**CHAPTER I**

**Introduction**

This chapter includes the background of the Study that will explain how the system will work and the background for the business. The conceptual framework explains the input, process and output of the system. The chapter also discusses the objectives of this project which are focused on what and how the system will benefit its users and the business. This chapter also includes the general scope of the project, limitations and delimitations. The significance of this study explains the benefits of the system. And to understand all the technical words and used in this documentation, the definition of terms are also included.

**Background of the Study**

In today’s information technology, users need easier and faster system. Time is the highest priority in their life.

The Cuckoo Chef Restaurant is a restaurant that will serve variety of foods that are commonly sold these days like burgers, tacos, wings, pizza, burger, salads, pasta and beverages like beer, alcohol and etc., owned and managed by Mr. Louie- Phillip Miguel M. Flores. He also wants to include activities for his restaurant such as beer pong, burger challenge, spicy chicken wing challenge, Live band, movie night, pay per view for his future customer’s satisfaction because he wants to feel like the restaurant is home for them. His restaurant is located at 116-A.M., Almeda St. in the town of Pateros. He started constructing the restaurant last year, November 2016 and stopped for 3 months due to his parent’s decision and continued constructing in March 2016 and will be expecting to open the business this coming September 2017 with an operating hours of 11 am up to 12 midnight. As Mr. Flores was interviewed and after all the information was gathered, the system analyst come up with the idea of offering ordering and inventory system.

The inventory system will help the owner to monitor the stocks of food, to avoid employee theft and to help his employees to made their work easier because it will allow the user to view the food inventory and to maintain an organized and secured order records. He will also need Ordering System to allow the restaurant to manage what can be ordered by the customer, place order and supply necessary details and provide functionality for the power user administrator.

Web-based Ordering and Inventory System for The Cuckoo Chef simplifies multiple tasks that will reduce stock waste and facilitate a smooth day-to-day operation. The system that will be created will help the restaurant to have an excellent customer service, consistency of ordering, and monitor food availability for his menu. The system also enables the customer to place their orders online but only within Pateros. If those customers from other areas, they can only view what’s the menu then go dine in the restaurant. The system will also provide a user-friendly web pages. Therefore, our system will enhance the speed and standardization of taking the order from the customer and displays it to the staff in the kitchen accordingly. The system can also help the owner to monitor the inventory like the availability of foods and the stocks to avoid food shortage and for the issues like employee theft.

**CONCEPTUAL FRAMEWORK**

The figure below shows the conceptual framework of the Web- based Ordering and Inventory System for The Cuckoo Chef. It shows the input, process, and output of the proposed system.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| INPUT   * User account * Order details * Restaurants Menu * Document: * order details * inventory details * Delivery Details (within Pateros only) |  | PROCESS   * Generate Order Reports * Check availability of the products * Retrieve new orders from the database * Process Order Transactions from the Customer * Provide payment details * Select and item from the menu * Review Current Order * Provide Payment Details * Remove an Item * Update food item and price * Determine if the asset is already in surplus , or is it should be purchased |  | OUTPUT   * Menu Management System Module * Web Ordering System Module * Order Retrieval System Module * Inventory Management * Updated food item and price details * Account Creation * Reports:   -order  -inventory |

Feedback

Figure 1.1

Conceptual Framework of Web-based Ordering and Inventory System for the Cuckoo Chef

**OBJECTIVES OF THE PROJECT**

The main objective of the project is to design and create a prototype of a Web-based Ordering and Inventory System for the Cuckoo Chef.

Specifically, the prototype will:

1. **Maintain, organized and secure the restaurant’s order records.** The restaurant might possible experience unorganized records that may cause an anomalies. The business must have a back-up record and keep the restaurant’s order records secured because it can use as a proof if the business encounters a problem with their customer.
2. **Allow users to browse through menu categories.** This is achieved through an easy to use graphical interface menu options.
3. **Allow users to save items to the cart and view detailed information about the order.** The users can add any number of items to the cart from any of the available food categories bysimply clicking the Add to Cart button for each item. Once item is added to the cart, user is presented with detailed order to review or continue shopping.
4. **Allow the user to CheckOut the item(s).**This is achieved using the “Proceed to checkout button” in the cart initially and then “CheckOut” button at last step after “review Order” step.Button is disabled when there are no items in the cart.
5. **Allow the user to process the order .** This is achieved when user selects “Processed to Checkout” button and view the Order information details.
6. **Allow the user to see success message after placing an order.** This is achieved whenuser successfully places an order. The user is given the order conformation number along withsuccess message.
7. **Allow the user to view the food inventory.** This is achieved when the user can easily monitor the remaining stocks to avoid food surplus or shortage.
8. **Improve the communication between the client and the server and minimize the time of ordering.** One of the main objectives of a restaurant to ensure customer satisfaction. Manual listing of orders by the waiters/waitresses may result to slow response in customer service. Hence, if the restaurant uses the proposed system, manipulation of orders to the customers can be easy and quick.

**SCOPE, LIMIT AND DELIMITATIONS**

The scope of the Cuckoo Chef Ordering and Inventory System is to design a software solution which can help the business in performing their day-to-day operations, improving efficiency, and helping them to be more productive. The system is created to help the owner to easily monitor his inventory. This project will provide a solution through which the company can easily manage, handle and generate all required information in their respective format when needed. The system can be accessed by the owner, order and inventory staff. The system can be updated so the user can change what food is available for the customer to know. The system can provide a copy of order. The system stores all the transaction details for the owner to view, manage and monitor it. The system only focuses on the order and customer’s information, availability of the food in the inventory and to maintain and organized all the transaction that has been made.

The proposed system has limited functions only because the goal of study is to meet the needs of business. The system allows customers to order products or services via website. Account Creation and Management only will be used every time a customer places an order. This will allow simplifying the overall user experience. Menu Management System Module provides functionality for the power user-Administrator only. It will not be available to any other users of the system like Restaurant Employees or Customers. For deliveries, the system is limited for customers within Pateros only. The inventory is managed by a staff or the owner himself by listing all the information which can be accessed with a required password.

The business required the system analysts to create a secured and user- friendly online ordering and inventory system. The system will provide a security module which will have three level of access such as Administrators, Members and Guests. Administrator is fully responsible for monitoring and maintaining the website since they have access on some modules which are hidden on guests and even members such as inventory management. The administrator or the owner can deactivate the staffs for inventory management in case of suspicious acts. As for the customers or the guests, they can only browse the website for their input their order details and information needed. The system shall be able to accommodate the present and also the future customers of the business for it should require online request that the customers or guests will take.

**Significance of the Study**

This study will contribute to the improvement of the business Cuckoo Chef Restaurant not only to the staff or the owner of the business but also in the customer. We will ensure this system will encourage the customers and help the owner to grow the business. This Web-Based System will also help the business to grow faster and more recognizable. The outcomes to be considered consist of the following:

Significance of the Study

**Owner**. The owner will improve the business to get easier work by the help of the ordering and inventory system, it will increase the business’ customers and the business will be more recognizable with its improved technology, and the owner will improve the ordering and inventory controls.

**Customer**. With the use of high technology in Ordering system, the customers will get the satisfaction and their loyalty to the business and the customers will also reduce their food placement time. Customers will also have faster access and services to the Cuckoo Chef Restaurant.

**Staff**. Staffs will have faster access with the customer and order information. Handling orders and confirming orders from customers will be easier. The communication between the staff and customer will be more clearly because the customer will be able to list what they desire and want without unclear conversation, interruption or repetition of orders.

**Definition of terms**

The following words have been selected and interpreted to further understand the research, the following words are defined:

**System Administrator** – The System Administrator is the one who is responsible for the system, ensuring that the administrative activities within the business run efficiently. The

System administrator is the one who facilitate the whole system.

**Online Ordering** – This system is where the customer or the buyer can order what product they want by online

**Online Inventory** – This system is where you can see the product and the background of the business. The term can refer to ads or other traditional media but is increasingly used to refer to online or mobile ads

**Menu Management System Module** - provides functionality for the power user-Administrator only where the administrator has only the right and freedom to control. By the use of graphical interface, it allows the Admin to manage the menu that is displayed to users of the web ordering system such as Add/update/delete food category from the menu, update price for a given food item and additional information (description and photo) for a given food item.

**Web Ordering System Module-** provides the functionality for customers to place their order and supply necessary details. The Cuckoo Chef restaurant’s customers provides the following functionality such create and manage their account, navigate the Cuckoo Chef Restaurant’s menu, select and add product from the menu, review their current order, remove product, provide payment details, receive confirmation and view order placed.

**Order Retrieval System Module-** is designed to be used only by restaurant employees, and provides the following functions such as retrieve new orders from the database and displays the orders in a readable way.

**Web-based Ordering and Inventory System for The Cuckoo Chef Restaurant**

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