



# TOZZBY

## A COMPLETE E-WAITER AND TABLE RESERVATION SYSTEM FOR SMART RESTAURANTS

**Date:** 21-02-2019

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### 1. Project Overview?

Tozzby is a system that covers the whole order process of a restaurant includes the interaction between customer, the waiter, the kitchen and the cashier through desktop based software. It also includes table reservation for busy customers, hence they can book their table from anywhere and can place their order. The table reservation in Tozzby is done using 'A Fast Clustering Algorithm to Cluster Very Large Categorical Data Sets in Data Mining'.

### 2. To what extend the system is proposed for?

Tozzby is a fully computerized system that can be inbuilt in a table at restaurant to manage the working of waiters. It allows customers to easily place their orders, pay bills without the direct interaction with waiters as done in ordinary system. The system also allows customers to reserve tables. The decision regarding the reservation request is automatically generated by the

Tozzby system and will give notification to the customers. The system also provides means for online food ordering for reserved customers.

3. Specify the Viewers/Public which is to be involved in the System?

Customers can view the digital menu for placing orders and paybill and give feedback.

People at the kitchen could view the orders made by customers and can serve orders.

Admin can view the details of customers, orders of the day, reservations etc.

4. List the Modules included in your System?

The modules include

A. Admin Application

Admin application is basically desktop based application which serves a different responsibilities of administrator like

- a. Add/Manage dishes ,
- b. Add dish details (Images, time req. ,Recepies),
- c. Manage reservations.

B. User Application

It provides menu cards in digital form. It also has different options such as

- a. Table reservation,
- b. Details of Customer ,
- c. Digital Menu Card.
- d. Place an Order.
- e. Feedback
- f. Pay bill.

### C. Kitchen Unit

Kitchen unit is basically desktop based application which displays placed orders to kitchen team. It also has an option to fulfill order update details to server.

### D. PayBill Application

Paybill application is basically desktop based application which serves a different responsibilities of cashier like

- a. Total bill details,
- b. Give Discounts,
- c. Update bill.

#### 5. Identify the users in your project?

Admin, Customers, people in the Kitchen (Chefs and servers) .

#### 6. Who owns the system?

The system is not owned by any organization or firm. It is completely owned by developer.

#### 7. System is related to which firm/industry/organization?

Hotel industry

#### 8. Details of person that you have contacted for data collection?

9. Questionnaire to collect details about the project? (Min 10 questions, include descriptive answers, attach additional docs (e.g. Bill receipts, certificate models), if any?)

Q1. What is your personal opinion about automate the existing manual system by a website?

It will be a great choice for people looking for immediate service and saves time.

Q2. How the system benefits the service providing owners?

Every owner comes to realize that his business needs to have an online presence since people all over the world are using the Internet. The process of moving a business online starts with understanding the ins and outs. Everybody is work for profit.

Q3. What are the basic functions needed to provide for users?

The system provides features like time efficiency and easy usage. It can manage orders at finger tips without the waiter interactions, pay bills and place orders.

Q4. How we can authenticate a user?

The system must have the facility to collect the relevant details of customers during the registration. So that we can easily generate the history of customers to provide better services.

Q5. What is the advantage of the system ?

It helps the owners to automate the waiter system. Here waiters can be replaced with e-waiter system hence the restaurants have to hire only servers ,adds more profit to owners. The table reservation is based on the clustering algorithm and it provides best services for customers.

Q6. How we can attract users to our system?

The system must provide large availability of tables for reservations, highlight events, adds discounts and special offers to customers.

Q7. What is your opinion about the payment system for Tozzby?

The system must provide both online and offline payment facility. The system provide debit card and credit card payment facility to users who wish to done their payment online and also it must have a facility for done payment offline.

Q8. What are the factors that checked by the customer before accessing a service?

The main factors include service efficiency, time, price etc...

Q9. Does the system is feasible in your opinion?

Of course. When the system become online the users can easily find available services and perform the needed operation from anywhere in the work. And also internet is cheap nowadays.

Q10. What is the future scope of the system ?

In future this system can be extended for lodge management, hotel event management & parking , Home Delivery option. In future, the ordering system can also be made to be speech recognize ordering system.