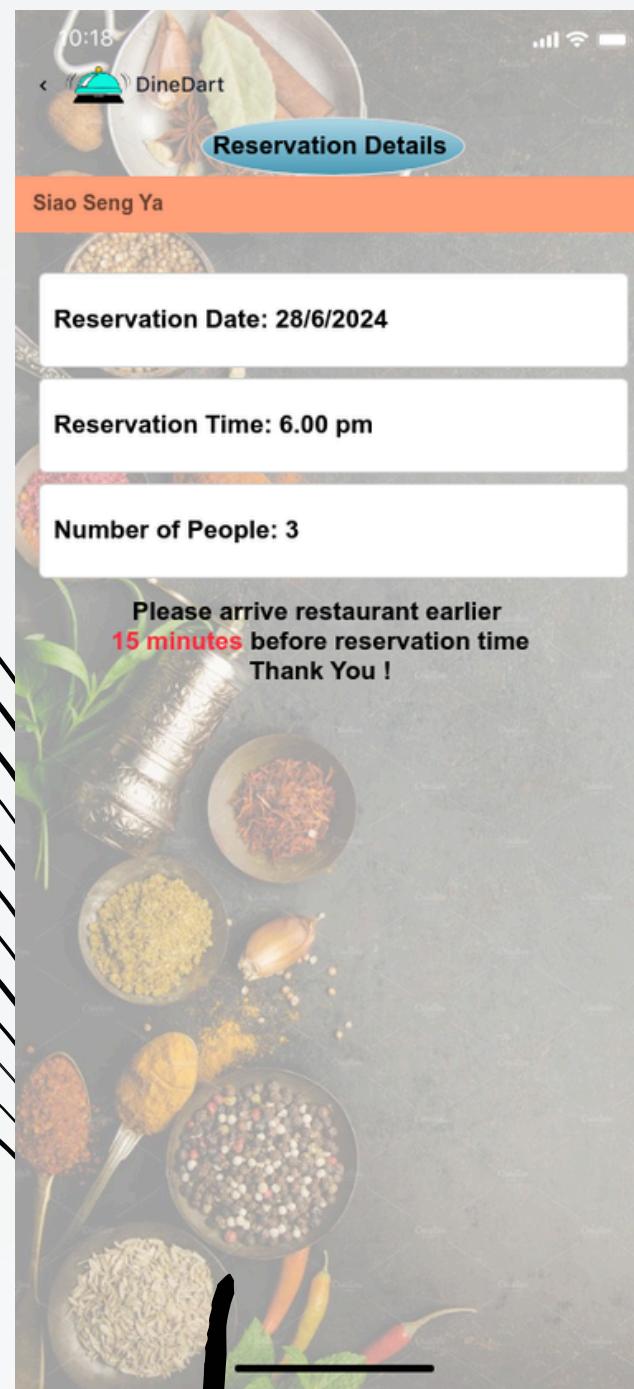
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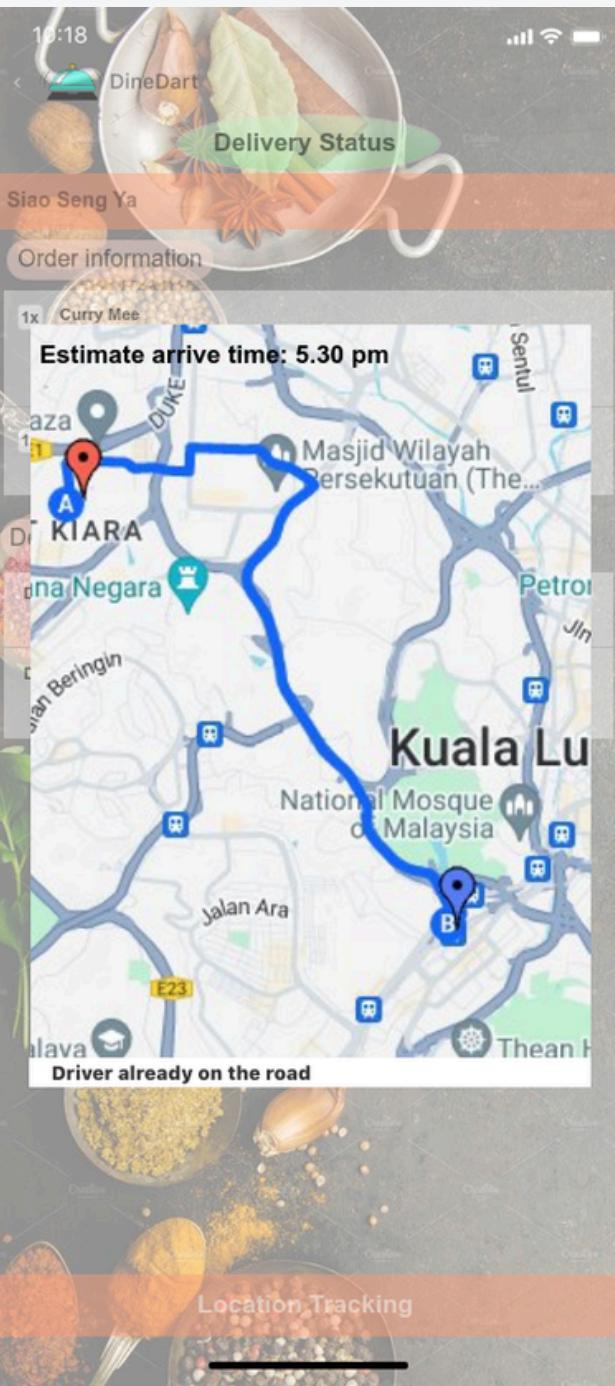
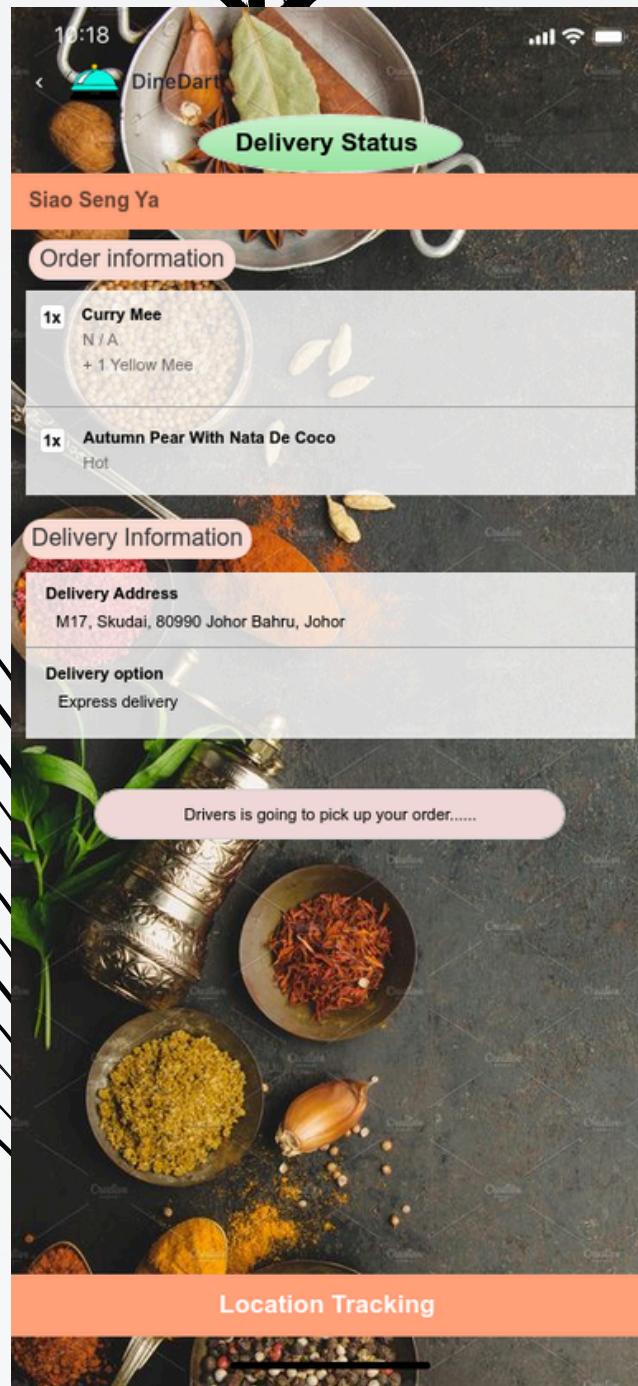
PROTOTYPE



PROTOTYPE

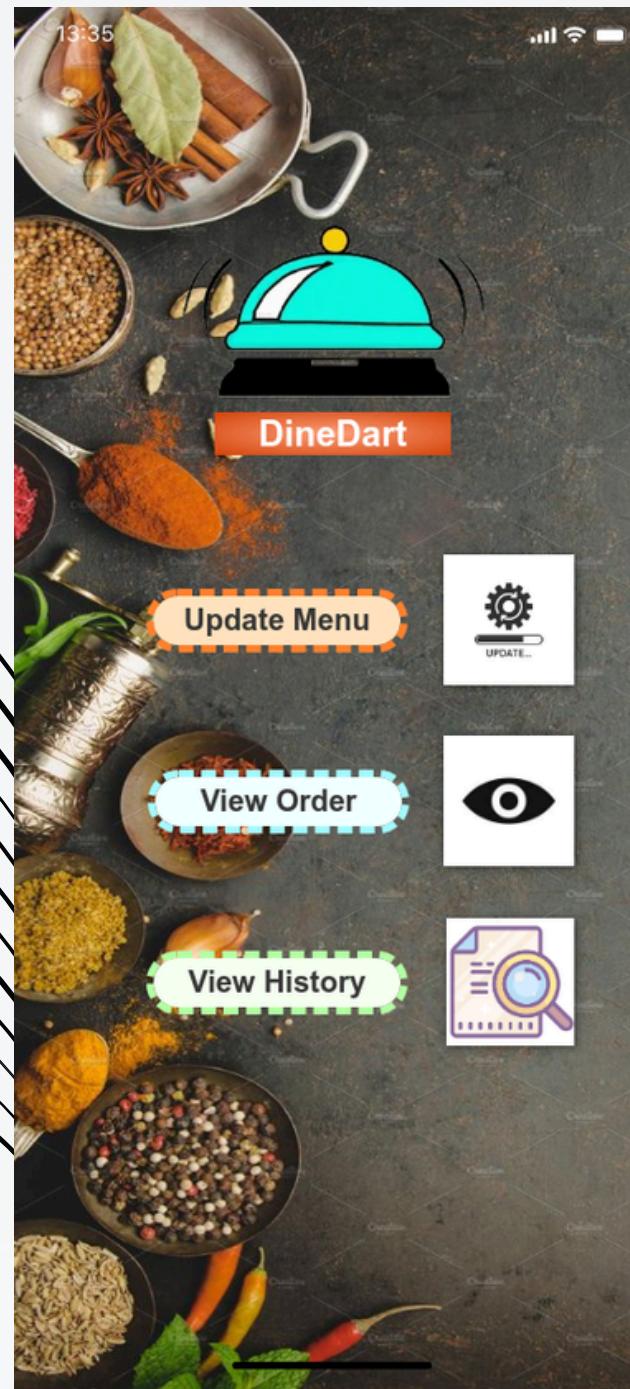


PROTOTYPE



PROTOTYPE

ADMIN'S VIEW



10:18

DineDart

Siao Seng Ya

Update Menu Information

New menu information

Name*

Code*

Categories*

Price*

Further Information*

Upload picture*

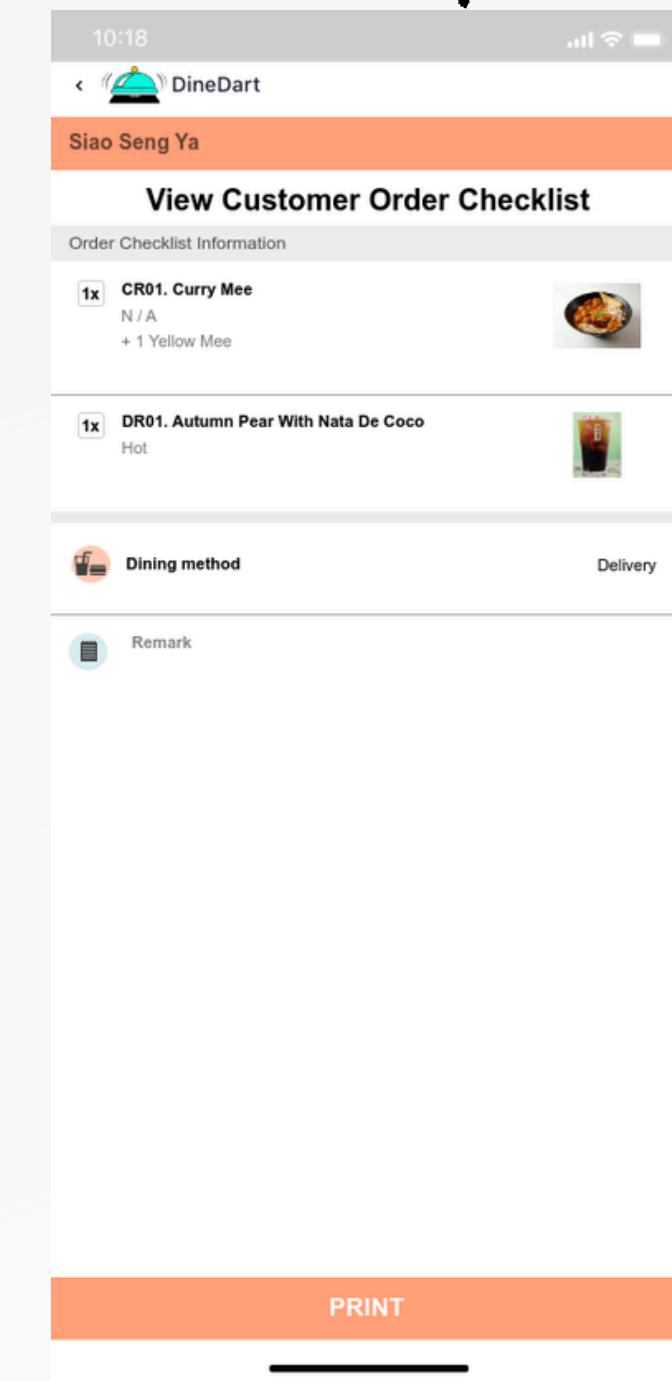
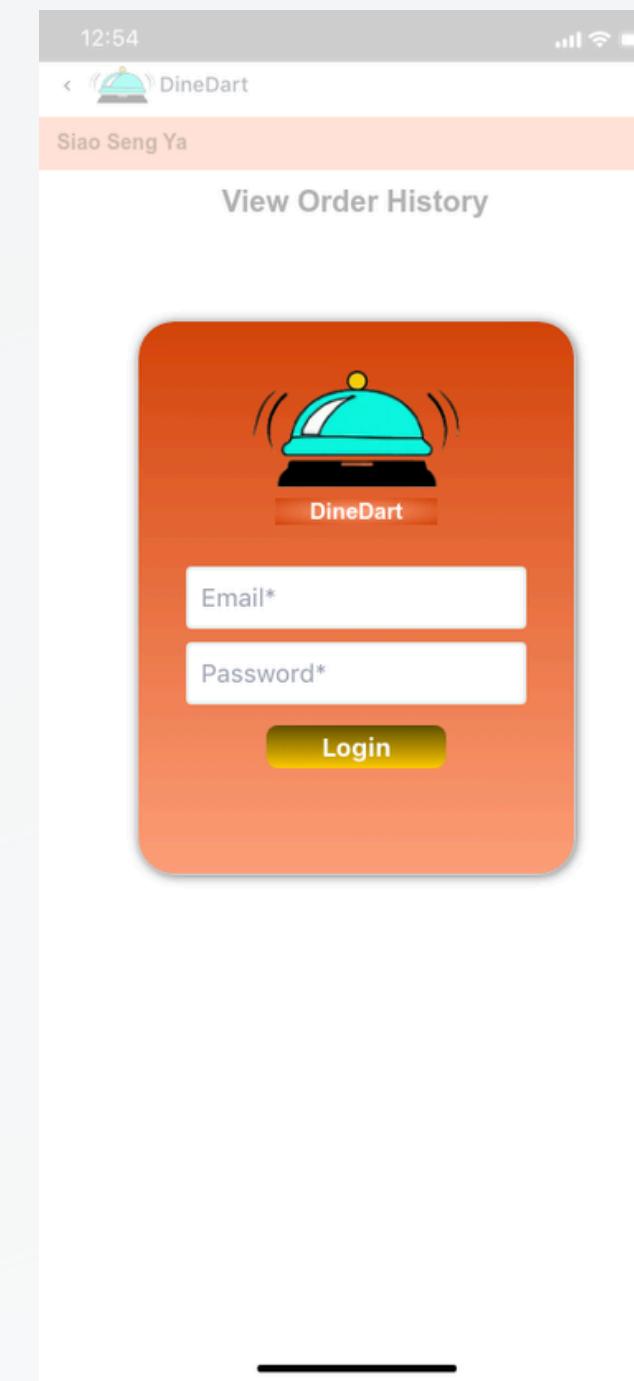
SET AS AVAILABLE

ADD

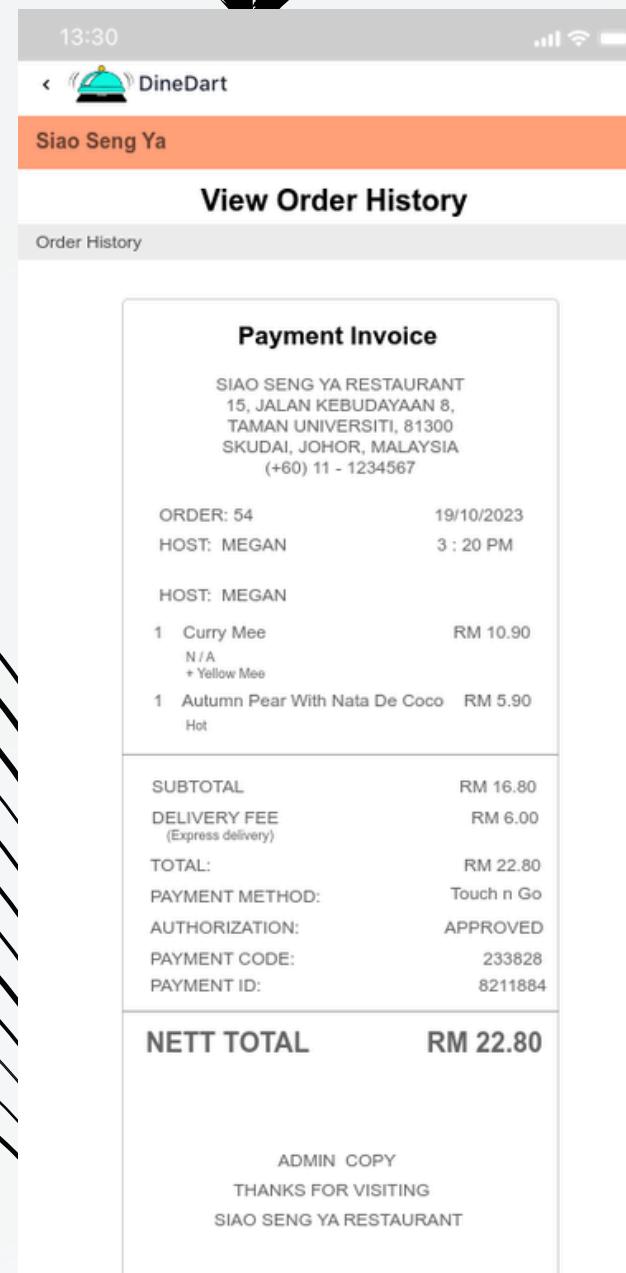


2	NOTIFICATION CR05. Chicken Chicken Dry Mee	9m ago	11.90
	New Menu Updated Successfully !!!		
	CR06. Curry Fish Balls (13pcs)	6.50	
	CR07. Curry Samosa (6pcs)	4.90	
	CR08. Curry Chicken With Mini Bun (4pcs)	10.90	
NEW	CR09. Curry Chicken With Bun (1pcs)	10.90	
	Drinks Series		
	DR01. Autumn Pear With Nata De Coco	5.90 ~ 6.90	
	DR02. Red Bean Ice	6.90	
	DR03. Green Bean Ice	6.90	
	DR04. Lemon Longan Mint Ice	6.90 ~ 8.10	
	DR05. Pineapple Sour Plum Ice	5.90	
	DR06. Soya Cincau	3.90 ~ 4.90	

PROTOTYPE



PROTOTYPE



**THANK'S FOR
WATCHING**

