**INTRODUCTION**

As the customers might sometimes be very irrational, restaurant managers must also be very patient. They should be able to listen and take their views gracefully. The restaurant managers must also be very bold when the condition arises to be able to accept mistakes - overall to do everything to make the customers happy at the end. A happy customer is a almost guaranteed return business.

Restaurant managers, regular task would involve hiring staff, making work schedules, overseeing all operation including preparation of food, addressing the complaints from customers, taking care of supplies, designing menus, maintain cleanliness and hygiene, and filling up for anyone in any section or branch of the restaurant. Their task hours may not be fixed; most managers prefer to put themselves in busy hours, but the scope of their task is 24 hours a day, 7 days a week.

 This system is developed to automate day to day activity of a restaurant. Restaurant is a kind of business that serves people all over world with ready made food. This system is developed to provide service facility to restaurant and also to the customer. This restaurant management system can be used by employees in a restaurant to handle the clients, their orders and can help them easily find free tables or place orders. The services that are provided is food ordering and reservation table management by the customer through the system, customer information management and waiter information management, menu information management and report. The restaurant menu is organized by categories (appetizers, soups, salads, entrees, sides and drinks) of menu items. Main objective build the system this is to provide ordering and reservation service to the customer. Each menu item has a name, price and associated recipe. A recipe for a menu item has a chef, preparation instruction sand associated ingredients. With this system, ordering and reservation management will become easier and systematic to replace traditional system where are still using paper.

The main point of developing this system is to help restaurant administrator manage the restaurant business and help customer for ordering and reserve table. In proposed system user can search for a menu according to his choice i.e. according to price range and category of food

The project is developing because; many restaurants have a lot difficult to manage the business such as customer ordering and reservation table. If the customer book an order and later wants to cancel the order, he is permitted to do this only within a specific time period. By using manual customer ordering is difficult to waiter keep the correct customer information and maybe loss the customer information.

**Proposed restaurant management system**

Nowadays, many restaurants manage their business by manual especially take customer ordering. . In traditional booking system, a customer has to go to restaurant or make a phone call in order to get his meal reserved. Today, restaurant waiter takes the customer ordering by manual system with using paper. Customer does some formal conversation like hello, hi, etc. Than he demands for today’s menu and do some discussion over menu items then he orders. It takes 5 to 10 minutes to book the order and waiter book the order on paper so there is probability of lost and duplicates customer information. Restaurant management system puts the order in a queue with specific priority according to time and quantity, and than a cook is assigned for the specific order to complete it.

Besides, the restaurant waiter information also by manual system kept use paper and this is difficult for restaurant administrator to find waiter information, probability missing the paper and difficult to arrange the schedule.

 Sometimes, waiter information and customer information is important to restaurant administrator for reference in the future. The chances of committing mistakes at the restaurant side in providing a menu list for a specific time would be more.

There might be some communication problems or sometimes language might be a barrier. As a result, the current system (manual system) is not effective and efficient to use anymore. As entire booking has to be done manually at the restaurant end, the chances of occurrence of mistakes is high as well. The current system cannot save, manage and monitor the restaurant waiter information, menu information, customer ordering information and generate report well. Even assigning orders (or some menu from the order) to a specific cook can be cumbersome if it is done parallel with the bookings of the order.

The system provides proper security and reduces the manual work. The existing system has several disadvantages and many more difficulties to work. The proposed system tries to eliminate or reduce these difficulties up to some extent.

The proposed system will help the user to reduce the workload and mental conflict. Through this system it is possible to print various reports for the Restaurant.

**SCOPE OF SYSTEM**

It reduces paper work, physical and mental work pressure and brings accuracy in the working of the restaurant. This system will be designed to minimize the manual work in maintaining various records, events and all other activities under the management of a restaurant.

It aims to maximize the productivity and provide improved managed System. This System will be easy to understand and use.

More specifically, this system is designed to allow an admin to manage the records of customers, staff, menu, transactions between the customers and order details.

The software will facilitate creation of different Reports such as Customer Report, Menu report, Billing system report, Best selling dish report and several other reports.

In this system easy addition, updation, deletion and search operations can be done and thus keeps a track on all the working of the system.