



332

E. PELLICCI

LAPTOP & MOBILE  
2027 655 22602020  
Communication@h

Internet Access, Printing  
Phone Calling, Photo Copying  
Laptop / Computer & Tablet



PELLICCI'S

EST 1900

# Team Members

Analytical Expert

Saeed Kaddoura

Zi Yen Chang



Software Designer

Mert Genc

Software Engineer

Alexander Earl







# Franchise Information

Italian restaurant

Bethnal Green & Whitechapel

12pm - 2pm, 5pm - 10pm

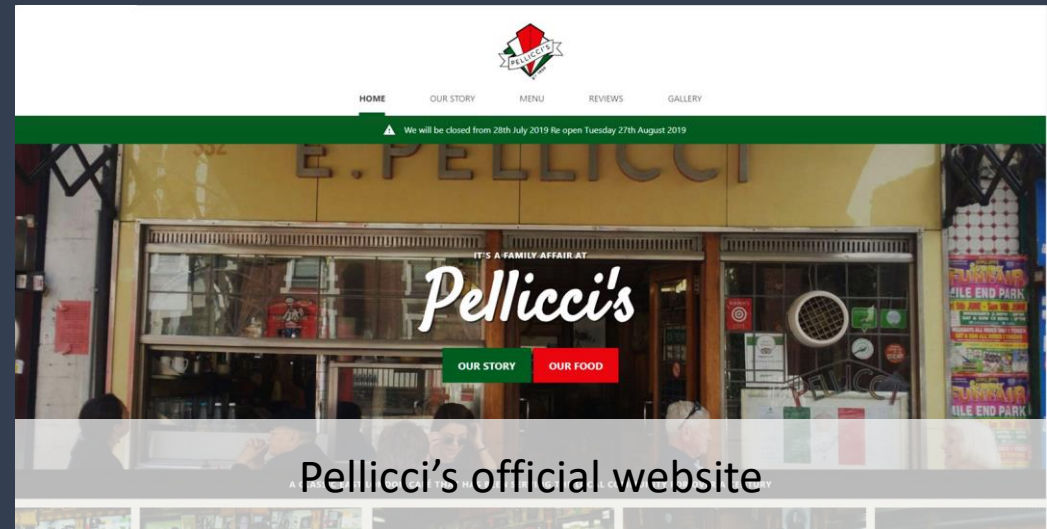
Casual dining

# On site research

Analytical Expert: Zi Yen Chang, Saeed Kaddoura



Analyse the current performance and identify issues







# Challenges & Problems

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# Challenges & Problems

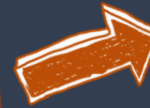
No Storage  
of Records



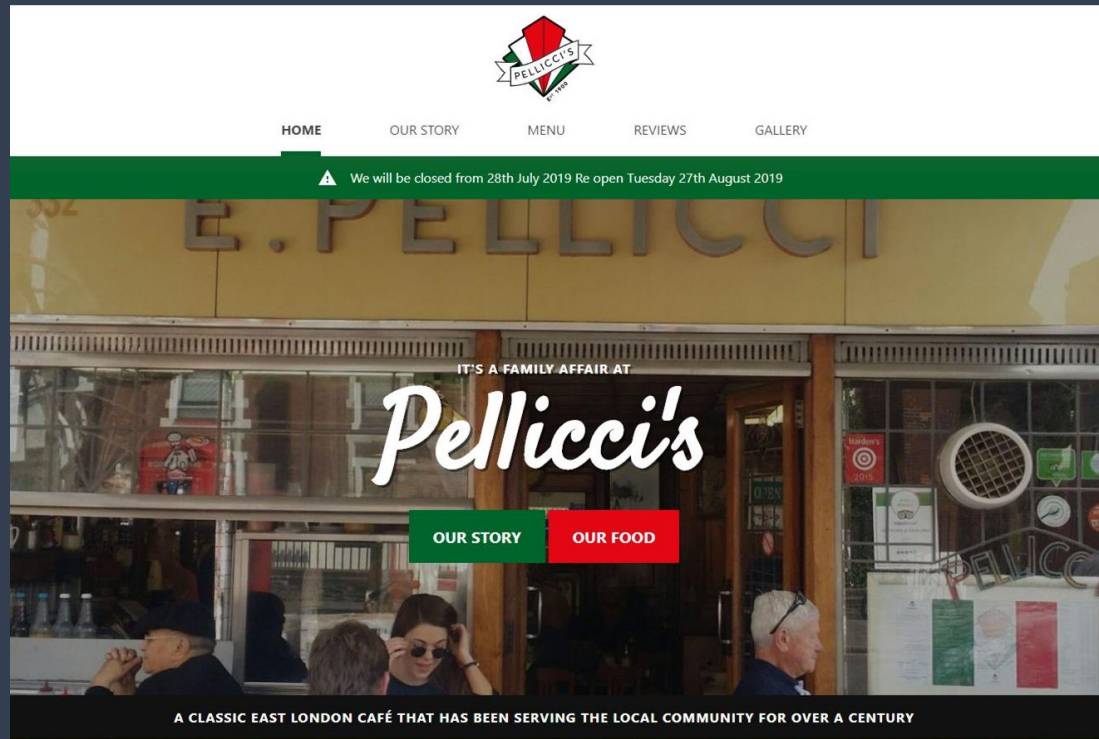
No Online  
Reservation  
Functionality



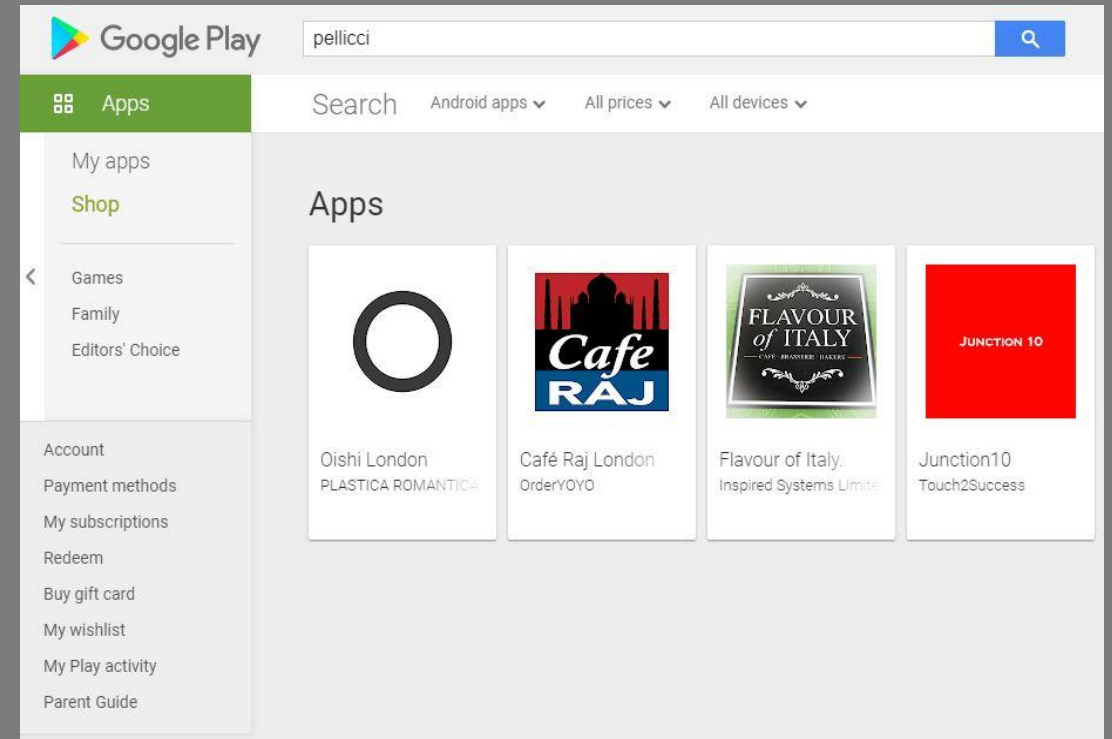
No Mobile  
Application



# No Online Reservation Functionality



# No Mobile Application





# Resolution Proposal & Implementation



# Resolution Proposal

**Develop an application available  
on customer's devices**

Features:

- Menu view
- Online reservation
- Pre-arrival order with customization options
- Pre-arrival payment



# Resolution Proposal

**Develop an application  
to be used in restaurant**

## Features

Customer accessible devices:

- Menu view
- Order with customization options
- Bill view

Staff accessible devices :

- Table booking
- Order view
- Bill view





# Implementation

## Customers

Order food via the application using the tablet provided on the tables

Make payment at their table via the tablet



# Implementation

## Staff

Handle table bookings using fixed tablet at the front of the restaurant



Able to check all order information which is stored within a database

Get notified when customers have made payment at their table





# Technical Solutions

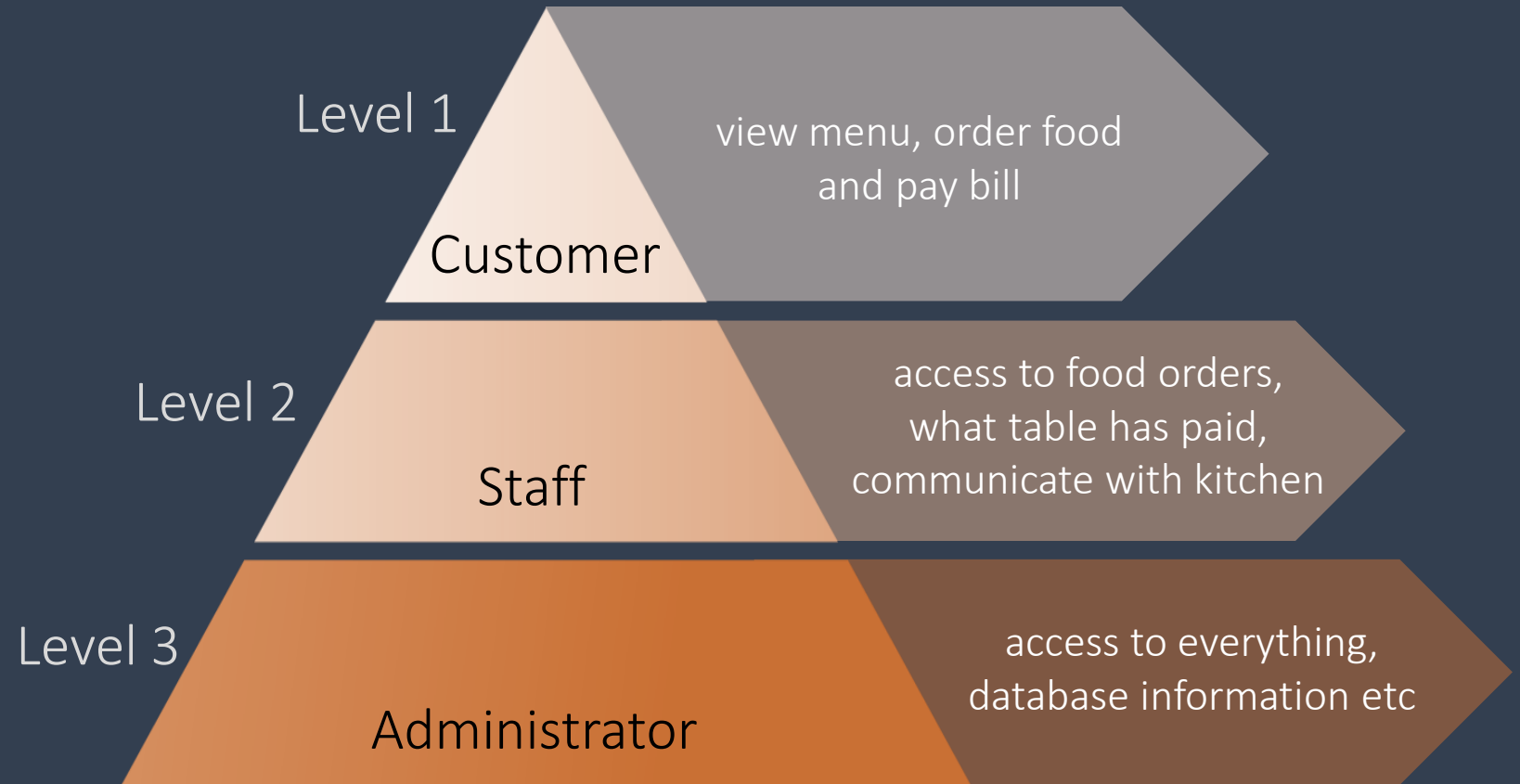


# Technical Solutions

- Create three level abstraction of the application
- Responsive interaction due to small application size
- Restrict accessibility for different users

# Technical Solutions

## Three Level Abstraction



# Technical Solutions

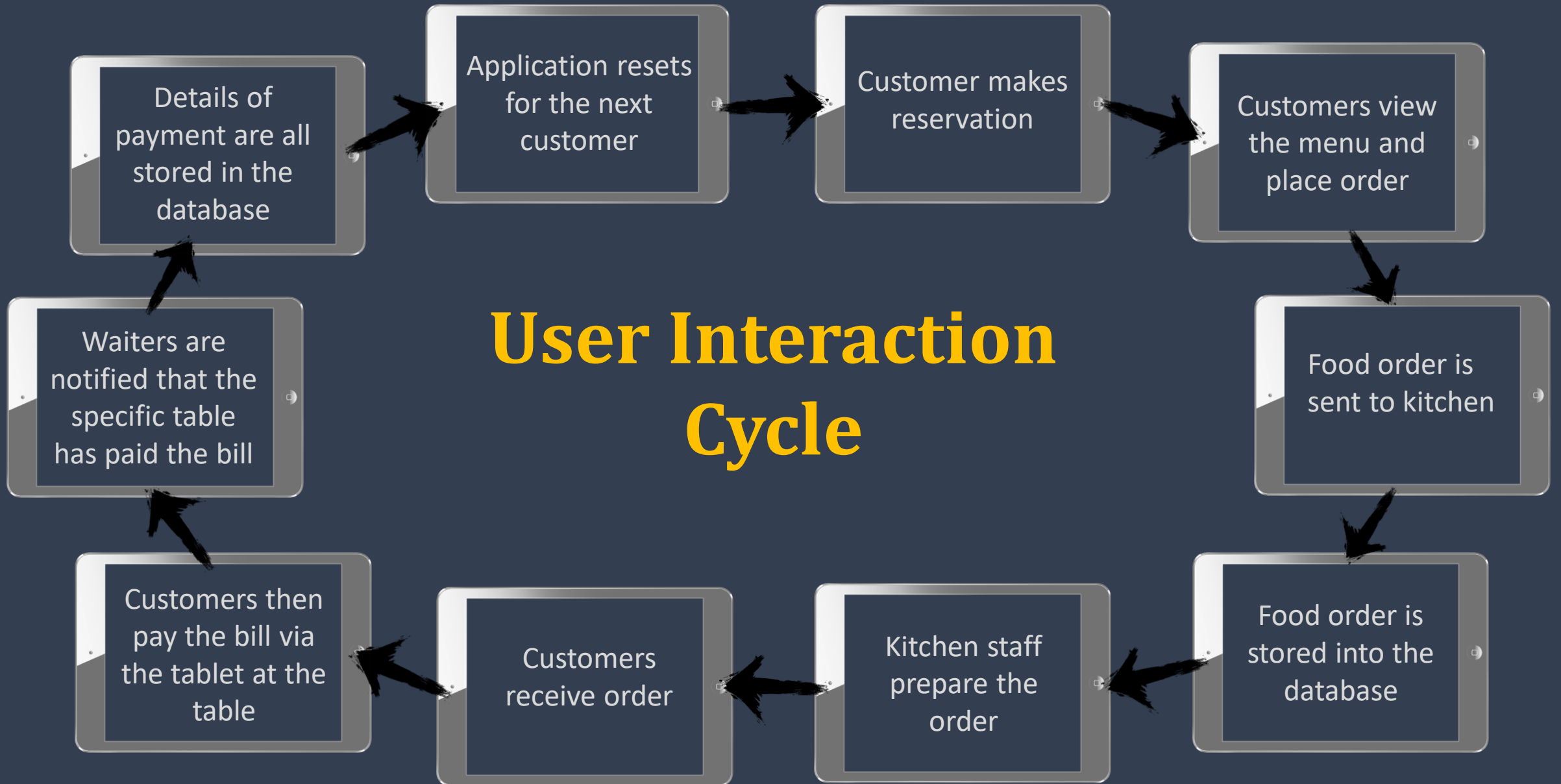
## Programming Languages & Paradigms

- Android application within Java (Front-end)
- Written in a Procedural-oriented paradigm
- Information is stored within a Database (back-end)
- An online server will host the database





# User Interaction Cycle





# Impacts

# Impacts

## Customers

Able to book table  
in advance



Shorter waiting time




Better dining experience  
without language barrier






# Application Reservation Interface



HOME   OUR STORY   MENU   REVIEWS   GALLERY   **Reservation**

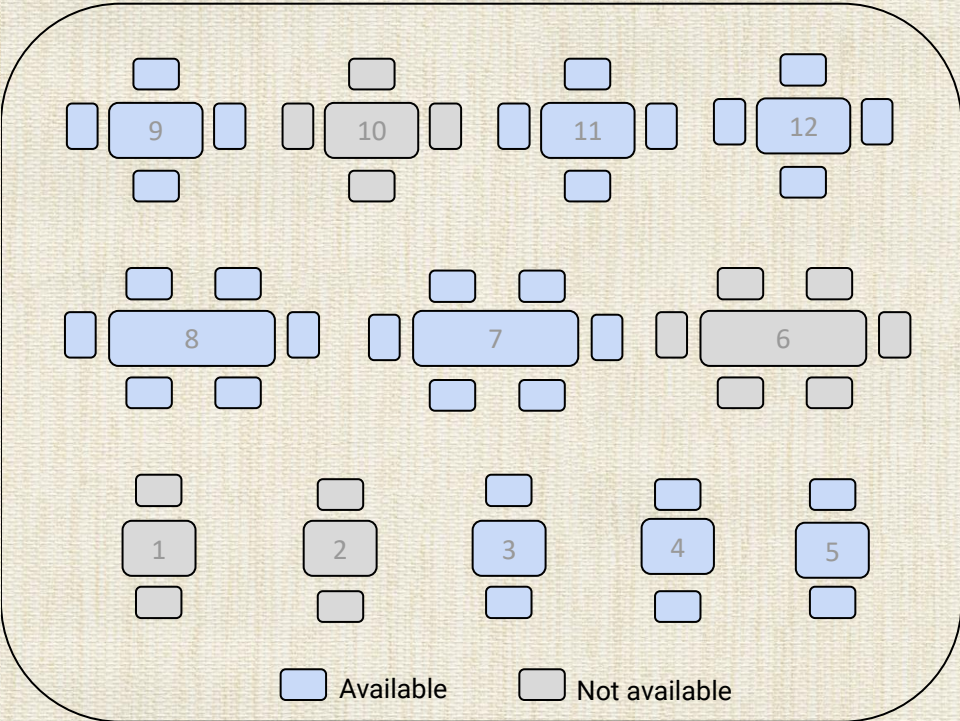
 We will be closed from 28th July 2019 Re open Tuesday 27th August 2019

## Online Reservation

Book for your table!

Choose an available table to book

BOOK NOW



Available   Not available

# Impacts

## Restaurant

Workloads decreased,  
efficiency increased



No worries about the food  
order tickets and records



Profit increases



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