AUTOMATED RESTAURANT MANAGEMENT SYSTEM

<ARMS>

User Manual

Version 1.0

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Contract Number: +92-302-7528021

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1. Introduction

Automated Restaurant management system is the system for management of the restaurant business. The main point of developing this system is to help restaurant administrator manage the restaurant business and help customer for online ordering and reserve table reservation. The project is developing because; many restaurants have a lot difficult to manage the business such as customer ordering and reserving table. By using manual customer ordering it is difficult for waiter keep the correct customer information and maybe loss the customer information. So, automated restaurant management system will be developed to help the restaurant administrator to manage restaurant management and for customer make their online ordering and reserving table. Other than that, this project is to upgrade the manual system and make the business easy to access and systematic.

1.1 Problem Statement

Automated Restaurant management system is the system for management of the restaurant business. The main point of developing this system is to help restaurant administrator manage the restaurant business and help customer for online ordering and reserve table reservation. The project is developing because; many restaurants have a lot difficult to manage the business such as customer ordering and reserving table. By using manual customer ordering it is difficult for waiter keep the correct customer information and maybe loss the customer information. So, automated restaurant management system will be developed to help the restaurant administrator to manage restaurant management and for customer make their online ordering and reserving table. Other than that, this project is to upgrade the manual system and make the Business easy to access and systematic.

1.2 Existing System

The existing system in our taken scenario is manual processing for taking orders, advance booking of table and order. Lot of paper work so that the data processing is very slow and we know after one month how many profit is by get the restaurant which is got by manual notes. For the inventory controls everything is managed by receipts taken from the venders, which not only a time taking process but also increase the chance of miscalculations of budget and profit. Keeping the track of the items left in the inventory is also a problem to be rectified because methods of manual counting are currently used which needs a lot of human effort and consumes time. Currently employed system puts a lot of burden on the manager as along with the problems of maintain records he also have to monitor the proper running of the restaurant. He needs to keep check that which table was handled by which employee and other issues like their salaries and attendance, which is a tiring and time taking process by using registers and other related paper work. Currently customers depend on spot booking which sometimes causes issues like time clash and fatigue for customers. Chef in the kitchen have to keep record on sticky notes for the orders in queue which increases the chance of errors. Hand written bills are given to customers where chances of errors and ambiguities are high.

2. Solution

To solve this problem, we came up with the idea of developing a computer based model that will replace the existing setup that is feasible and user-specific nature for the above mentioned organization. The implementation details and specifications of our restaurant management system are as follows:

2.1 Implementation details:

The obvious solution that came to our mind when solving the restaurant's problem was to implement a database system designed specifically for their use and that would meet their requirements. To use a database, we also needed to develop a front-end user interface for the employees of the restaurant so that they can use the database in an efficient manner. The database is developed using MySQL and Front end is designed on HTML CSS by using PHP as server side programming language. All the relevant/useful information will be stored in the database in an optimal way that follow the database standards. The user interface would cover all the security aspects of the restaurant, meaning that the information that should be visible only to the manager would be accessible to him and, customers of the restaurant would have a limited view etc.

2.2 Specifications & Features:

Our model can be seen in three perspectives or views and each is different from one another as it is the requirement of our organization to have separate interfaces for different types of users; namely manager view, employee view, and a customer view. The description of those three views, in detail, is as follows:

2.2.1 Manager View:

The manger will have his login details to access the system. The manager can view the record of all employees, hire/add a new employee to the system, and fire/remove an existing employee from the system. Moreover, the manager can view the inventory and update it too. The manager, can also generate reports on a weekly/monthly basis of employee attendance, orders placed, and expenditure.

2.2.2 Employee View:

Any employee that is registered by the manager, can logon to the system and will be redirected to the employee's view. The employee can view his attendance details, look for inventory items, and also check the incoming orders and finish them when delivered.

2.2.3 Customer View:

A customer would first be required to register in the system, setting up his account by entering his personal information. Once, registered in the system, he can login to the system. After successfully logging in, the customer can now view the menu, from which he can place an order by selecting the desired items and their respective quantities. The selections would be added to a cart and a receipt will be generated on the screen, once the order is confirmed.

2.3 DOMAIN CONSTRAINTS (SYSTEM LIMITATIONS)

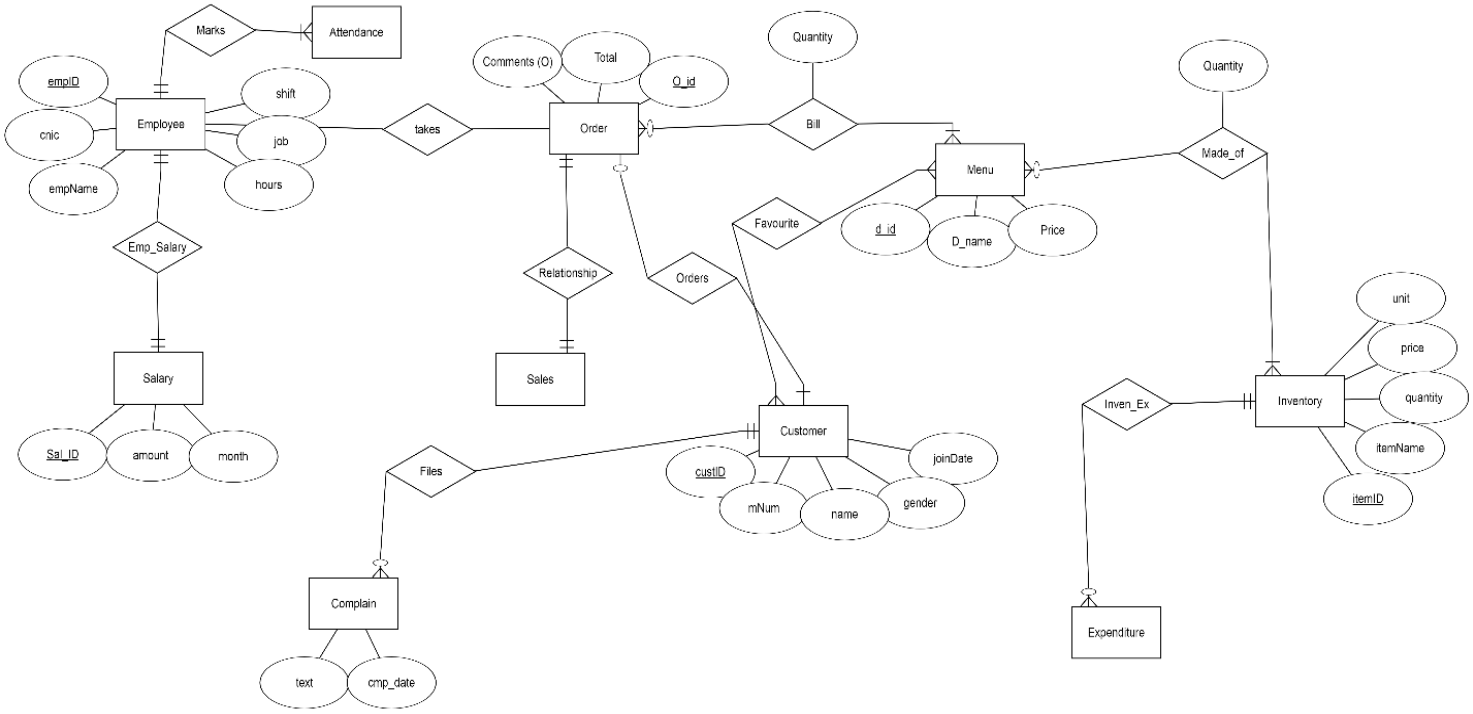
Various barriers and constraints exist when introducing a new system into restaurants. Such barriers are:

1) There is only one branch of the discussed restaurant.
2) There is only one manager controlling/supervising the restaurant.
3) All employees have equal right in terms of information access and working.
4) The payment method for customers is only cash on delivery (Cod).

2.4 Tools and Languages Used

3. ENTITY-RELATIONSHIP DIAGRAM:

This ER diagram was generated using ERD plus, an online tool to make ERD diagram:



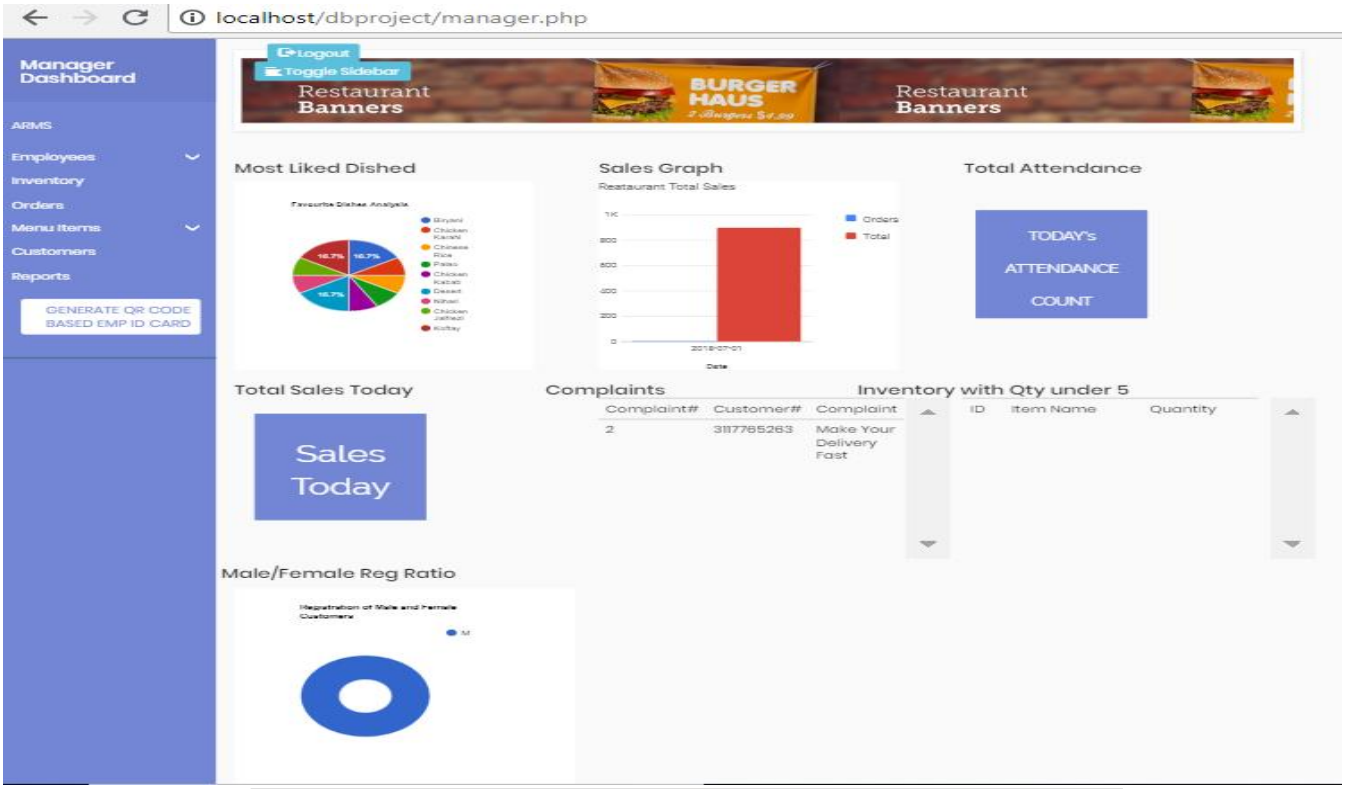
3.1 ERD Explanation

In our system, a customer may place order but and order must be placed by a customer. A customer can place many orders at different times when he visits multiple times. A customer also have no or more favorite menu items. An order have multiple or one item from menu list, which is used to generate a bill. Bill also have a quantity of the menu items in that particular order. Sales of the restaurant are related to the total orders placed. An order must belong to the sales. An employee of the restaurant takes order from the customer. Employee marks his attendance. Employee also have his salary. Customer can file a complaint about services by using his order id. Each item in the menu is made up of one or many items in the inventory. Items in the inventory are purchased from vender which is included in expenditures of restaurant.

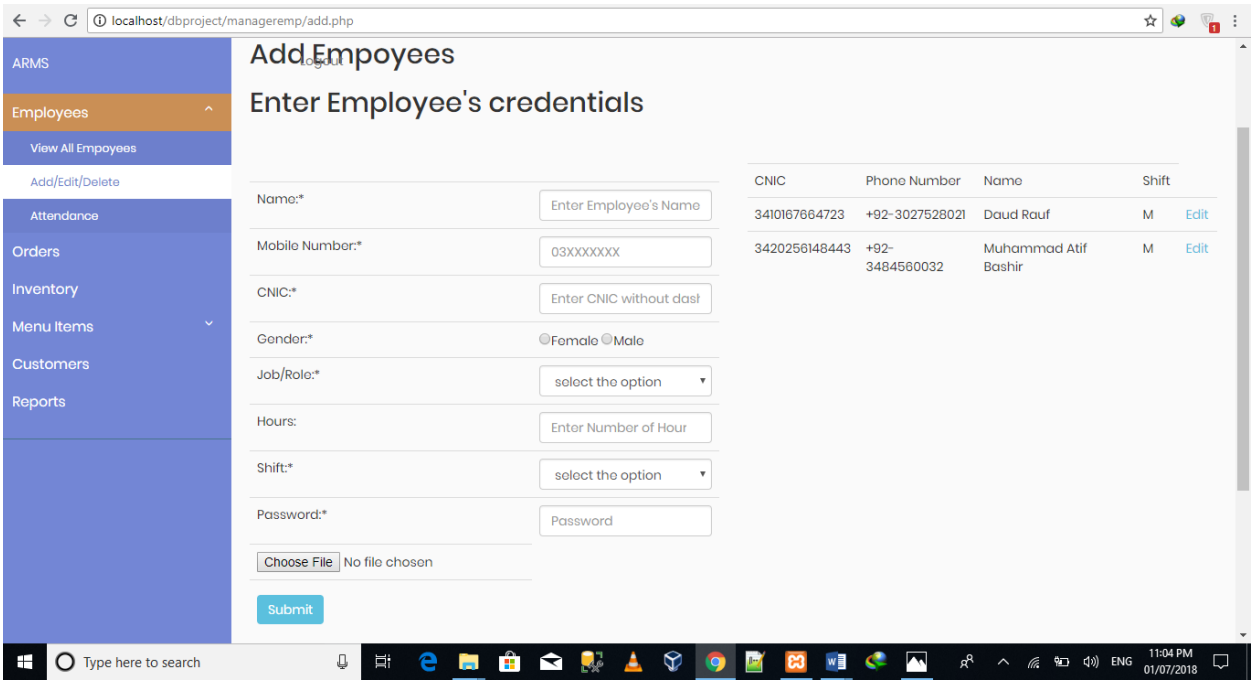
4. System Feature (Screen Shots)

As early described we have three modules. Now showing each of them as follows. Manager View

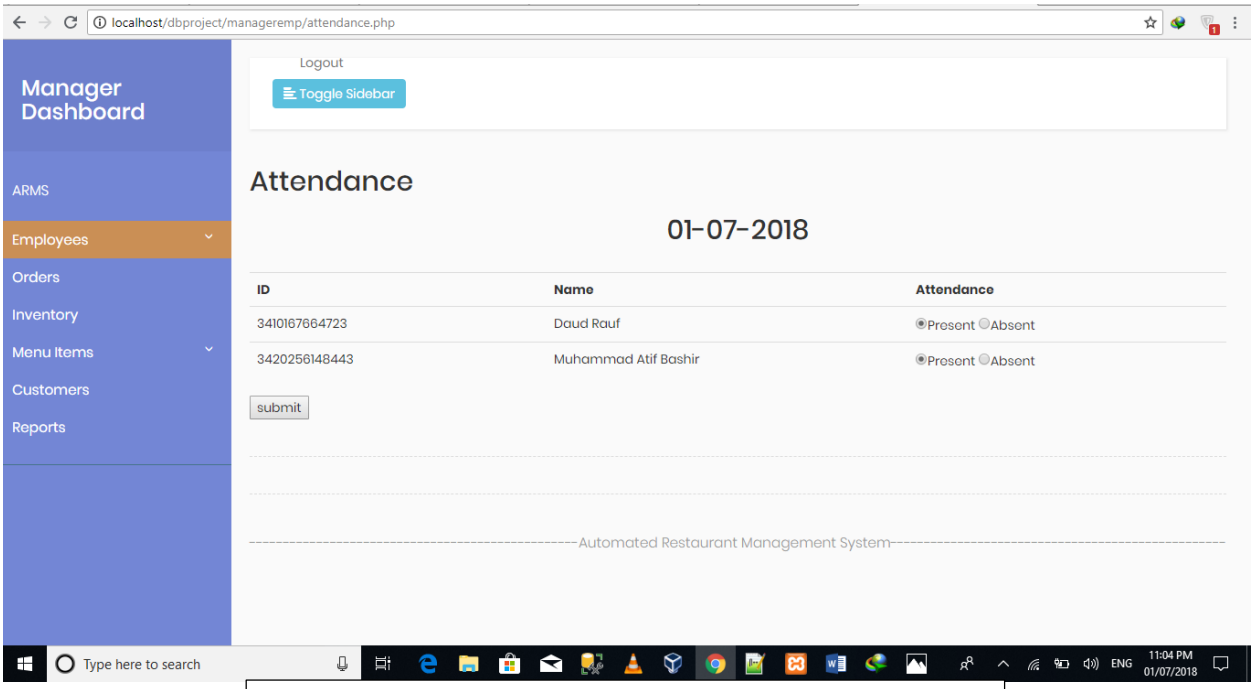
4.1 Manager view



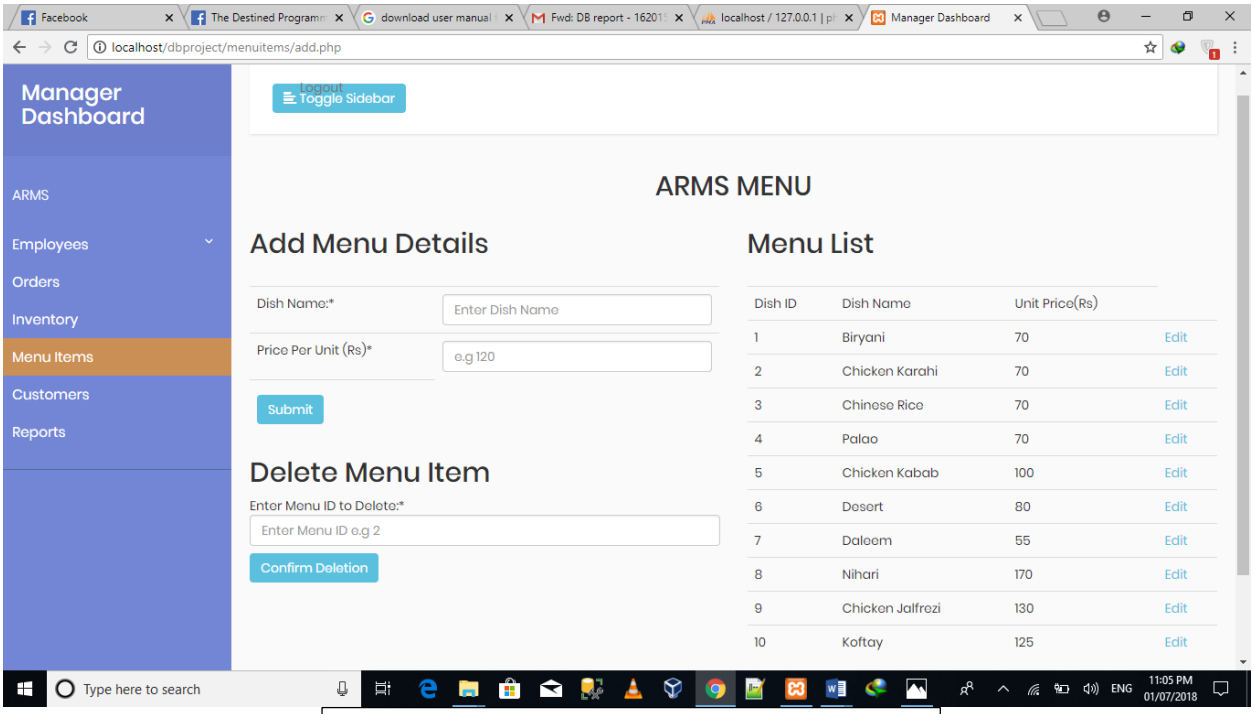
Manager View of Front End



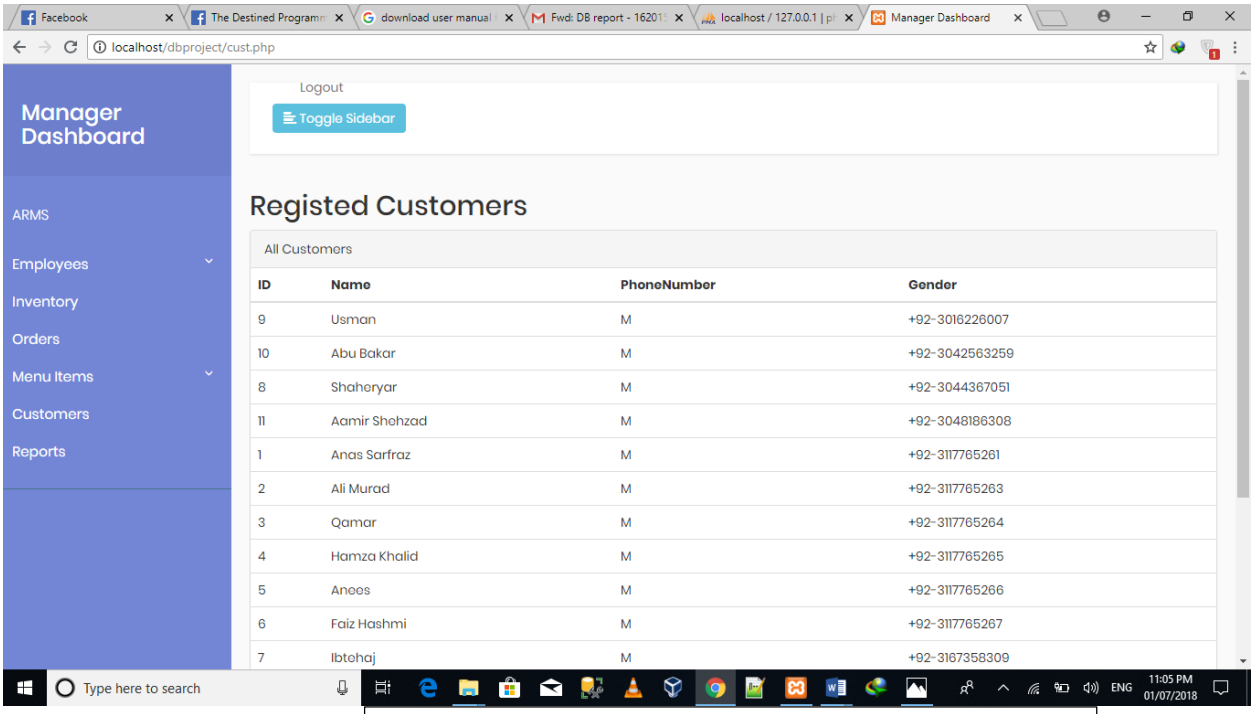
Manager adding Employee for his Restaurant



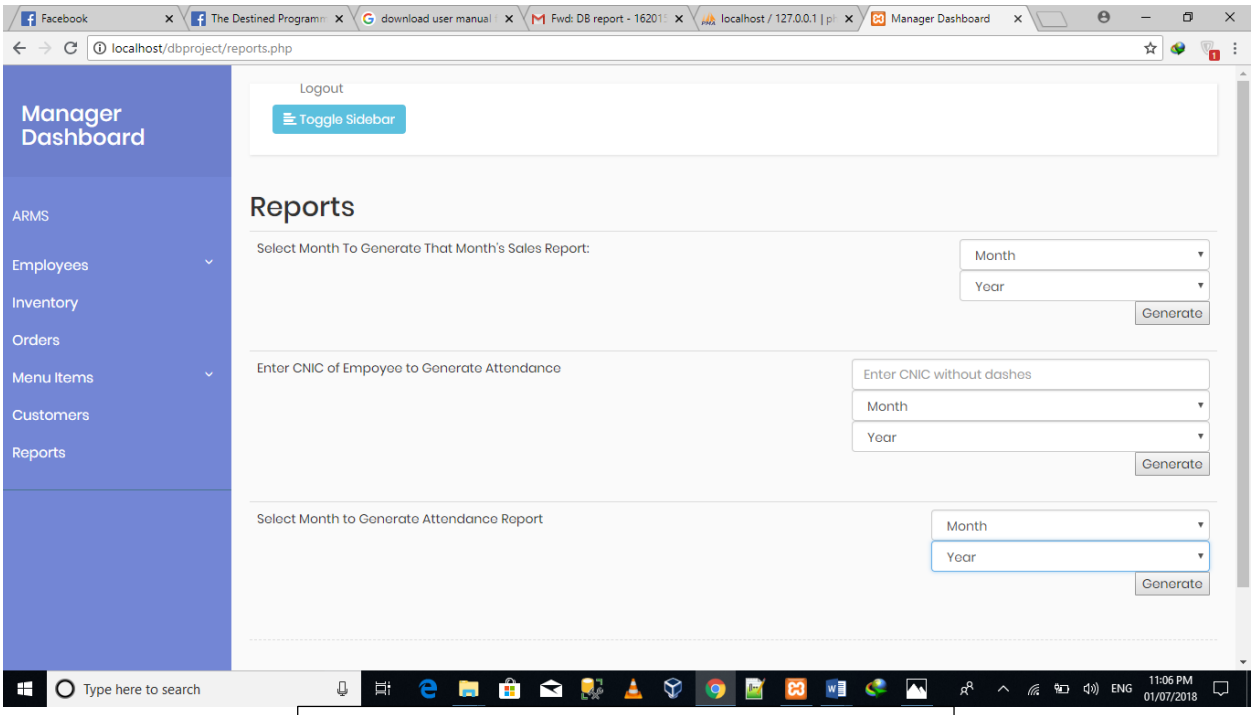
Manager Marking Attendance of Employees



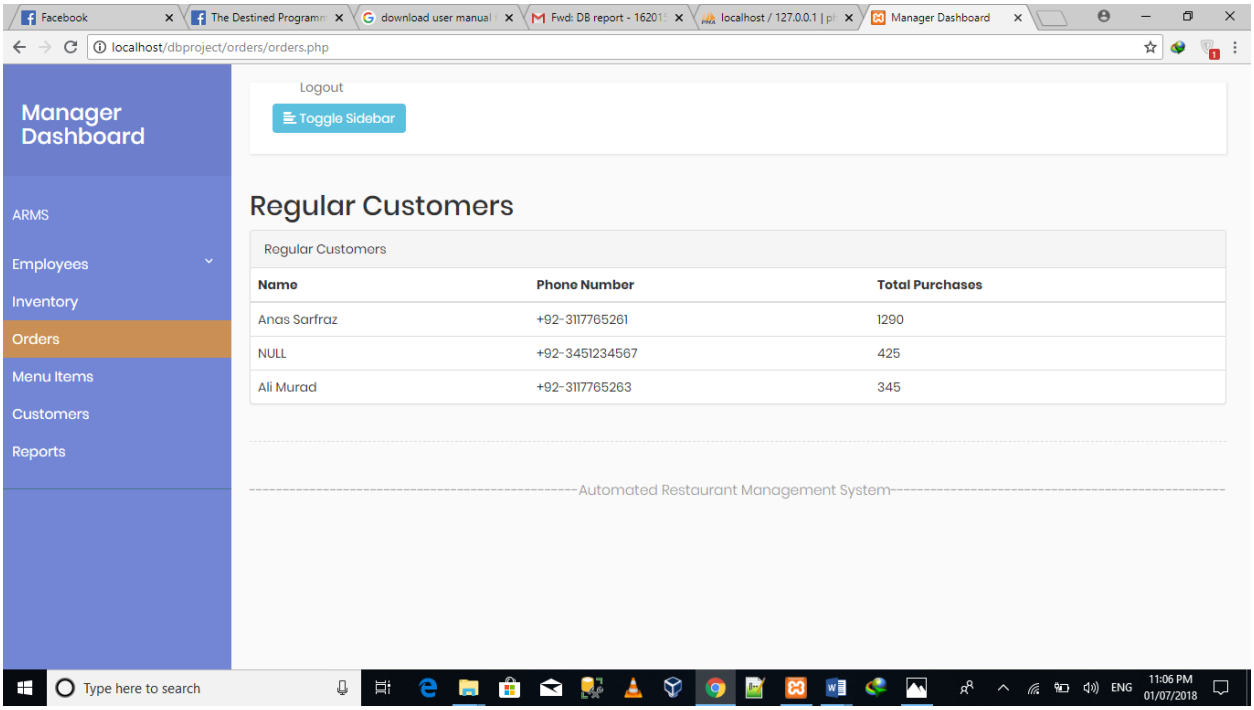
Manager Adding Menu Details



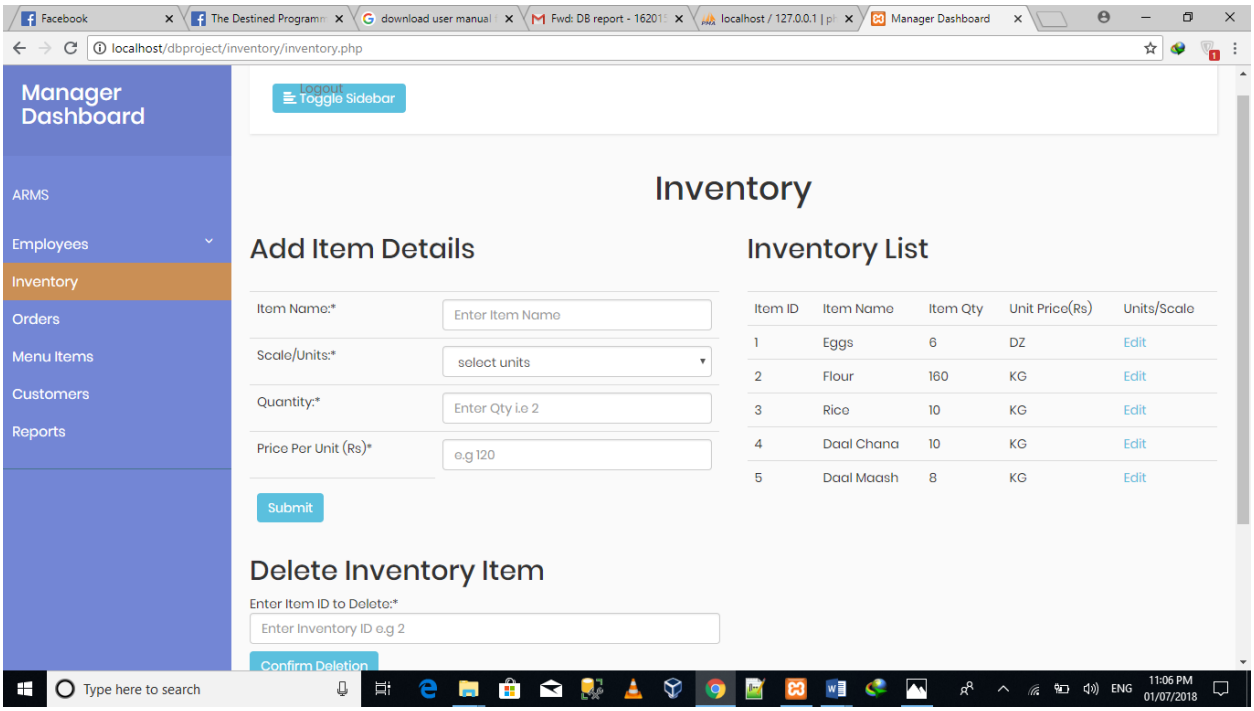
Manager Viewing the Customer which Registered



Manager Generating Different Reports

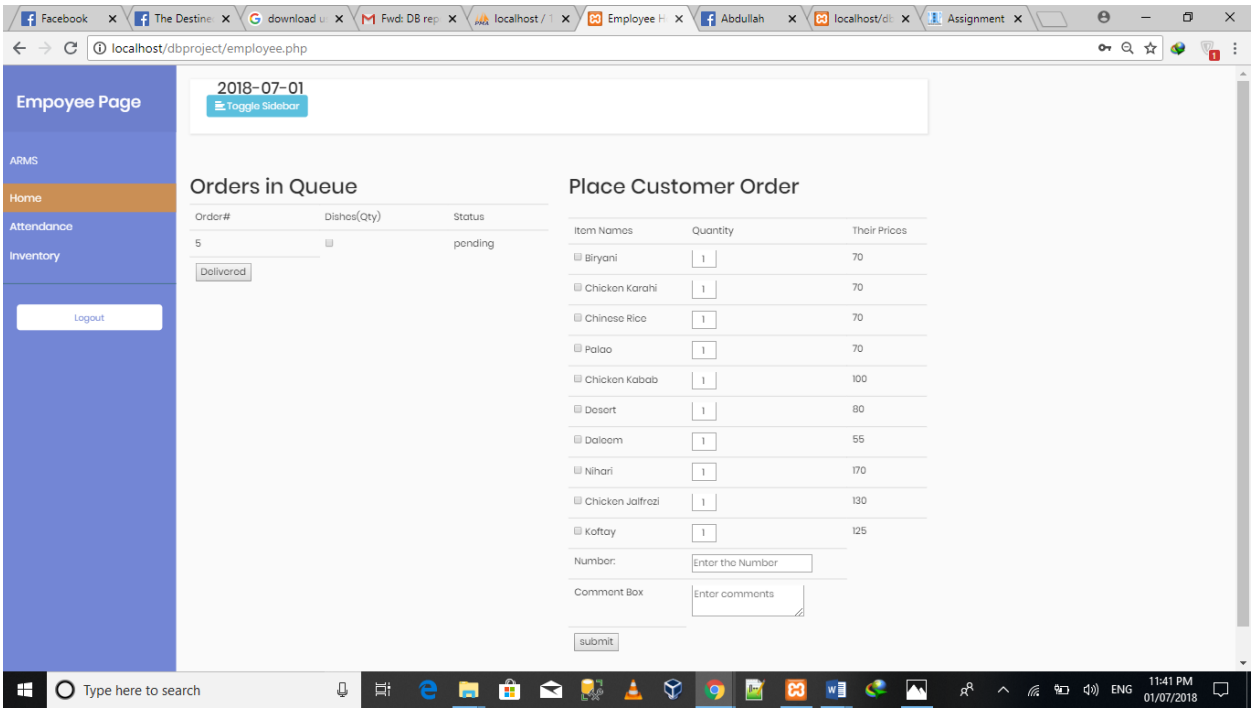


Manager viewing the Purchase by Regular Customers

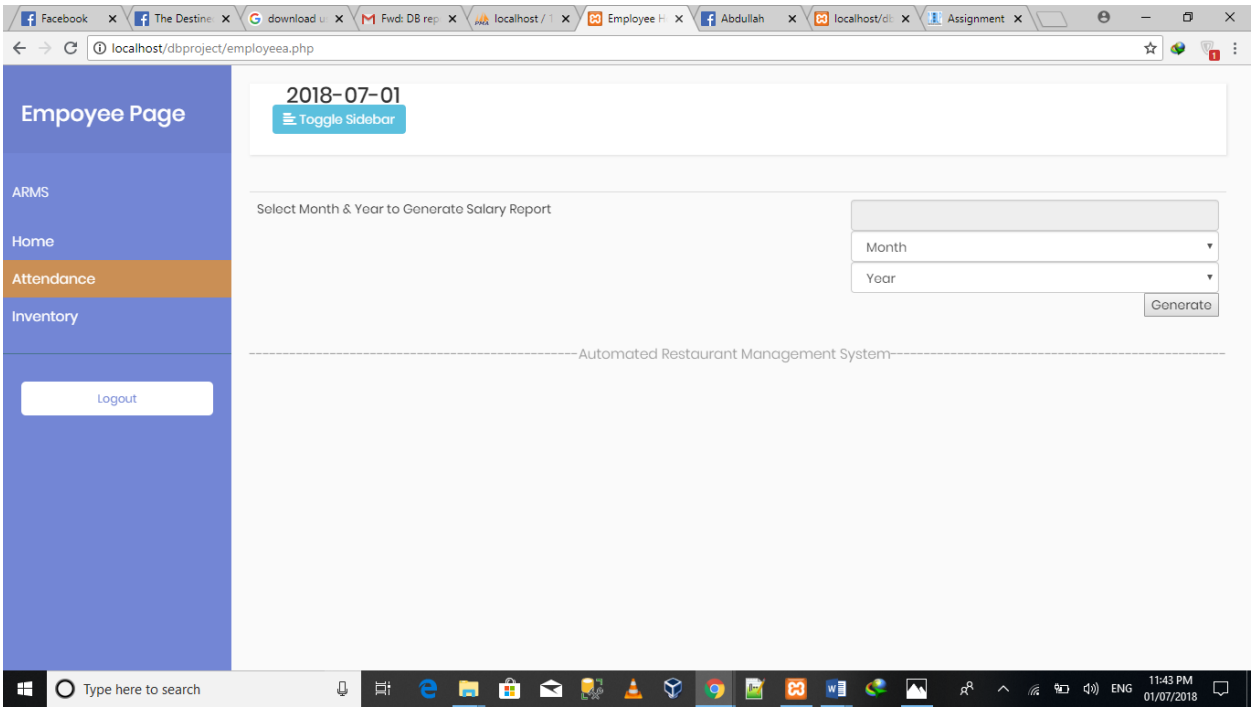


Manager Managing the Inventory Record

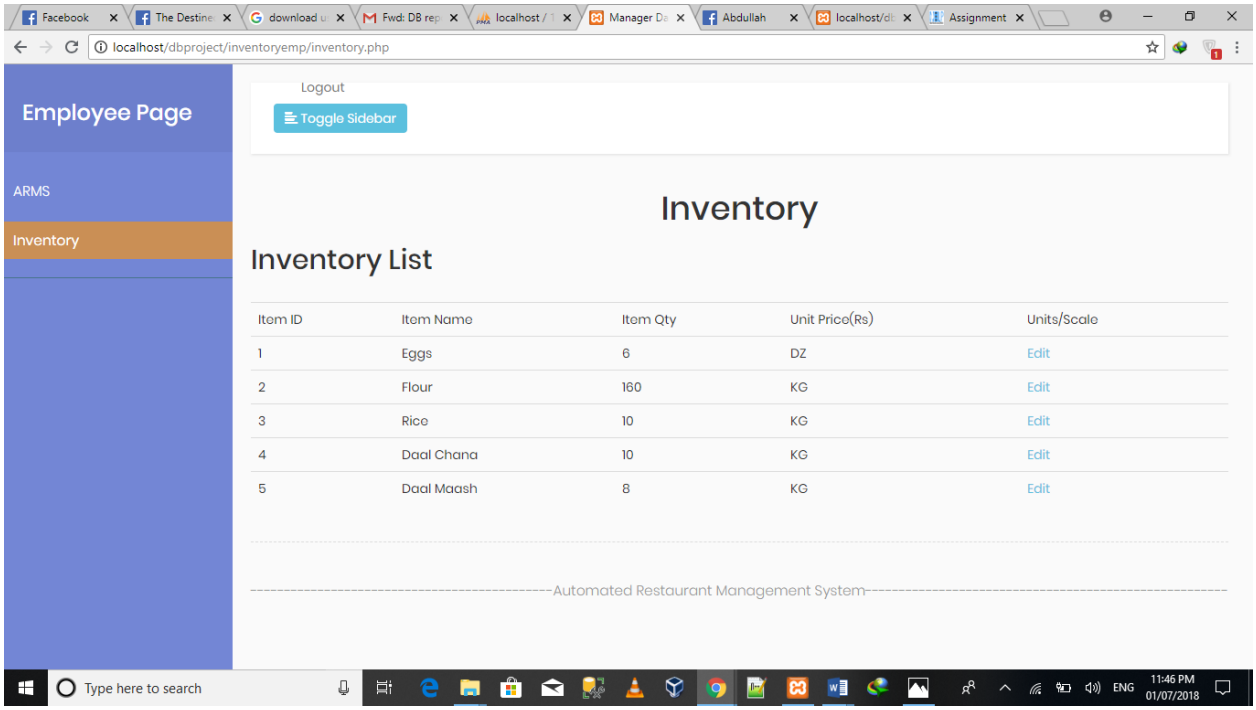
4.2 Employee View



Employee view where he/she can
1. Make an Order.
2. Delivered the Order.



Employee Generating his/her Monthly Salary Report



Employee Managing Inventory

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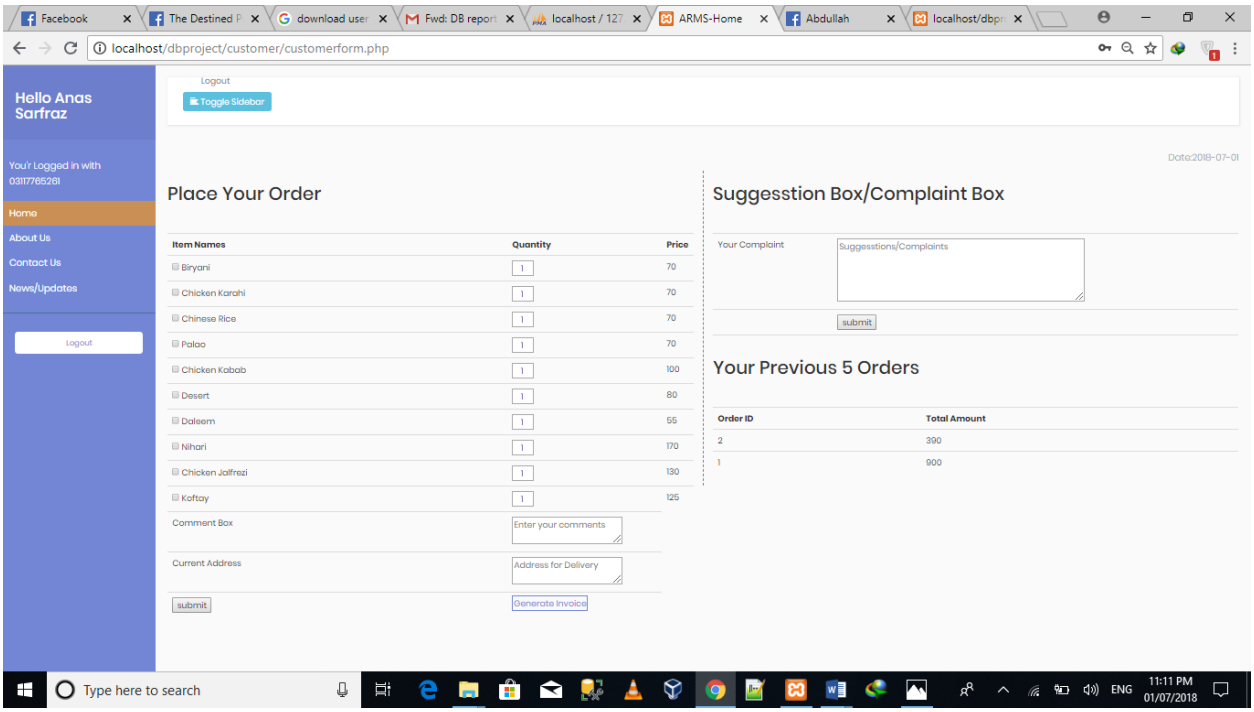
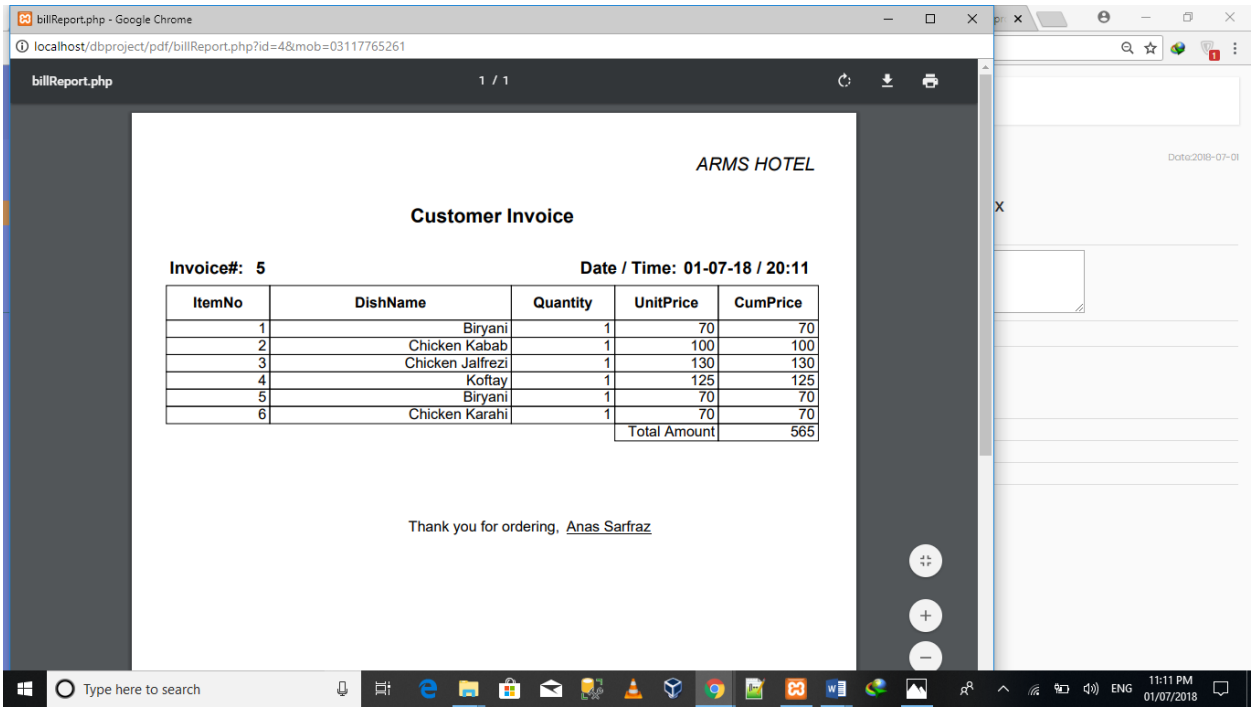
4.3 Customer View



Customer view where he/she makes an Order also suggest or complain



Customer Generating Bill Report/Slip