

■ Proposal: Club App – Smart Table Ordering System

1. Introduction

The Club App is a modern mobile solution designed to simplify ordering in clubs, restaurants, and lounges. Instead of waiting for a waiter, customers seated at a table can use their smartphones (or a provided tablet) to place orders directly. This improves service efficiency, reduces wait times, and enhances customer satisfaction.

2. Objectives

- Streamline Ordering: Allow customers to place food and drink orders directly from their table.
- Enhance Experience: Reduce waiting time for service and ensure accurate orders.
- Increase Efficiency: Enable staff to focus on delivery and customer care instead of repeatedly taking orders.
- Boost Sales: Provide suggestions (e.g., “Frequently Ordered with This”) to encourage upselling.
- Track Orders by Table: Ensure every order is linked to a specific table for easy management.

3. Key Features

Customer Side

1. Table Authentication – Customers scan a QR code on their table to access the menu.
2. Digital Menu – Interactive menu with images, prices, and descriptions.
3. Order Placement – Customers add items to cart and confirm order.
4. Real-time Updates – Customers can see order status (Preparing → On the Way → Delivered).
5. Split Bills – Option to split payment among people at the same table.
6. Feedback & Rating – Quick feedback after order delivery.

Staff/Admin Side

1. Dashboard – Real-time view of all tables and orders.
2. Order Management – Accept/Decline/Update orders.
3. Inventory Updates – Mark items as unavailable in real-time.
4. Notifications – Alert waiters when a table needs service.
5. Analytics – Sales reports, popular items, peak hours, etc.

4. Technology Stack

- Frontend (App): Flutter/Dart (cross-platform for iOS & Android).
- Backend: Node.js / Django / Dart backend (depending on preference).
- Database: PostgreSQL or Firebase.
- Integration: Payment gateways (e.g., PayPal, Visa, Airtel Money, TNM Mpamba).
- Cloud Hosting: AWS / Google Cloud.

5. Benefits

- For Customers: Fast, convenient, and accurate ordering.
- For Staff: Less pressure on waiters, better coordination.

- For Management: Increased sales, reduced order errors, customer insights.

6. Conclusion

The Club App will transform the dining and entertainment experience by making ordering fast, convenient, and efficient. With table-based ordering, clubs can provide top-quality service, improve staff efficiency, and boost customer satisfaction—ultimately increasing revenue.

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