# WAITER LESS: AN INTERACTIVE AND REAL-TIME ORDERING SYSTEM FOR COCO BITES - IBA

A Thesis
Presented to the Faculty of the
College of Communication and Information Technology
Ramon Magsaysay Technological University
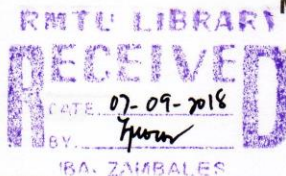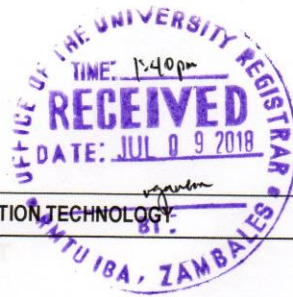Iba, Campus, Iba, Zambales

In Partial Fulfillment
Of the Requirements for the Degree
Bachelor of Science in Information Technology

by

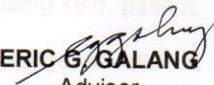**CHYNNA DENISE M. ANIERO**
**MARY SHEL M. BARRERA**
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COLLEGE OF COMMUNICATION AND INFORMATION TECHNOLOGY

## CERTIFICATION

This thesis entitled "**Waiter Less: An Interactive and Real Time Ordering System for COCO Bites Restaurant - Iba**", prepared and submitted by **Geneva F. Basul, Chynna Denise M. Aniero** and **Mary Shel M. Barrera** in partial fulfilment of the requirements for the degree **Bachelor of Science in Information Technology**, has been examined and recommended for Oral Examination.

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## APPROVAL SHEET

Approved by the PANEL EXAMINERS on Oral Examination on March 13, 2018 with the grade of 2.25.

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Accepted in partial fulfilment of the requirements for the degree

**Bachelor of Science in Information Technology**

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# ABSTRACT

A Waiter Less: An Interactive and Real-Time Ordering System help to optimize and manage the process flow of the restaurant such control orders selection and transaction reservation. The system reduces manual work and improves efficiency of restaurant. It also provides convenience for the staff and costumer for they don't have to stand and wait for their queue. The system store records and print daily summary of orders, even the total billing and collections.

The researchers made used of combination of descriptive and analytical research design is used in this study as the questionnaire checklist based on the ISO/IEC 25010:2011 was the main research tool upon collecting and gathering of data. There were one hundred ten total respondents from the COCO Bites Management and Customers. To treat the gathered data statistical such weighted mean was used to utilize the level of software quality, level of acceptability and level of readiness of the study and to interpret the computed mean likert scale was used.

The Waiter Less: An Interactive and Real-Time Ordering System for COCO Bites Restaurant- Iba was Very Good in terms of software quality based on the perception of the system experts. The system was Acceptable in terms of the level of acceptability based on the perception of system expert and user respondents and was Ready for implementation in the perception of the system experts and user respondents.

In order to enhance the developed system, the following recommendations were stated by the researchers. The Waiter Less: An Interactive and Real-Time Ordering System for COCO Bites Restaurant- Iba may be implemented in the restaurant to know the level of effectiveness of the system. If possible include table reservation to lessen queue and the used of other hardware device for display such LED Monitor.