CATERHEART: AIRA CATERING SERVICES

RESERVATION WEBSITE

A Capstone Project Proposal

Presented to the Faculty of the

Information and Communications Technology Program

STI College Sta. Maria

In Partial Fulfilment

of the Requirements for the Degree

Bachelor of Science in Information Technology

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September 27, 2024

**ENDORSEMENT FORM FOR PROPOSAL DEFENSE**

**TITLE OF RESEARCH: CaterHeart: Aira Catering Services Reservation**

**Website**

**NAME OF DEVELOPERS:** Kyle Psyluck DL. Dorotheo

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In Partial Fulfilment of the Requirements 

for the degree Bachelor of Science in Information 

Technology has been examined and is recommended for Oral Defense.

**ENDORSED BY:**

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September 27, 2024

# Abstract

Title of research**: CaterHeart: Aira Catering Services Reservation Website**

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Date of Completion: June 2025

Keywords: **Aira Catering services, email verification, reservation system, order customization, and admin notifications.**

A reservation website is an online platform that lets clients reserve resources or services, such as travel accommodations, restaurant tables, event tickets, or hotel rooms. Features including a calendar interface, secure payment methods, real-time availability, and confirmation alerts are usually included. The objective is to assist businesses in effectively managing reservations while streamlining the entire reservation process for users.

Aira Catering Services is the beneficiary for the created reservation website project. On this website, the developer’s goal is to help the owner, Ms. Blessed Aira Mendoza, handle day-to-day business reservations. Moreover, they want to create features that add security and functionalities to the project such as email verification, order customization, and admin notifications. With the help of email verification, the system would become secure as it requires the client to enter valid email login credentials to verify the creation of an account and continuously use the services on the web. Once the account is verified they can access reservations through the calendar, personalize their orders based on their preferences, and confirm their reservation.

The CaterHeart reservation system would allow users to check reservations and decide whether to approve them. Clients can check available catering service dates on the systems’ calendar. After choosing a day to reserve to continue for reservation they are required to register and verify it through their email account. Once registration is done they can proceed with editing or choosing the packages provided on the system and proceed on choosing their foods, desserts, and drinks. Clients must double-check the details of their package and menu, before proceeding to submission. The submission is directed to the reservation reports module of the user and notifies them. The approved reservation would displayed on the calendar as a taken slot and the rejected reservations would go to the archive.

# APPROVAL SHEET

This capstone project proposal titled: CaterHeart: Aira Catering Services Reservation Website prepared and submitted by Kyle Psyluck DL. Dorotheo, Kent Rick Fajardo, Mary Jene Saquing, and Carlos Joaquin Tiglao, in partial fulfillment of the requirements for the degree of Bachelor of Science in Information Technology, has been examined and is recommended for acceptance and approval.

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Accepted and approved by the Capstone Project Review Panel

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September 27, 2024

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# Introduction

## Project Context

According to Okedara (2024), Catering involves the preparation and supply of food services for clients at on-site locations, including hotels, restaurants, offices, concerts, and events. The catering sector is comprised of companies that offer food, drinks, and other services to a wide range of customers, often for special occasions. When it comes to the person who runs a catering service, it is called caterer. A caterer is a skilled professional or service that specializes in preparing, cooking, and serving delicious food and beverages to clients at various on-site locations and events. They are often tasked with creating customized seasonal menus and supplying essential equipment like dishes, cutlery, place settings, and wine glasses to ensure a seamless guest experience. Moreover, there are different types of catering services; event catering, full-service catering, self-catering in hotels, and family-style catering. Event catering covers the planning of the menu, preparing, and delivering of food, and serving food at the event. When it comes to full-service catering this type of catering service manages every part and every aspect of the event place, such as preparation of meals, decorations, and clean-up of the event location after party. The next type is self-catering in hotels, some hotels have this kind of service. This type of catering provides the facilities for the guests to prepare their meals for themselves. Then, the last type is family-style catering. In this type of catering service, the meals are served family-style, the passing of plates around shared tables, and assisting fellow guests as needed. Finally, these are the four types of catering services in the industry.

In relation to the statements, the data gathered from the business owner Ms. Blessed Aira Mendoza, the catering services is a full-service type of catering. The catering services are located in Sitio Bukid, Manggahan, Sta. Maria, Bulacan, but it does not mean that their services are limited to Bulacan province only, they are also accepting events in the Manila area. The business started its operation in the year 2018. They serve different types of events, such as birthdays, christenings, fiesta, reunions, weddings, or any type of celebration. The business’s goal is to provide quality food and service and customer-centered satisfaction by offering client’s preferred products and services, the theme of the event, decorations (for example balloons, flowers, and stage set-up with a free couch if applicable in the venue), sound system, and additional chairs. Aira Catering Services has the tagline of their business, *“Serbisyong may Puso”.*

Currently, Aira Catering Services receives inquiries from about 3-5 clients a day. They receive inquiries from the Facebook Page of Aira Catering Services. The catering handles about 2-4 events a day, depending on the distance between different venues. Once the client's inquiry is accommodated by the owner, the client must send the information needed for the contract form, and the data for the contract is manually written by the owner on the document for the client. The contract form contains the address of the catering service, contact numbers, name of the owner, Ms. Blessed Aira Mendoza, and the manager, Rhod P. Mendoza, personal information of the client, and information about the event, payments, menu, client’s requests, signature of the client, and date signed. After the contract is made, the owner will send a picture of the contract of the client and will require them to send the ₱2,000 reservation fee. This is the reservation process of the Aira Catering Services. Moreover, to successfully gain customer satisfaction, they allow clients to pick their food, and select their preferred theme, color, and decoration by their desired outcome at the event.

Aira Catering Services is successfully operating its business. In contrast, even if the business is competitively operating in the industry, catering services are still prone to face difficulties. According to the owner, Ms. Blessed Aira Mendoza, a major problem arises in receiving client's inquiries through the Facebook page. The owner’s concern is the system’s notification. The notification system is delayed when receiving inquiries from the client. Consequently, the owner typically responds within about 2-3 hours to a client’s inquiry because of this issue. This problem can result in the loss of clients. Another issue to address is the pen and paper record-keeping, the process of record-keeping of Aira Catering Services is time-consuming. The contracts of clients are stored on a single envelope, resulting in a shuffled compilation of contracts. There are cases where clients usually ask about the food they chose after the contract is made, but because of the lack of sorting conditions in record-keeping, the owner needs to check all the contracts on the envelope to find that specific client. In addition, organizing of the event dates is one of the concerns of Aira Catering Services. Similar to record keeping, the process is pen and paper, this process is inefficient because there is incident that the cancellation was made a week already before the event, which is strictly inappropriate and would lead the catering team’s effort to waste.

The problems encountered about the client’s inquiries, contract form, customization of order and their preferences, record keeping, and calendar visualization about the events can hinder the ability of Aira Catering Services to successfully provide quality service and gain client satisfaction. The developers’ project hopefully would help the business in handling online reservations, improving calendar booking, organizing record-keeping, responding to client inquiries, and the provision of online documents.

## Purpose and Description

The developers developed an online reservation with an ordering feature system for the beneficiary. The system aims to create less physical contact or direct interaction and to reduce hassles associated with reservations, any input of data from the clients is stored in the database of the system.

The system can be accessed by two types of users, which are the admin and the client. The admin could be three individuals, the owner of the catering services, Ms. Mendoza, and the parents of the owner. These actors are responsible to monitor, update, check inquiries, and organize the data in the system.

Another type of user is the client. The client is responsible in using the online reservation system. The reservation process of the system requires the user to create an account before proceeding to the reservation process. In the creation of an account, the client must provide their full name, address, contact number, email, and one valid ID to continue the reservation process.

The system is accessible through web browsers by typing its URL. The user is directed to the landing page of the system consisting of the log-in button, navigations, and the content of the catering services.

With the help of the system, clients can easily book an event on a specific day by simply looking at the calendar of the system. The calendar of the system helps the client to give brief information about ongoing events or other reservations of another client. This is essential for the administrators to better manage the events for a day. This capstone project proposal aimed to help the business handle online reservations and satisfy the clients with the ordering system without personal reservations.

There is also a module where before the client can confirm the reservation, they need to fill up the contract which they will download. The client will also see the total of their bills once this has been confirmed. It has an OTP (One-Time Password) verification for reservation security, which adds another level of authentication. It guarantees that the reservation procedure can only be completed by the legitimate owner of the reservation, who has a confirmed email address or mobile number. This protects sensitive data and upholds the integrity of the reservation system by preventing fraudulent reservations and illegal access.

Additionally, it offers a customization function that lets customers customize the menu, food service, decorations, and other components of the event to fit their tastes and requirements. This could involve deciding on a theme, picking out meals, changing serving methods, and more packages. With customization, customers may design a unique experience that fits their concept for the occasion.

## Objectives

**General Objective:**  
The study developed an online reservation system that helps Aira Catering Services with their online reservation, calendar booking, organize record-keeping, responding to client inquiries, and the provision of documents.

**Specific Objectives:**

* To develop the module for customization of reservation.  
  This module would help the client to pick their preferred dates when choosing to hold events. Displaying the status of the date if it is available, waiting for confirmation, and fully reserved as well as providing summary of the reservation and the total billings for the client to be aware of the cost of services.
* To develop a module for the calendar of events.  
  The creation of a calendar for the system is necessary, this both help the client to browse and check for availability and the admin to check the status of the date for the upcoming events.
* To develop a module for inquiries of clients.  
  The module shall be able to implement a chat box for the inquiries of clients. Which the administrator can cater the questions and other concerns of clients.
* To develop a module to notify the administrator.  
  The module will notify the admin when the client is finish interacting and providing information within the module for reservation, it will also notify the admin 1 week before the event.
* To develop a module for generation of reports about the catering services.

The module would generate reports and insights for the admins of the system to better analyze the number of users using the website. Also, the numbers of accepted and rejected reservations are included.

* To evaluate the capability and acceptability of the prototype.

Using the ISO 25010 software quality model to test the functionality and reliability of the prototype and evaluate its acceptability.

## Scope and Limitations

Scope

The study developed a web-based online reservation system for Aira Catering Services. This system streamlines the reservation process, enhance customer experience, and improve operational efficiency of Aira Catering Services.

Visitors UI:

* Homepage/Landing Page: This was the first interface developed by the developers.
* Menu Viewing: Customers can view available menus and packages offered by Aira Catering Services.
* Calendar Viewing: Users can browse available dates and times for catering services.
* User Registration and Login: Users can create accounts and log in securely.

Clients UI:

* Editable client account: After the successful account creation, client can edit their information about their account.
* Event Reservation: Clients can now proceed with the resrevation process.
* Order Customization: Customers can customize their orders based on preferences, dietary restrictions, and event requirements.
* Filling out of Contract Form: Clients are required to fill up the required fields and agree to the terms and conditions of services. Check boxes are replaced instead of e-signatures.
* Reservation Confirmation: Automated confirmation emails and/or messages to users upon successful reservation. They are notified about the status of the reservation request; if it is under waiting for confirmation, confirmed, or cancelled.

Admins UI:

* Manage Accounts: The administrator can view, store, modify, and delete accounts on the system. Also, the creation of another admin account is included.
* Manage Reservations: The administrator can view and update the calendar for reservation details. It is either accept the reservation request of the client or reject because the chosen date is already fully booked.
* Reservation Reports: The administrator can view the summary report of orders and requests provided by the client.
* Data Reports: The administrator can check the numbers users active and the number of accepted and rejected reservations.

Limitations of the Study:

* Product Suppliers: Suppliers of the product/services such as lights and sounds, photographer, and videographer are out of control by the system.
* Mobile Application: Clients usually find online reservations on the Internet, specifically at search engines such as Google Chrome, Safari, and Microsoft Edge, meaning it is more efficient to provide reservation services on the Web.
* User Adoption: The success of the system depends on user acceptance and adoption, which may vary based on factors such as familiarity with technology and resistance to change.
* Different Payment Methods: Automation of the processes of online payment and bank transfer is not applicable in the system due to the laws and expenses in its implementation.

# review of related literature/systems

## Review of Related Literature

Email Verification

(Gotter, 2024) Email verification is the process of checking and authenticating emails that you’ve been given to ensure that they’re authentic and that they’re likely to connect you to a real person (or, at the least, a real email account of an organization). Email verification is the process of confirming that a user’s provided email address is valid and accessible. After a user sign up for an account, the system sends an automated email containing a unique verification link or code. The user must click this link or enter the code on the website to activate their account. This simple step serves multiple critical purposes. The application of email verification security measure has been implemented on many aspects in the industry. Email Verification is applicable when verifying the account owner's identity. Since CaterHeart requires the user to create an account for online reservation booking this feature would add another layer of security.

Calendar Visualization

One of the most important features to look for in any online booking system is an integration with a calendar system, which allows users to view availability levels by date (Carter, 2023). Calendar visualization plays a crucial role in online bookings, facilitating seamless scheduling and enhancing user experience. It serves as a visual representation of available dates and times, streamlining the process for both businesses and customers. Calendar visualization provides a clear and intuitive way for users to view availability. Instead of navigating through lists or dropdown menus, users can quickly identify open slots immediately, simplifying the booking process. A visual calendar allows users to explore different dates and times with ease, empowering them to find options that fit their schedules. This flexibility encourages engagement and increases the likelihood of successful bookings. Calendar visualization can be synced with real-time data, ensuring that users see the most up-to-date availability. This prevents double bookings and minimizes the risk of scheduling conflicts, enhancing reliability and trust. Visual representation reduces the likelihood of errors associated with manual data entry or misinterpretation of textual information.

Total Billing

The total billing process plays an important role in business since it ensures the timely collection of revenues which can then be used to meet business obligations such as payrolls and other expenses related to its day-to-day operations (Alon, 2024) Total billing ensures that customers are aware of the cost of services or products, so they can plan their budgets appropriately by offering transparency and clarity on the matter. Because the entire billing amount is indicated in visible form prior to the transaction being finalized, it helps prevent miscommunications and disagreements regarding pricing. Furthermore, before completing their reservation, customers can see and validate all the specifics of their reservation, including any additional fees or charges. Additionally, total billing reduces the possibility of overbilling or inaccuracies by guaranteeing that customers are appropriately charged based on the details of their reservation.

Real time notification

A robust notification system acts as the bridge between businesses and customers, ensuring timely reminders, confirmations, and updates (Alizada 2023). A notification system enables instant confirmation of bookings and sends timely reminders to both customers and caterers. This reduces the risk of missed appointments, enhances attendance rates, and promotes better planning and preparation. Throughout the catering process, notifications keep customers informed about the status of their orders—from initial confirmation to preparation, delivery, and completion. A well-implemented notification system streamlines operational processes, reducing manual intervention and administrative overhead. Automation of notifications frees up time and resources, allowing caterers to focus on delivering high-quality service. notification system is essential for online catering bookings, facilitating clear communication, timely updates, and enhanced customer satisfaction.

Contract

It provides the Buyer’s rights during and after the reservation of the property. Most importantly, it covers all the terms, conditions, requirements, and other necessary documents and actions to comply with the buyer’s end and the seller (The Marketing, 2020). Contracts contain all crucial information about a reservation, such as the dates of accommodation or service, the cost, the cancellation policy, and any extra services or offerings that may be included. Both parties to a reservation are legally protected by contracts. Contracts create a structure for remedy in the event of disagreements or agreement violations by precisely outlining each party's rights, obligations, and responsibilities. By providing proof of the terms and circumstances agreed on, this legal instrument aids in quick and equitable dispute resolution. Contracts provide transparency and openness by enumerating every necessary reservation-related detail. This contains the reservation dates, the kind of service or lodging reserved, the cost information, conditions of payment, cancellation rules, and any extra services or facilities.

Order Customization

Personalized service is providing customer experiences that are tailored to the consumer’s individual needs and preferences. Personalization often makes customers feel more valued, which inspires greater brand loyalty (Grieve, 2024). Customization enables companies to adapt their goods and services to the specific preferences of each customer, giving them a customized experience that meets their own needs and interests. Through comprehending and meeting the unique requirements of every customer, companies may establish stronger bonds and promote loyalty. Customization helps firms stand out in today's competitive marketplace by providing distinctive and appealing solutions that appeal to customers. Businesses may draw in and keep customers that appreciate individualized experiences and are prepared to spend money on goods and services that cater to their specific requirements by offering customizable options.

## Benchmarking Table

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Features | Web-Based Medical Appointment Systems: A Systematic Review | Smart Computing Applications in Railway Systems - A case study in Indian Railways Passenger Reservation System | Catering Service & Reception Hall Management System for Mayadunne Catering Service. | Web Based System for “Cafe Wee” | Cakelicious: Web App for Designing a Customised Wedding Cakes | CaterHeart: Aira Catering Services Reservation Website |
| OTP Verification |  | ✔ | ✔ |  |  | ✔ |
| Calendar Visualization | ✔ |  |  |  | ✔ | ✔ |
| Total Billing |  |  |  | ✔ | ✔ | ✔ |
| Real-time Notification | ✔ |  | ✔ | ✔ | ✔ | ✔ |
| Contract |  |  |  |  |  | ✔ |
| Order Customization |  |  | ✔ |  | ✔ | ✔ |
| Online Payment |  |  |  | ✔ |  | ✔ |

Table 1. Benchmarking Table

## Related Studies and/or Systems

Web-Based Medical Appointment Systems: A Systematic Review

In the past, scheduling medical appointments was done through phone calls or in-person. These methods relied on direct communication with real individuals and provided great flexibility in complex situations. However, since these traditional methods necessitated the involvement of schedulers, acquiring a timely appointment was not solely determined by the availability of appointment slots but also by the availability of the schedulers and phone lines. Patients' satisfaction with appointment booking was impacted by their ability to book with the right health service providers at the right time.

Smart Computing Applications in Railway Systems - A case study in Indian Railways Passenger Reservation System

The need for dependable, quick, and safe train services remains a source of worry in every nation worldwide. Absence of operational dependability, efficiency, and safety: Critical safety concerns, as well as outdated railroad protocols and systems, are haunting different nations to alter their current rail network. The worldwide rail sector battles to fulfill the growing demand for passenger and freight transportation due to the rail network's underuse and wasteful use of rail resources. This should result in rail executives developing more intelligent and sophisticated rail systems effectively. Indian Railways' passenger reservation system is one of the biggest reservation models in the world. Indian Railways transports around a million passengers every day in reserved carriages. On Indian Railways, an additional sixteen million passengers have unreserved tickets. Handling the passenger data in this large system effectively is a monumental undertaking, but it is crucial to consider these days. The authors of this work have examined several aspects of integrating smart computing with reservation models in railway systems.

Catering Service & Reception Hall Management System For Mayadunne Catering Service.

To improve the current manual system, an automated Catering Service & Reception Hall Management System is being developed. The new system will primarily focus on Menu and Reception Hall Management. It will also manage additional services, such as photography, videography, and decorations. The system will cover employee, user accounts, and kitchen item management, in addition to the primary functions. It will include report generating and notification features to support a highly efficient system.

Web Based System for “Cafe Wee”

"Cafe Wee" is a restaurant chain that operates in the Avissawella area and has three branches and a bakery. It is widely known for its cakes and other bakery items. The owners of "Cafe Wee" are planning to expand their business by introducing a home delivery service. Customers can place an order via telephone and make the payment upon delivery by cash or card. Additionally, the owners are considering creating an online ordering system that would allow customers to place orders online and make payments electronically.

Cakelicious: Web App for Designing a Customised Wedding Cakes

The Internet has brought a significant change in the way people shop and book tickets, including flight tickets and movie passes. In the same way, Cakelicious Web App offers a new and innovative approach to booking wedding cakes that suits the users' preferences. The app is designed to replace the traditional manual booking methods used by Dr. Munie's Kitchen for managing cake orders and provides a more efficient and effective solution. The system was developed using a prototyping methodology approach, which includes planning, design, testing, and implementation phases. It is built using PHP programming language and MySQL database and runs on an Apache web server.

Input, Process, and Output Model.

OUTPUT

PROCESS

INPUT

CaterHeart: Aira Catering Services Reservation Website

1. Requirements
2. Design
3. Development
4. Testing
5. Deployment
6. Review

Knowledge Requirements:   
  
Data gathering via interview.  
Research on related literature studies and system.  
  
Software Requirements:   
HTML (Hyper Text Markup Language)   
CSS (Cascading Style Sheets)   
JavaScript  
Visual Studio  
Figma  
git  
github  
browser  
Photoshop  
Illustrator  
  
Hardware Requirements:   
  
Operating system - Windows 10 or later  
Processor - Intel Pentium 4 or later  
Memory - 2 GB minimum, 4 GB recommended  
Screen resolution - 1280x1024 or larger  
Application window size- 1024x680 or larger  
Internet connection – Required

Recommended Specifications:   
  
Operating System: Android 9.0 (Pie) or iOS 14 (for iPhone/iPad).  
Web Browser: Latest version of Google Chrome, Safari, Firefox, or Microsoft Edge.  
RAM: 4GB RAM or higher.  
Processor: Quad-core processor or higher.  
Screen Size: 5 inches or larger.  
Screen Resolution: Full HD (1920x1080 pixels) or higher.  
Network Connectivity: Wi-Fi or cellular data connection (4G/LTE or 5G).

EVALUATION

Figure 1. The Input-Process-Output Model

The figure portrayed the project’s conceptual input, process, and output model for the development of CaterHeart: Aira Catering Services Reservation Website.  
In the Input, the developers gathered the data via interview found out that one of the problems in the Aira Catering Services is about the reservation system of the catering business and the delay notification of their current Facebook page. The owner of the catering business relies at their Facebook page to gain clients and once the proprietor gains a notification through their Facebook page, the proprietor will contact the client via Messenger on how the catering business will serve the client. This resulted in manually replying to the client’s inquiries and using paper-based recordings of the date for the event, the menus selected by the clients and the forms between the client and the proprietor for the catering business. The software requirements were used to develop the CaterHeart: Aira Catering Services Reservation Website. The hardware requirements and recommended specifications to utilize the software requirements.

In the process, the developers requested data from the owner of the Aira Catering Services to be the requirements needed to develop the reservation system. To design, create and build modules appropriate for the CaterHeart: Aira Catering Services Reservation Website. requirements. The developers utilize a methodology that would make the study and make the project more feasible.  
Lastly regarding the output, the results of the system will evaluate whether the booking system assisted the owner of the catering business in improving their customer service and management.

Synthesis

The research on related literature studies and systems covers various topics that will aid the developer in the development of the CaterHeart: Aira Catering Services Reservation Website. It explains the enhancement of the services, efficiency and security of the system that can benefit both the client and the admin as well for the developer because it can propose solutions to fix or to improve other features. Other several existing systems are that specializes in the catering services is listed. Since it is related to the proposed title, it can aid the developers to gather ideas for their design and incorporate some of the features used in the programs that are listed.

# Technical Background

## **Overview of Current Technologies to be Used in the System**

The Front-end development of the CaterHeart: Aira Catering Services Reservation Website involves the utilization of HTML, CSS, and JavaScript (JS). Serve as a foundation when constructing the user-interface, modules and features, design of the system and interactivity of the system. The Figma, browser Photoshop, and Illustrator are used to enhance the design and the style of the system, to add a responsive layout, and to edit photos, menus and forms of the catering business that will be implemented to the system. The Visual Studio will be the IDE for the HTML, CSS, and JavaScript (JS).

In terms of the backend development, git and GitHub served as a control and to store data, offering speed and efficiency, helps to track files and coordinates work among people, and provides the source code management (SCM). Git can function as a database, although it is not a traditional database. However, it shares some characteristics with data like stores information and retrieves past states of the data or information.

In conclusion, the development of CaterHeart: Aira Catering Services Reservation Website are composed of HTML, CSS, JavaScript (JS), Figma, browser Photoshop, Illustrator, and visual studio for the front-end development, git and GitHub for storing data and controlling the data.

## Calendar of Activities

February marks the beginning of the capstone project. February is mainly dedicated to orientation, planning, and discussion of the course's goals and expectations. Additionally, each student is required to submit three topic proposals that might benefit the community. As we go from February to March, the first and second weeks of the month are given over to getting the proposal title readyfor submission. This week, the students consulted with Sir Ian Pascual, their capstone project adviser, to develop a meaningful and unique title suggestion. The third week has arrived, and the students now know when the title defense will take place. The panelists thoroughly evaluated and critiqued the proposal titles during the defense, offering characteristics, purposes, and guidance on how to construct the title proposal. The students have already chosen a title, so now is the time to decide how the team will collaborate on the project.

The developers began drafting Chapter 1 of the documents in the first week of April after signing a letter to the owner of The Grand Pavilion and Resort. The developers interviewed The Grand's secretary during the second week and gave Sir Alfie Benito, the program head, the completed copy of Chapter 1. Due to the beneficiary's lack of cooperation, the developers decided to revert to the planning phase in the third week of April and changed the project title. By the end of the week, the developers had finally presented a second title proposal. Additionally, the developers assumed the characteristics and functions and made the decision to create chapter 2 while they waited for the new beneficiary's interview.

In the first week of May, the developers gathered data from the owner of the Aira Catering Services, Ms. Blessed Aira Mendoza, and created chapter 1 and 2 of the documentation. Also, the developers start the creation of chapter 3.

Gantt Chart of Activities

Table 2. Gantt Chart

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| MONTH | FEBRUARY | | | | MARCH | | | | APRIL | | | | MAY | | | | JUNE | | | | JULY | | | | AUGUST | | | | SEPTEMBER | | | | OCTOBER | | | | NOVEMBER | | | |
| ACTIVITY |
| Requirements |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| * Data Gathering |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| * Chapter 1: Working |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| * Chapter 1: Revision |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| * Chapter 2: Working |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| * Chapter 2: Revision |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Design |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| * Chapter 3: Working |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| * Chapter 3: Revision |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| * Wire-Framing |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Development |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| * Chapter 4: Working |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| * Chapter 5: Working |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| * Front-End Codes |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| * Back-End Codes |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Testing |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Deployment |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Review |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

## Resources

Hardware:

|  |  |
| --- | --- |
| Hardware Components | Minimum Specifications |
| Operating System | Windows 10 |
| Processor | Intel Pentium 4 |
| Memory | 2GB |
| Screen Resolution | 1280x680 |
| Application Window Size | 1024x680 |

Table 3. Hardware Requirements

Software:

* Adobe Illustrator - This software would be responsible for creating vector graphic images.
* Bootstrap - To be able to develop a module for account creation.
* Browser – The browser is used for developing, testing, and debugging phase in the SDLC.
* CSS – This software would help the developers to design the website appropriately. The software is responsible for arranging items, icon, texts, applying colors, grid, adjusting sizes of images and videos.
* Figma – Figma is used in creating the system’s prototype or wire-framing.
* Git - Git is used by the developers to better keep track of the changes in the source code. Allowing the developers of the system to work collaborately.
* Github - It is an online platform for software development, also used for storing, tracking, and collaborating on software projects. It is a community of developers, making them to easy share code files and collaborate.
* HTML - It is used for inserting texts, images, videos, and other elements necessary for the website of the system, also known as the tool for developing front-end operations.
* JavaScript - JavaScript also known as JS, is used for developing functions across the web. This would help the developers to create functional website.
* Photoshop - Used in adjusting images for higher quality and resolutions. The software’s purpose is to enhance all of the images to be used for the system.
* Visual Studio - This is the IDE to be used by the developers in order to organize the structure of the front-end codes.

# AGILE METHODOLOGY

The developers will use the Agile System Development Life Cycle for the development of the CaterHeart: Aira Catering Services Reservation Website due to the project management process and the advantages it poses. The methodology ensures the system can be iterative which allows for continues improvements and refinements, and having an adaptability to change within the course of a development life cycle. In addition, this methodology would help the developers to easily apply changes to modules depending on the beneficiary’s feedback on the system.

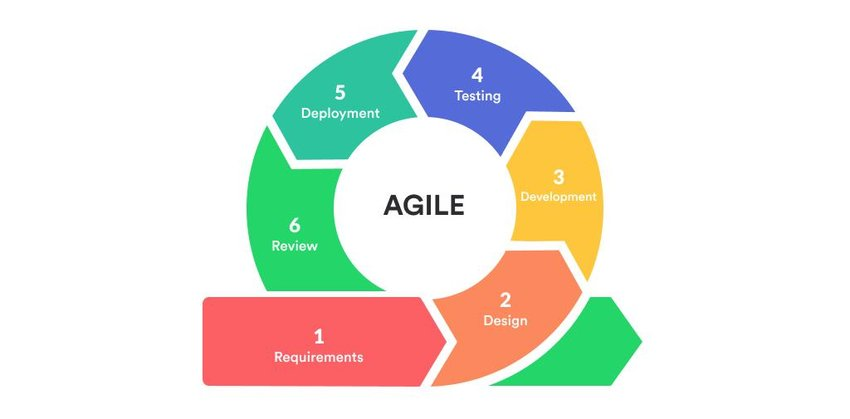


Figure 2: Agile System Development Life Cycle

Below are the six (6) steps in the Agile System Development Life Cycle:

Requirements: The developers conducted an interview with the owner to gather information regarding of the problems that the catering business encounters which will determine the features will be prioritized when developing the system.

* Interview – The developers interviewed the owner of the catering business to ask what are the concerns, problems and suggestions that the owner would like to see within the system.
* Research – The developers search for related studies and systems that could use to the system.

Design: The developer will create a wireframe design that includes the logical and the process that will be applied to the system, it will serve as a reference when creating the system.

* Prototype – The developer will use a wireframe design for the proposed system. To create the basic layout of the system, designing and styling defining, and serve as a blueprint when developing the system.

Development: The developer will apply all the data gathered and the wireframe design to create an actual system, making sure that all the required functions and the design are applied to the system.

* Front-end Codes - The developers will start to design the system with the use HTML and CSS, and apply functionalities in the website of the system using JavaScript.
* Back-end Codes - The developers would handle all the input and output of the data through the system. The developers would use either MySQL or Firebase.

Testing: In this phase, the developer will undergo a test run of the system, ensuring the system is fully functional and operational for the users of WOBSACS, to identify and fix any bugs in the system.

Deployment: The developer will present the system to the beneficiary, within this phase the beneficiary will test the system if the functionalities support and meets the problems within the catering business.

Review: In this phase, the beneficiary will give feedback to the system on what they encounter while using on the operation of the catering business.

## Requirement Analysis

WHAT- CaterHeart: Aira Catering Services Reservation Website. With the use of this reservation system, the business owner will be able to provide better service to customers. This will also contribute to a more structured system, since the client will be able to personalize the theme and more clearly understand which day is open for the event. Developers have to understand what strategies are required to offer a suitable solution to this capstone dilemma.

WHO- The owner of the catering company can benefit from this reservation system since it will enable her to receive notifications instantly when a customer wants to make a booking. Sometimes, the owner may not see the inquiry right away, which delays getting a response for the customer. Additionally, the client will gain from this as they may view Aira's Catering Services' previous events. They will find it simpler to make reservations online since they can more effectively customize the event they want and provide better consumer details.

WHERE- Since this is an online reservation system, the access to it requires an internet connection. If the client has never been book with Aira's Catering Services, they must create an account and log in if they already has. To view it, all they have to do is open it on a website. where the owner keeps track of the system's records while the customer has access to it.

WHEN- After receiving permission from the STI Head Office, we began developing this system. We brainstormed a title with a beneficiary in the Bulacan area and presented it to our professors. The beneficiary that we found is the one who is willing for us to make a system for them and can also help us for a more effective system.

HOW- In order to access the website, the user must have an internet connection. Once on the website, the user must either log in or create an account depending on whether they have previously visited the site. Here, you'll need the person's name, address, phone number, and one valid ID. The customer can view the previous events of Aira's Catering Services after opening the website and logging in. It includes images of various types of events along with a description of each one's theme. The customer can also customize the theme that they would want to have produced with the Calendar Visualisation feature, which shows them the days that they still are able to schedule their event. The owner's job will also be made easier by this, as she can now gather the previous events and get a real-time notification if someone is interested in reservation them.

## Requirement Documentation

The developers and the owner of Aira's Catering Services talked about an arrangement they both agreed upon for this thesis. We were able to request a beneficiary letter from the owner for the preceding online reservation system planned, which also included the signatures of the heads of the ICT and the academic department. It must meet this condition in order to accept the proponent's suggested online reservation system. The developers are permitted to create an online booking system when their proposal is accepted. We talked with the owner and went over the plan to proceed for processing the capstone. When we asked her what features she would want to see added to the system, she suggested that we use the Calendar visualization, which will provide a more clear representation of the available dates for the events that we plan to integrate into the system. We also made a group chat to get the information we will need for our capstone, and we also requested permission for the contracts they provide to clients. We also have questions that we forget to ask during in-person interviews, so this helps our connection.

## Design of Software, System, Product, and/or Processes

The main goal behind the creation of the CaterHeart system was to develop a web-based platform that meets all industry standards and is fully functional. The developers' objective was to ensure that the system aligns with the predetermined goals and complies with all the general standards specified in the industry. The system was built to be robust and dependable, delivering a seamless user experience while retaining the highest level of efficiency and effectiveness.

* Recognizable Purpose: Upon seeing the user interface of CaterHeart website, clients can easily recognize that the system is an online reservation.
* Dependable: CaterHeart users would benefit from being able to more effectively monitor their reservations on the system. Additionally, clients can effortlessly monitor the data they entered during the reservation process.
* Responsize Website: Users can use the system in different devices, specifically for smartphones, is it an advantage that responsiveness of woud give accessibility, mobility, and ease of use in anywhere.

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# APPENDIX a: PERSONAL TECHNICAL VITAE

KYLE PSYLUCK DL. DOROTHEO

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**09192529298**

EDUCATIONAL BACKGROUND

|  |  |  |
| --- | --- | --- |
| Level | Inclusive Dates | Name of school/ Institution |
| Tertiary | September 2021 – Present | STI College Sta. Maria |
| Vocational/Technical | June 2018 – March 2020 | Grace of Shekinah School |
| High School | June 2014 – March 2018 | Grace of Shekinah School |
| Elementary | June 2008 – March 2014 | Mystical Rose School of Bulacan |

PROFESSIONAL OR VOLUNTEER EXPERIENCE

|  |  |  |
| --- | --- | --- |
| Inclusive Dates | Nature of Experience/   Job Title | Name and Address of Company or Organization |
| 2019 – 2020 | Job Immersion | Sugar n Spoon |
| 2019 | Part-Time Job | Sugar n Spoon |

SKILLS

|  |  |  |
| --- | --- | --- |
| SKILLS | Level of Competency | Date Acquired |
| Leadership | Beginner | 2022 |
| Communication | Intermediate | 2019 |
| Computer Literacy | Intermediate | 2019 |
| Teamwork | Intermediate | 2018 |

TRAININGS, SEMINARS, OR WORKSHOPS ATTENDED

|  |  |
| --- | --- |
| Inclusive Dates | Title of Training, Seminar, or Workshop |
| January 2024 | Encrypt IT: Cybersecurity Seminar |
| March 2023 | SAP Business One Training Course |
| July 2022 | System Administration and Maintenance |

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**EDUCATIONAL BACKGROUND**

|  |  |  |
| --- | --- | --- |
| **Level** | **Inclusive Dates** | **Name of school/ Institution** |
| Tertiary | 2021-present | Shiawase (2021-2022),  STI Sta. Maria (2022-present) |
| Vocational/Technical | 2020-2021 | Norzagaray National High School |
| High School | 2015-2021 | Norzagaray National High School |
| Elementary | 2008-2015 | Maranatha Christian Academy, ACE Accelerated Christian Education, Norzagaray Elementary School |

**PROFESSIONAL OR VOLUNTEER EXPERIENCE**

|  |  |  |
| --- | --- | --- |
| Inclusive Dates | Nature of Experience/  Job Title | Name and Address of Company or Organization |
| February 2021 | Web Developer | GeneTech Company |

**SKILLS**

|  |  |  |
| --- | --- | --- |
| **SKILLS** | **Level of Competency** | **Date Acquired** |
| HTML, CSS, and JavaScript | Beginner | September 2023 |
| Java | Beginner | February 2020 |
| PC troubleshooting | Expert | December 2005 |

**TRAININGS, SEMINARS, OR WORKSHOPS ATTENDED**

|  |  |
| --- | --- |
| Inclusive Dates | Title of Training, Seminar, or Workshop |
| December, 2021 | Contact Center Services – NC II |

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EDUCATIONAL BACKGROUND

|  |  |  |
| --- | --- | --- |
| Level | Inclusive Dates | Name of school/ Institution |
| Tertiary | 2021-present | STI College Sta. Maria (2022-present) |
| Senior High School | 2019-2021 | Sacred Heart Academy |
| High School | 2015-2019 | Pulong Buhangin National High School |
| Elementary | 2009-2015 | Garden Village Elementary School |

PROFESSIONAL OR VOLUNTEER EXPERIENCE

|  |  |  |
| --- | --- | --- |
| Inclusive Dates | Nature of Experience/   Job Title | Name and Address of Company or Organization |
| July 2023 | Encoder | BbBoy Mechanics |

SKILLS

|  |  |  |
| --- | --- | --- |
| SKILLS | Level of Competency | Date Acquired |
| Computer Skills | Beginner | December 2021 |

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EDUCATIONAL BACKGROUND

|  |  |  |
| --- | --- | --- |
| Level | Inclusive Dates | Name of school/ Institution |
| Tertiary | March 2022 - Present | STI College Sta. Maria |
| Senior High School | June 2018 - March 2020 | Jesus Is Lord Colleges Foundation, Inc. |
| High School | June 2014 - March 2018 | Grace of Shekinah School |
| Elementary | June 2008 - March 2014 | NTY Children’s Camp |

SKILLS

|  |  |  |
| --- | --- | --- |
| SKILLS | Level of Competency | Date Acquired |
| Basic HTML and CSS Web Design | Beginner | March 2024 |
| Completion Basic Java programming | Beginner | March 2022 |

TRAININGS, SEMINARS, OR WORKSHOPS ATTENDED

|  |  |
| --- | --- |
| Inclusive Dates | Title of Training, Seminar, or Workshop |
| January 2024 | Encrypt IT: Cybersecurity Seminar |
| September 2023 | SAP Business One |

# APPENDIX B: RESOURCE PERSON