PROJECT - DESIGN THINKING

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TITLE : INTERNET OF THINGS

GROUP : TIC TECH TOE

SECTION : SECTION - 04

SUBJECT : SECP1513 - TECHNOLOGY & INFORMATION SYSTEM

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Proposal of Design Thinking

Client Information

Our clients are those sellers that sell food to the general public. We'll provide our ideas for the sellers who sell food in the food court or other restaurants. It can help them collect orders from customers more efficiently.

Existing technology / tool / method / solution / system used by the client summary

The existing solution used by the clients is that their customers need to go to the restaurant physically and directly to the counter. They would be provided with a printed menu, which would list the available dishes along with their prices. Customers need to review the options, make selections by communicating with our clients, and then pay for their dishes at the counter. This is the most common method used by them. Alternatively, customers who preferred having a meal at home would call the restaurant directly. During the phone call, the customers will be informed about the menu, make selections for dishes, and provide pickup or delivery details.

Problem with existing technology / tool / method / solution / system used by the client

There are many problems with the existing technology, such as the fact that customers have to queue up at the counter to order their food and make payment. This causes the process of ordering food to become slow and inefficient. As this condition continues to carry on, there will be many customers crowded at the counter, causing the clients unable to complete the order in a shorter time and still need to send the food to the customers. In this way, the customers will require a lot of time to wait for the food to be ready, and some of the customers who are not patient will leave bad reviews for the clients.

Proposed idea / solutions to overcome the problems

Creating a website to list all foods and drinks that are being sold. It will be customizable so that the clients can add or discard items that are being sold that day. A QR code will be generated, and the clients could stick it in front of their stall so that customers could scan and order from the website. Upon scanning, customers will be redirected to the website, where they can choose the foods and drinks that they want. They can also know the price of every menu provided at that stall. There are two payment methods that the customers will have to choose either cash or online. After paying, they will get their receipt and order number. When their orders are ready, the clients could alert customers who ordered by tapping the alert button beside the order number, and our website would send a notification to the customers' phones.

Benefits / Advantages from the proposed idea / solutions

There are multiple merits to implementing this idea with our clients. One of those benefits are, it creates a system that will make the item-buying process more streamlined. The customers of the food stalls will know for sure how much they are going to pay for the food that they're taking. It also makes the payment process much quicker, as customers won't need to wait in line to pay for their food anymore.