

# **GUJARAT TECHNOLOGICAL UNIVERSITY**

## **AHMEDABAD**

Affiliated to



## **SAL Engineering & Technical Institute**

A Report on

### **Restaurant Management System**

Under the Subject of

### **Design Engineering II A (3150001)**

B. E. III, Semester-V

### **Computer Science & Engineering**

Submitted By:

<b>Sr. No</b>	<b>Enrollment No</b>	<b>Student Name</b>
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2	221263131008	Jeel P. Shah
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**Prof. Harshit Vora**

Internal Guide

**Dr. Madhuri Parekh**

Head of the Department

**Academic Year**  
**(2023-24)**

# GUJARAT TECHNOLOGICAL UNIVERSITY

## AHMEDABAD

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## SAL Engineering & Technical Institute

### CERTIFICATE

This is to certify that the project report on **Restaurant Management System**

Submitted by:

Sr. No	Enrollment No	Name
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2	221263131008	Jeel P. Shah
3	221263131003	Dhruv S. Dave
4	221263131010	Yugant U. Trivedi

As fulfillment of the requirement for the award B.E. in Computer Science & Engineering Department Semester 5<sup>th</sup> at SAL Engineering & Technical Institute is the record of work that has been successfully and satisfactorily completed under supervision and guidance during the academic year 2023-24.

**Prof. Harshit Vora**  
Internal Guide  
CE/IT Department

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CSE Department

## ABSTRACT

### Restaurant Management System

We observe that whenever people wish to eating food in restaurant or a café, they must stand in long queue for reserve table. after some time, they get their table in restaurant, this is not over in weekend there is so much crowd in restaurant that environment of that restaurant is too noisy, because of so much customer in restaurant management faces some issue like wrong order is taken, wrong order is delivered on table, customer get wrong bill, etc. after see this all problem we came up with this idea “**RESTAURANT MANAGEMENT SYSTEM**”. In our model we tried to solve all these problems. user can book table in advance for some limited time. User can get e-menu for order food; e menu is accessible by all member who is using smart phone so there is no problem with exchanging menu card for getting everyone opinion. User can get e-bill also and they can also pay bill via upi apps or cards. User can rate food and services online so management get to know where to improve their service

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# Chapter 1

## Introduction

---

### 1.1 Design Thinking

Design thinking is an extension of innovation that allows you to design solutions for end users with a single problem statement in mind it not only imparts skill but can help advance your career.

### 1.2 Importance of design thinking

it can transform how your organisation develops products, services, processes, and strategies. It brings together the *desirability* from the customer's perspective with what is technologically *feasible* and economically *viable*. It also provides various opportunities for people who are not trained as designers to utilise creative tools so that they can tackle a vast range of problems/challenges.

### 1.3 Learning tools and assignments

- W3schools
- Udemy
- Coursera

### 1.4 The idea to make a project

When customer go to restaurant they have to stand in a long queue for reservation of table, after these they have to place order from the menu card but there is only limited menu cards so only limited person can see menu other have to wait for some time. There is possibility that if user want Jain food and Jain food is not available at restaurant.

## Chapter 2

### Empathy Mapping

---

#### 2.1: Why this domain

- When customer go to restaurant they have to stand in a long queue for reservation of table, after these they have to place order from the menu card but there is only limited menu cards so only limited person can see menu other have to wait for some time.
- There is possibility that if user want Jain food and Jain food is not available at restaurant.

#### 2.2 Observation

- that whenever people wish to eating food in restaurant or a café, they must stand in long queue for reserve table. after some time, they get their table in restaurant, this is not over in weekend there is so much crowd in restaurant that environment of that restaurant is too noisy because of so much customer in restaurant management faces some issue like wrong order is taken, wrong order is delivered on table, customer get wrong bill, etc.



## 2.3 AEIOU Canvas:

SAL EDUCATION			
AEIOU Summary:		Group ID: <span>112645</span>	Date:
		Domain Name: <span>38546</span>	Version:
<b>Environment:</b> <ul style="list-style-type: none"> <li>General Impressions/observations (style, material and atmosphere)</li> <li>Floor Plan</li> <li>Elements, Features and Special Notes</li> <li>Scenes</li> </ul> <p>DI ENV</p> <p>OROI</p> <p>PRINTS</p> <p>PHOTO</p>	<b>Interaction:</b> <ul style="list-style-type: none"> <li>General Impressions/observations (Who is interacting with whom, what?)</li> <li>Scene of Interaction (how it is being done?)</li> <li>Elements, Features and Special Notes</li> </ul> <p>Risking for my Table Crutch</p> <p>Asking the V</p> <p>Physical confinement of restaurant / cafe</p>	<b>Object:</b> <ul style="list-style-type: none"> <li>General Impressions/observations (what components are involved? How?)</li> <li>Inventory of key Objects</li> <li>Elements, Features and Special Notes</li> </ul> <p>DINING</p> <p>CHAIR</p> <p>MENU</p> <p>T.V</p> <p>COMPUTER</p>	<b>Activities:</b> <ul style="list-style-type: none"> <li>General Impressions/observations</li> <li>Sketch/photo – Summary of activity</li> <li>Elements, Features and Special Notes</li> </ul> <p>Good table</p> <p>Get Vill ORDER</p> <p>PRINMILL</p> <p>FEEDS</p> <p>ME</p> <p>Physical confinement of restaurant / cafe</p>
<b>Users:</b> <ul style="list-style-type: none"> <li>General Impressions/observations (who is present? Role and responsibilities?)</li> <li>Scene of User in context</li> <li>Elements, Features and Special Notes</li> </ul> <p>lounge</p>		<p>TEACHER</p> <p>BUSINESSMAN</p> <p>Engineer</p>	

## 2.4: Empathy Canvas:

**Design For** Restaurant Management System

**Date**

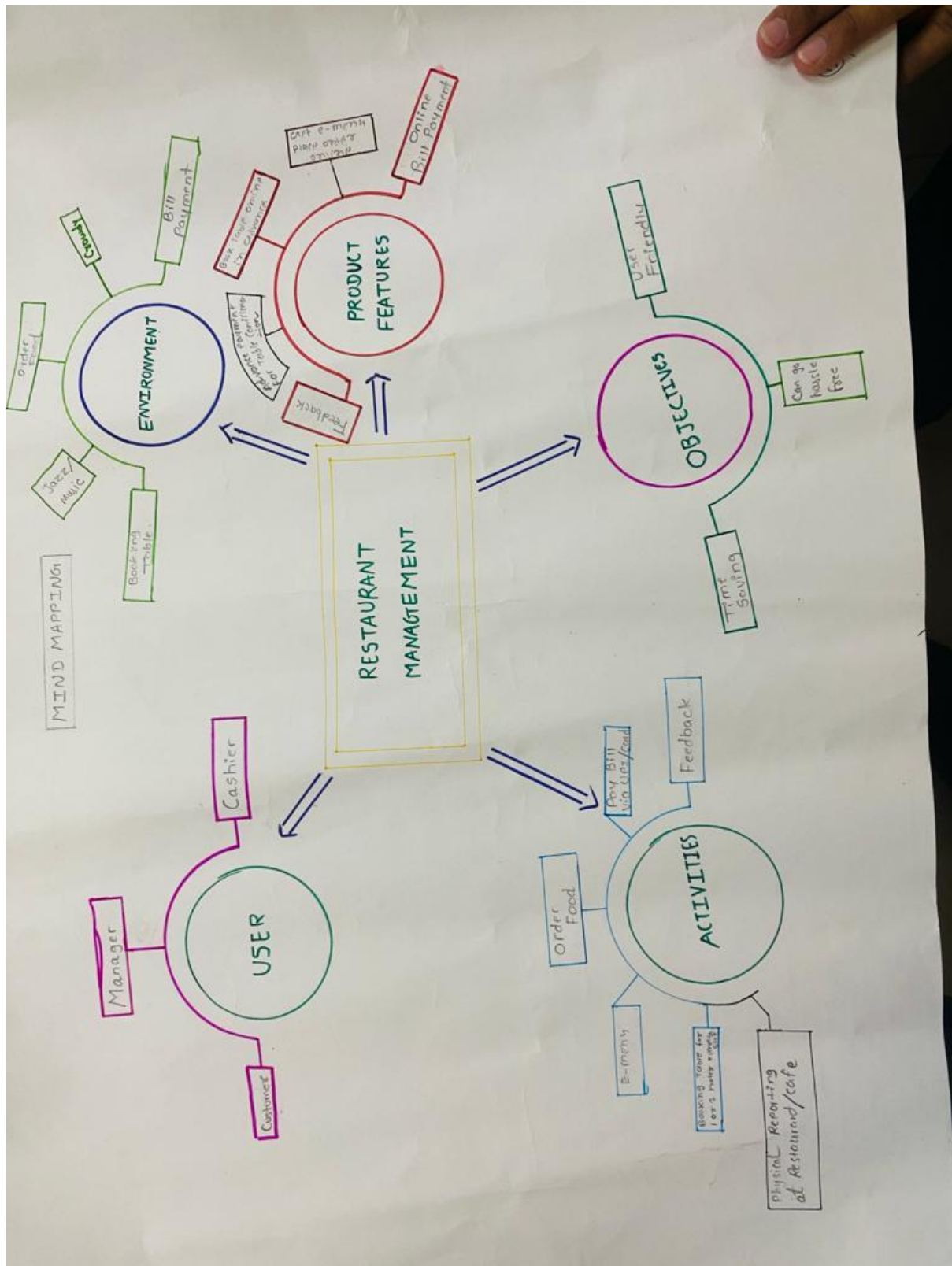
**SAL**  
EDUCATION

**Design by**

**Version**

USER	STAKEHOLDERS
<div style="background-color: pink; padding: 2px; margin-bottom: 5px;">CUSTOMER</div> <div style="background-color: orange; padding: 2px; margin-bottom: 5px;">RESTAURANT Manager</div> <div style="background-color: yellow; padding: 2px;">Cashier</div>	<div style="background-color: pink; padding: 2px; margin-bottom: 5px;">STUDENT</div> <div style="background-color: orange; padding: 2px; margin-bottom: 5px;">DOCTOR</div> <div style="background-color: yellow; padding: 2px; margin-bottom: 5px;">TEACHER</div> <div style="background-color: green; padding: 2px; margin-bottom: 5px;">PILOT</div> <div style="background-color: orange; padding: 2px; margin-bottom: 5px;">ENGINEER</div> <div style="background-color: pink; padding: 2px;">LAWYER</div>
<h3 style="margin-top: 0;">ACTIVITIES</h3> <div style="display: flex; flex-wrap: wrap; gap: 10px; margin-top: 20px;"> <div style="background-color: pink; padding: 5px; border: 1px solid black;">LOGIN/REGISTER</div> <div style="background-color: green; padding: 5px; border: 1px solid black;">ORDERING Food</div> <div style="background-color: pink; padding: 5px; border: 1px solid black;">Payment system for table booking</div> <div style="background-color: yellow; padding: 5px; border: 1px solid black;">Booking Table for specific time slot</div> <div style="background-color: pink; padding: 5px; border: 1px solid black;">PAYING via UPI</div> <div style="background-color: yellow; padding: 5px; border: 1px solid black;">Payment confirmation via statement / note</div> <div style="background-color: orange; padding: 5px; border: 1px solid black;">Scanning QR CODE</div> <div style="background-color: pink; padding: 5px; border: 1px solid black;">FEEDBACK</div> <div style="background-color: green; padding: 5px; border: 1px solid black;">Getting e-bills</div> <div style="background-color: orange; padding: 5px; border: 1px solid black;">RATINGS</div> </div>	
<h3 style="margin-top: 0;">STORY BOARDING</h3> <p><b>HAPPY</b></p> <p>Before booking a table through our website / application the user can go back to the website / app and see the restaurant's menu which makes the user enjoy the food without waiting in the queue.</p>	
<p><b>HAPPY</b></p> <p>A user can go digital from booking a table to pay using his convenience and also ordering the food by just scanning a QR code.</p>	
<p><b>SAD</b></p> <p>The sad part is that the user has to wait in the long queue to get into the restaurant and then after the user has to wait a bit longer for waiting for food.</p>	
<p><b>SAD</b></p> <p>The user can order by just scanning a QR code and can order as per their convenience and get their bill on the mobile phone and can enter the payment credentials and can pay using UPI / cards with a lot of time of the user.</p>	

## 2.5 Mind Mapping:



## **2.6 Conclusion of Empathy mapping:**

In our model we tried to solve all these problems. user can book table in advance for some limited time. User can get e-menu for order food; e menu is accessible by all member who is using smart phone so there is no problem with exchanging menu card for getting everyone opinion. User can get e-bill also and they can also pay bill via upi apps or cards. User can rate food and services online

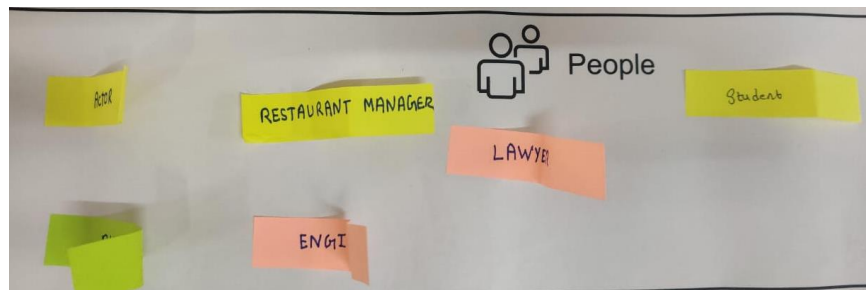
## Chapter 3

### Ideation Canvas

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#### 3.1 Ideation Canvas (people):

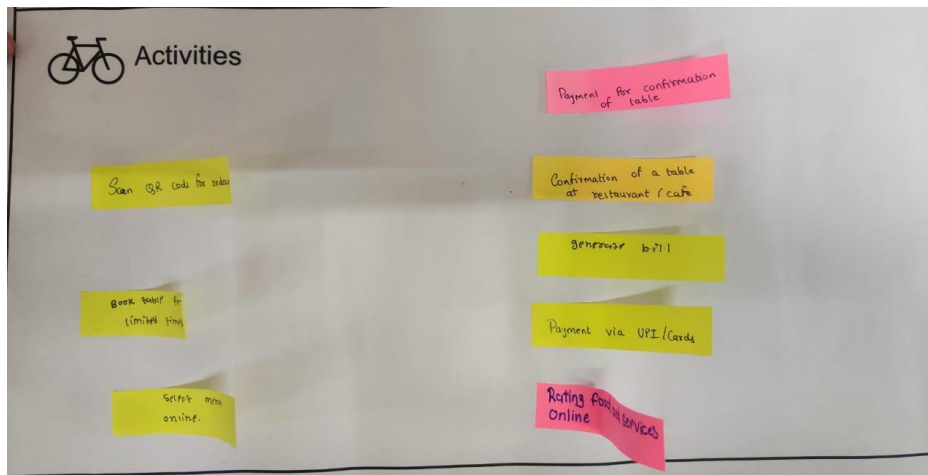
- Doctors
- Staff members
- Nurses
- Visitors
- Patients



#### 3.2 Ideation Canvas (Activity):

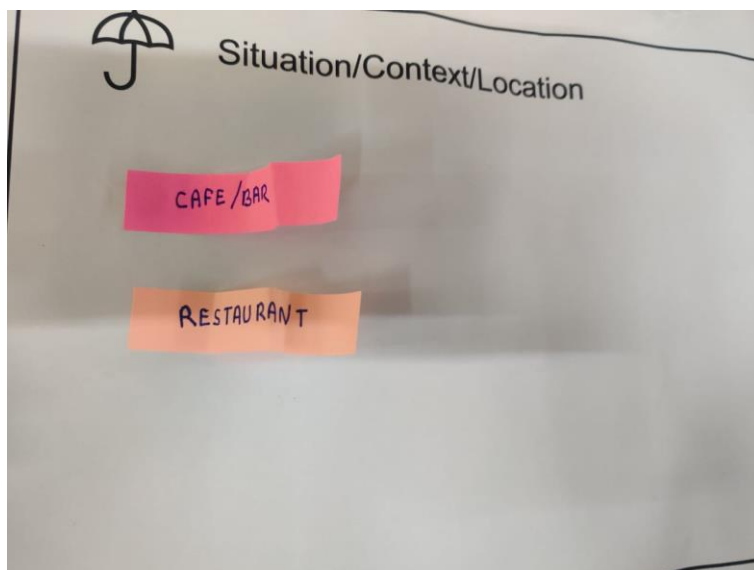
- Booking a table
- Accessing the menu
- Payment via UPI/Debit/Credit cards
- Scanning of QR code
- Ordering of food
- Sending Feedback



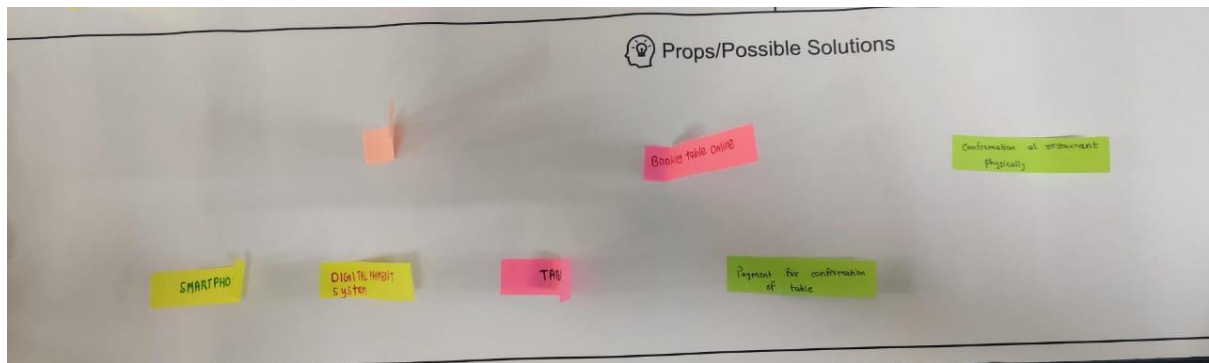


### 3.3 Ideation Canvas (Situation & Location):

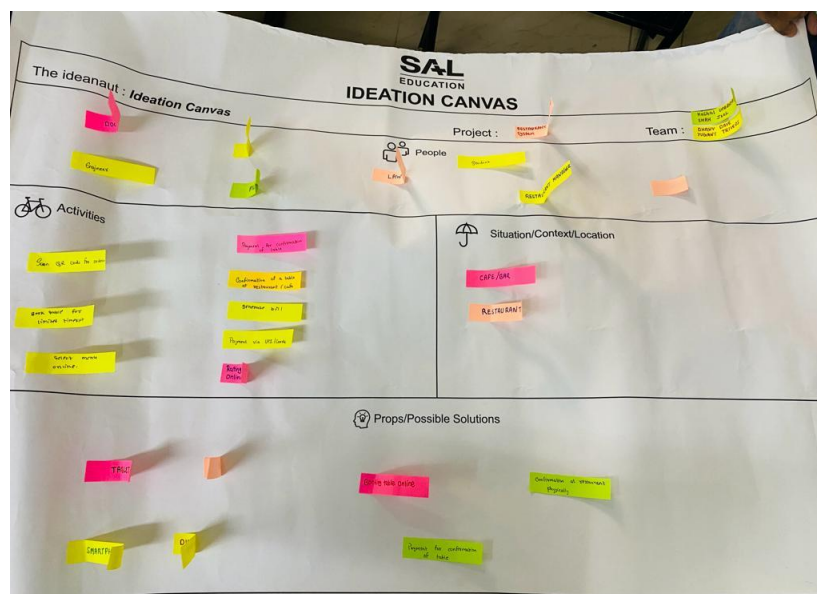
- Restaurant
- Café/Bars



### 3.4 Ideation Canvas (Props):



### 3.5 Ideation Canvas (Image):



## Chapter 4

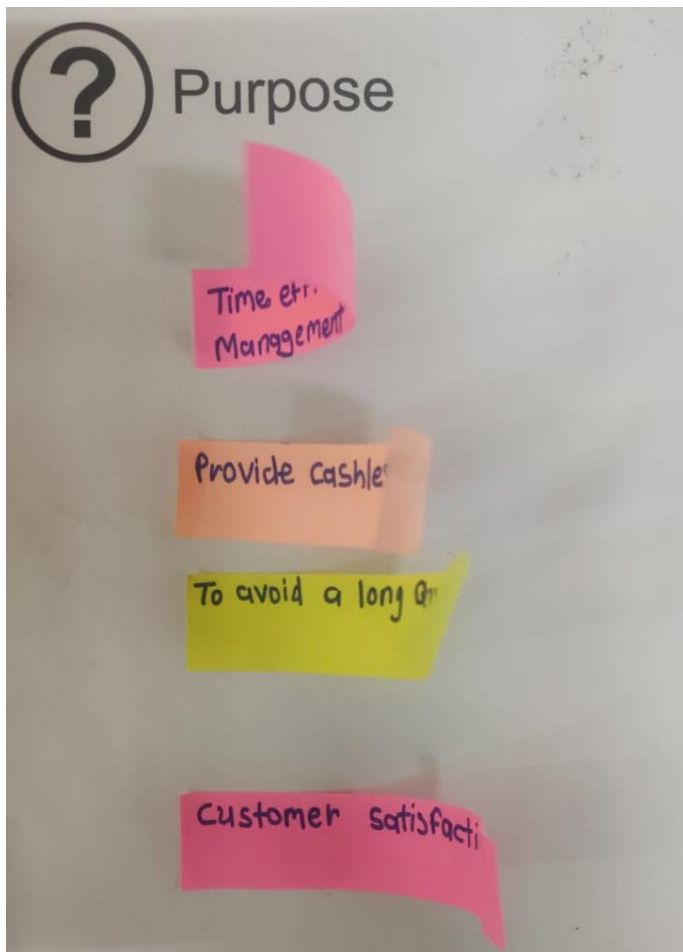
### Product Development Canvas

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#### 4.1 Final Problem Statement:

In our model we tried to solve all these problems. user can book table in advance for some limited time. User can get e-menu for order food; e menu is accessible by all member who is using smart phone so there is no problem with exchanging menu card for getting everyone opinion. User can get e-bill also and they can also pay bill via upi apps or cards. User can rate food and services online

#### 4.2 PDC (Purpose):

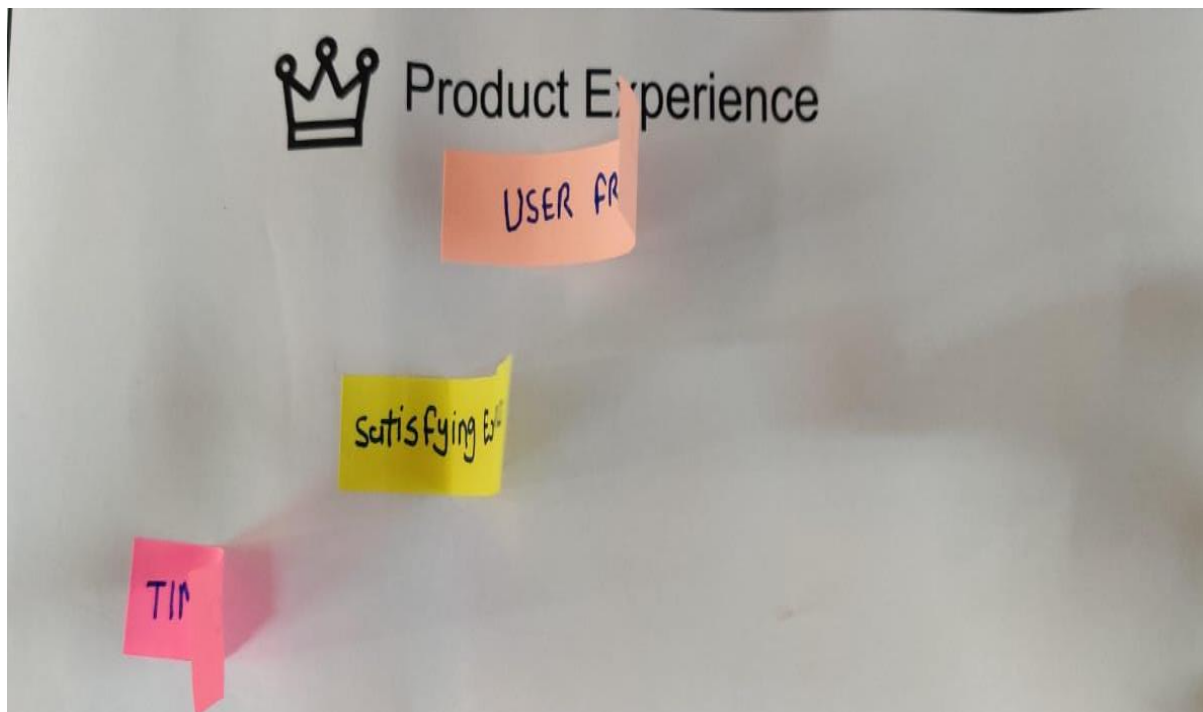




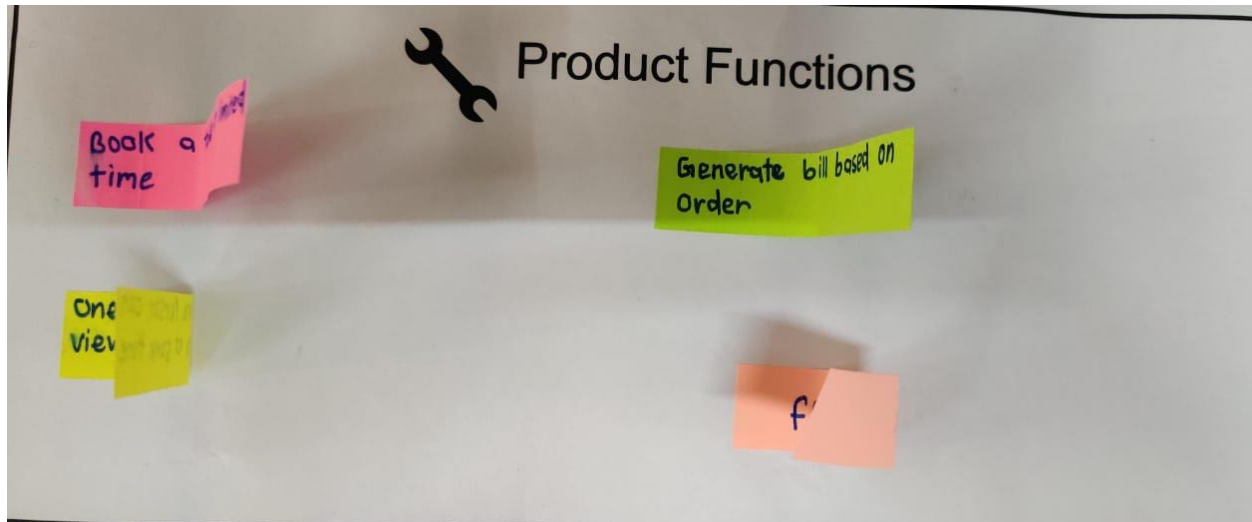
### 4.3 PDC (People):



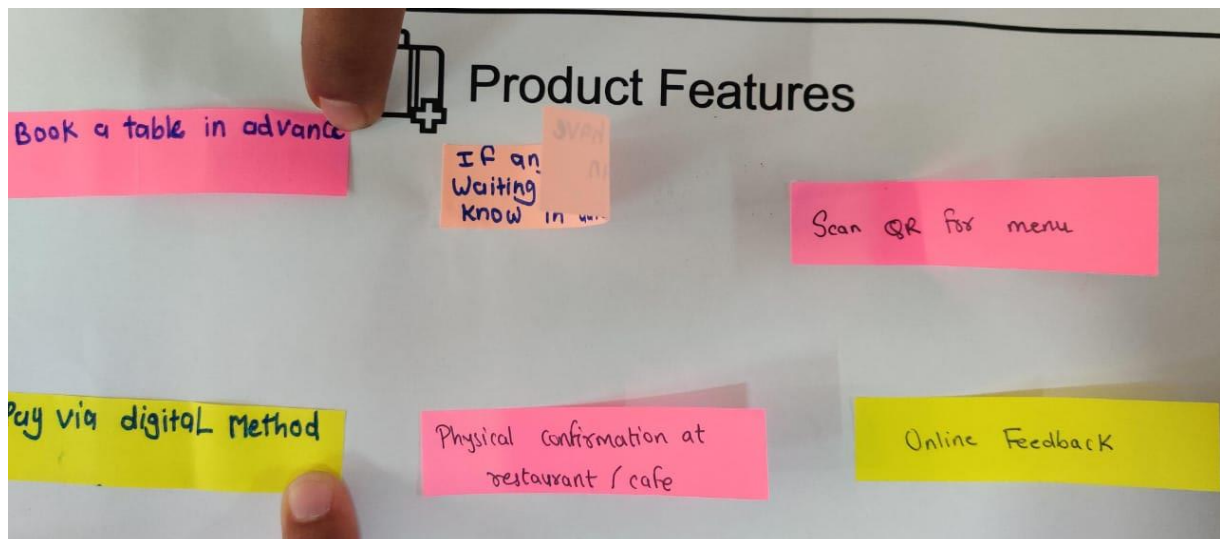
### 4.4 PDC (Product Experience):



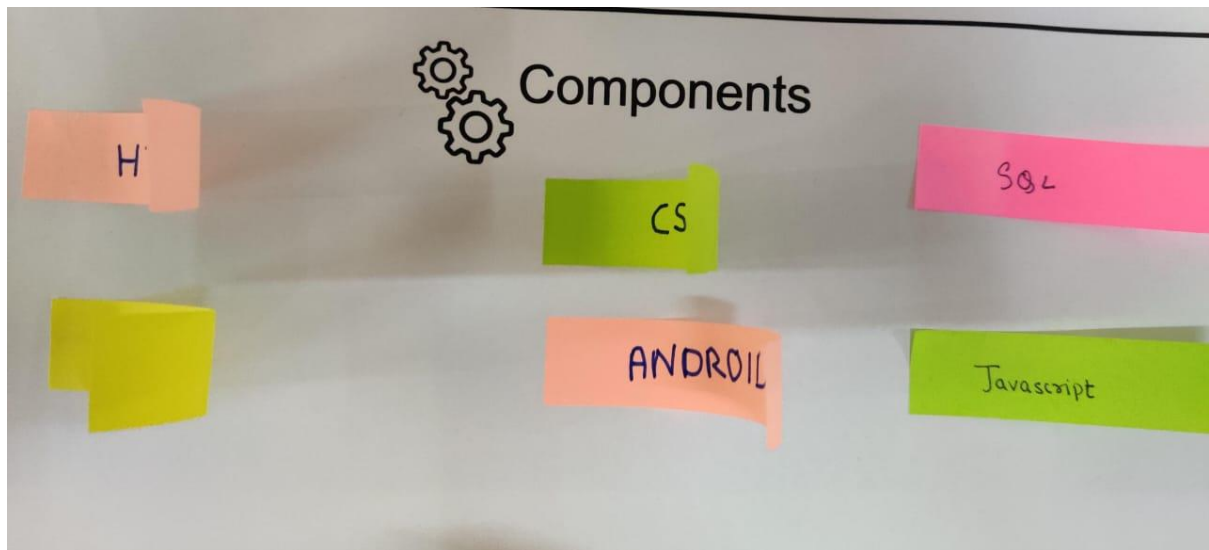
## 4.5 PDC (Product Functions):



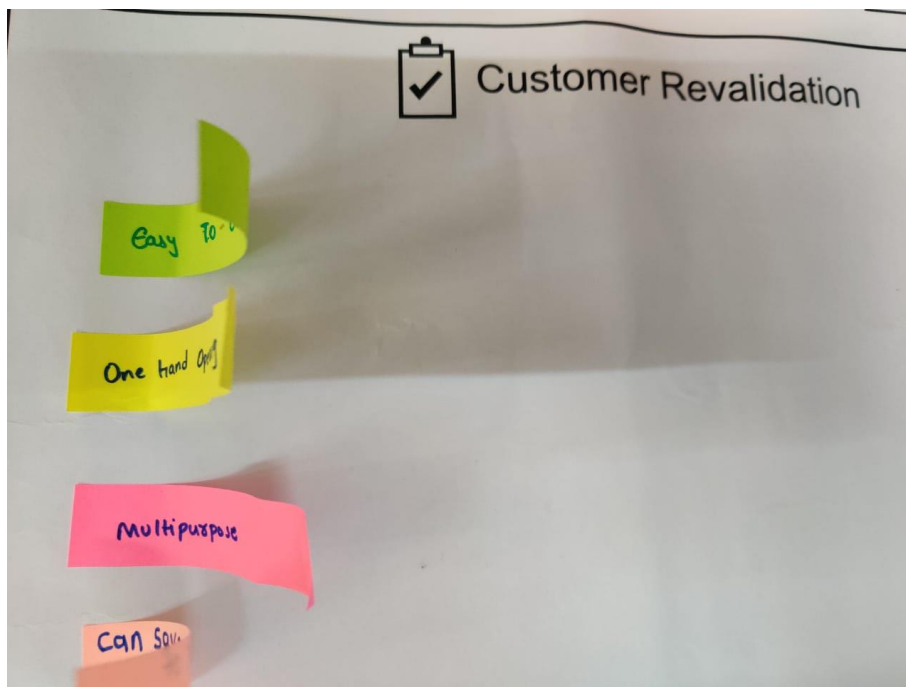
## 4.6 PDC (Product Features)



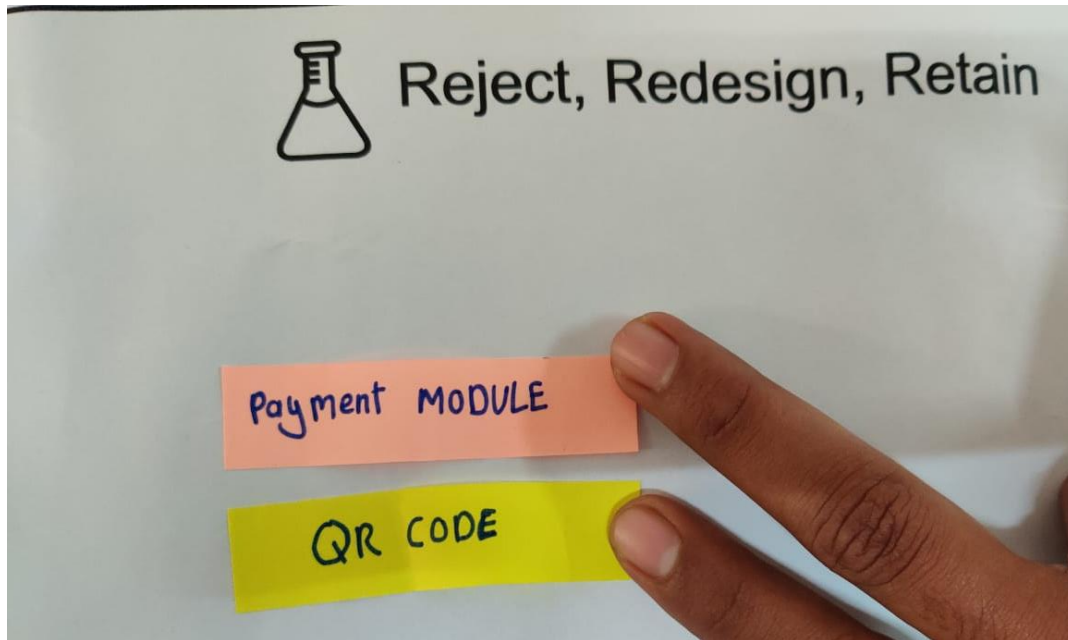
## 4.7 PDC (Components):



## 4.8 PDC (Customer Revalidation):



## 4.9 PDC (Reject, Redesign, Retain):



## 4.10 PDC (Explanation):

- In our model we tried to solve all these problems. user can book table in advance for some limited time. User can get e-menu for order food; e menu is accessible by all member who is using smart phone so there is no problem with exchanging menu card for getting everyone opinion. User can get e-bill also and they can also pay bill via upi apps or cards.

## 4.11 PDC (Feedback):

- Using restaurant management system we can book table in advance and that helped us save a lot of time waiting in long queue so that we can have some quality time with our family.

## **4.12 PDC (Revalidation):**

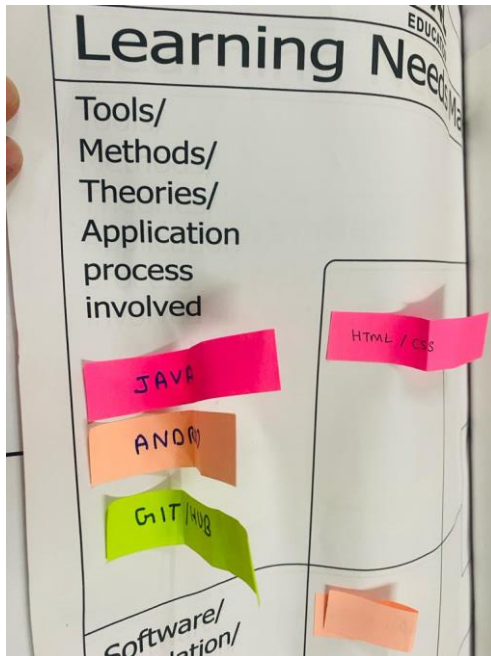
- Easy to use
- Time Efficient
- Multipurpose
- One hand operating system

## Chapter 5

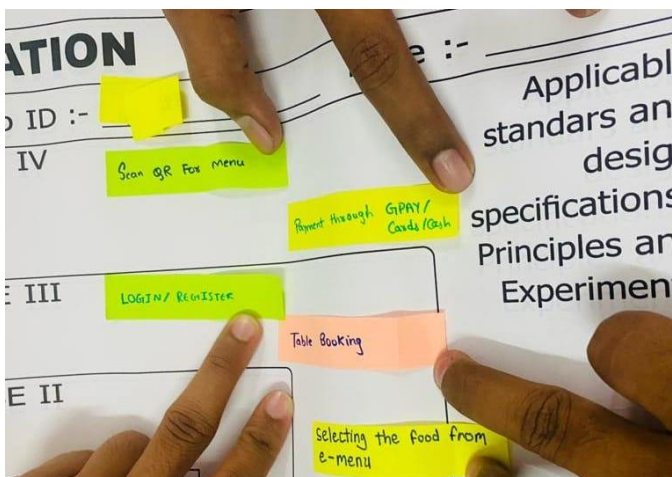
### Learning Need Matrix

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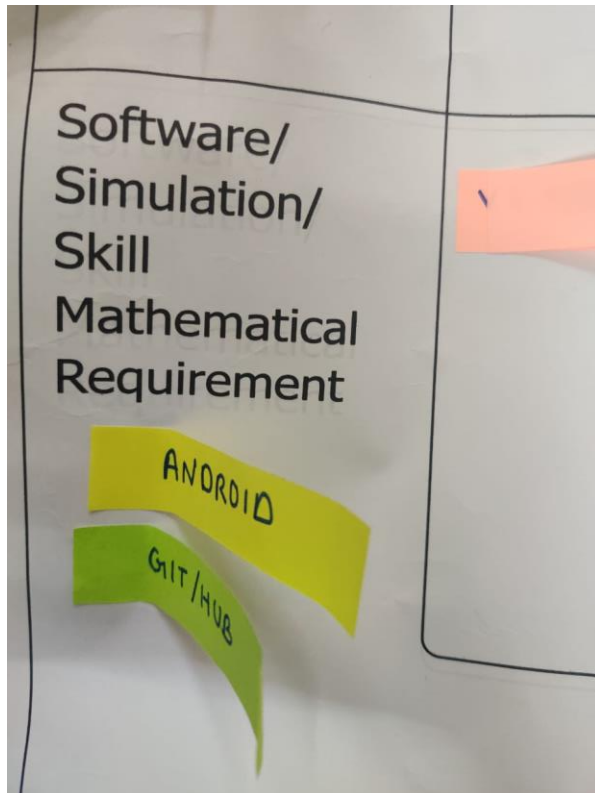
#### 5.1 Theory / Method:



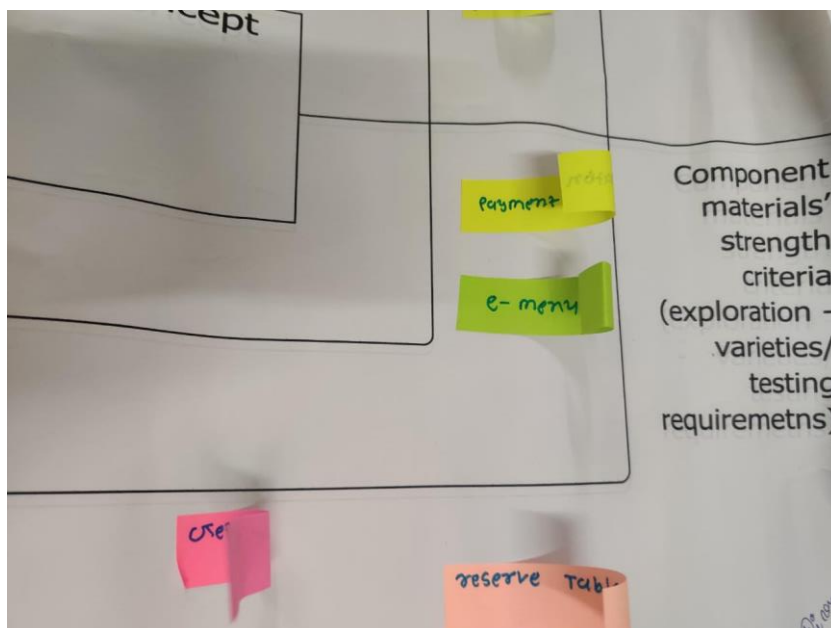
#### 5.2 Applicable Standard Principles:



### 5.3 Software / Tools / Skills:



### 5.4 Components / Strength:

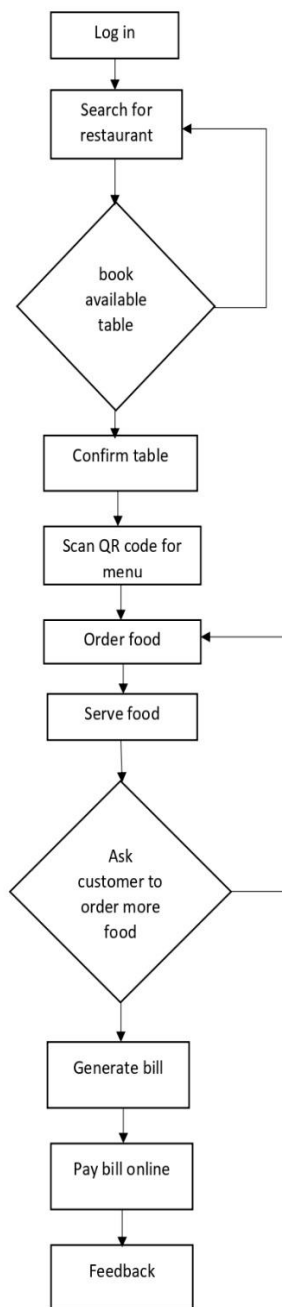


## Chapter 6

### Prototype

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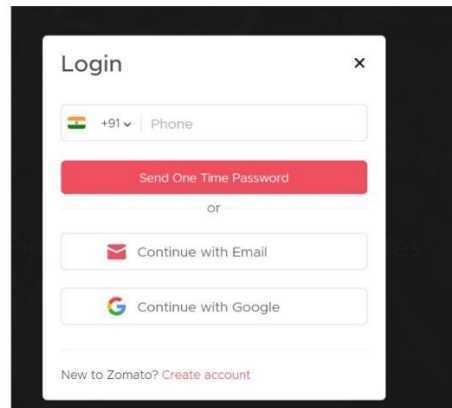
#### 6.1 Algorithm / Flowchart:





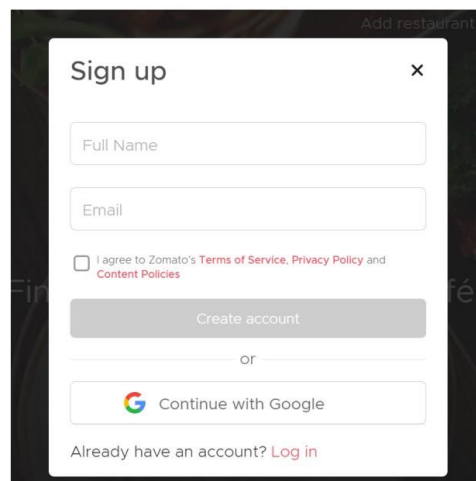
## 6.2 Modal / Prototyping:

Login Page:



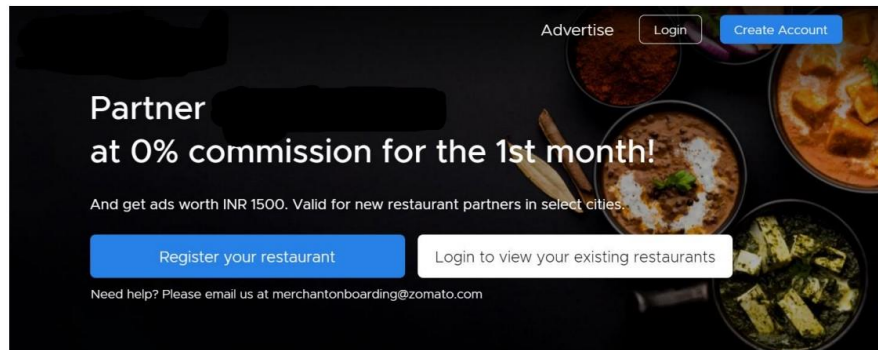
A login modal form with a title bar 'Login' and a close button 'x'. It features a phone number input field with a dropdown for country code (showing '+91') and a 'Phone' label. Below this is a red button labeled 'Send One Time Password'. An 'or' separator follows. There are two buttons: 'Continue with Email' (with an email icon) and 'Continue with Google' (with the Google logo). At the bottom, it says 'New to Zomato? [Create account](#)'.

Sign Up Page:

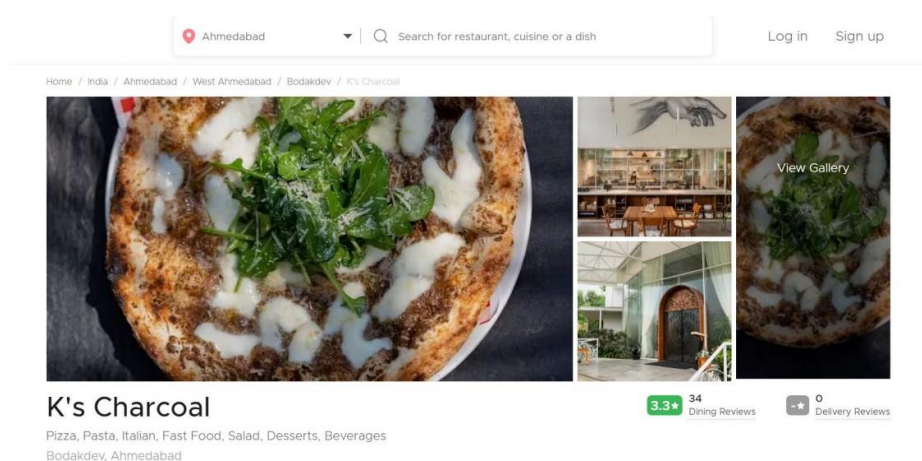


A sign up modal form with a title bar 'Sign up' and a close button 'x'. It has input fields for 'Full Name' and 'Email'. Below these is a checkbox labeled 'I agree to Zomato's [Terms of Service](#), [Privacy Policy](#) and [Content Policies](#)'. A grey button labeled 'Create account' is below the checkbox. An 'or' separator follows. There is a 'Continue with Google' button with the Google logo. At the bottom, it says 'Already have an account? [Log in](#)'.

## Add Restaurant Page:



## Table Booking Page:



# Menu Page:

S O U P S			
Truffle & Potato Soup With Cheese Dumplings	385	Tortilla Soup Slow Cooked Pomodoro , Avocado, Corn, Cilantro	385
S A L A D S			
Sautéed Veggie / Mushroom Parmesan Cheese, Garlic, Seasoning	495	Burrata Rocket Leaves, Cherry Tomato & Balsamic Glaze	525
Kale & Candied Walnut With Green Apple, Honey Balsamic Dressing	495	Classic Caesar Salad Fresh Lettuce With Caesar Dressing	495
Brussels Sprouts With Roasted Onion, Balsamic Dressing, Gribiche Sauce	525	Quinoa & Labneh With Rocket Leaves, Pinenuts & Pomegranate	525
P I Z Z A S			
Neopolitan - Hand Stretched & Soft		Romano - Thin & Crispy	
	Neopolitan / Romano 13 inch / 15 inch		Neopolitan / Romano 13 inch / 15 inch
Marinara Pomodoro Sauce, Kalamata Olive	825/925	Truffle Truffle Sauce, Rocket Leave, Parmesan Truffle Oil, Mozzarella Cheese	825/925
Margherita Pomodoro Sauce, Fresh Mozzarella, Parmesan, Basil	825/925	Indian Spiced Pomodoro Sauce, Fresh Mozzarella, Onion, Bell Peppers, Red Paprika, Cilantro, Cottage	825/925

# Menu Page:

P I Z Z A S			
Neopolitan - Hand Stretched & Soft		Romano - Thin & Crispy	
	Neopolitan / Romano 13 inch / 15 inch		Neopolitan / Romano 13 inch / 15 inch
Marinara Pomodoro Sauce, Kalamata Olive	825/925	Truffle Truffle Sauce, Rocket Leave, Parmesan Truffle Oil, Mozzarella Cheese	825/925
Margherita Pomodoro Sauce, Fresh Mozzarella, Parmesan, Basil	825/925	Indian Spiced Pomodoro Sauce, Fresh Mozzarella, Onion, Bell Peppers, Red Paprika, Cilantro, Cottage Cheese, Sesame Seeds	825/925
Sun Margherita Pomodoro Sauce, Sundried Tomato, Parmesan Cheese, Fresh Mozzarella Cheese	825/925	Hawaiian Delight Pomodoro Sauce, Fresh Mozzarella, Pineapple, Corn, Jalapeno	825/925
Sun Rocket Pomodoro Sauce, Sundried Tomato, Rocket Leaves, Buffalo Cheese, Parmesan Cheese, Fresh Mozzarella, Black Olive	825/925	Mushroom Heaven Pomodoro Sauce, Mushroom, Onion, Fried Garlic, Fresh Mozzarella Cheese	825/925
Super Greeny Pomodoro Sauce, Zucchini, Broccoli, Sun Dried Tomato, Fried Garlic, Seasoning, Fresh Mozzarella	825/925	Burrata Pomodoro Sauce, Burrata, Basil, Pesto	825/925
Rubello Pomodoro Sauce, Chilli Flakes, Onion, Bell Pepper, Mozzarella, Jalapeno	825/925	Polo Pesto Basil Pesto, Fresh Mozzarella, Olive, Mushroom, Cherry Tomato	825/925
Fire Alarm Pomodoro Sauce, Green Chilli, Onion, Fried Garlic, Bell Peppers, Fresh Red Paprika,	825/925	Funghi Basil, Parmesan, Chilly Flakes, Shitake Mushroom, Enoki, Shimeji	825/925

## Chapter 7

### Enhancements

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#### 7.1 Feature Enhancements:

However, bigger does not always mean necessarily always mean better. The proposed system is Restaurant Management System. We can enhance this system by including more facilities like restaurant system for the ordering of food. Providing such features enable the users to include more comments into the system.

#### ➤ FUTURE CONCEPT

Implementation of restaurant management system project helps to store all the kinds of records, provide coordination and user communication, implement policies, improve day-to-day operations, arrange the supply chain, manage financial and human resources, and market hospital services. This beneficial decision covers the needs of the patients, staff and hospital authorities and simplifies their interactions. Overall, in future hospital management system should become more efficient, user-friendly for all and bugs free as much as possible.

#### ➤ LIMITATION

- The size of the database increases day-by-day, increasing the load on the database back up and data maintenance activity.
- Using RMS requires basic computer or laptop knowledge with internet, which many citizens don't know. So, this is not useful for all.

## Chapter 8

### Conclusion

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#### ❖ Conclusion:

Restaurant management system user can book table in advance for some limited time. User can get e-menu for order food; e menu is accessible by all member who is using smart phone so there is no problem with exchanging menu card for getting everyone opinion. User can get e-bill also and they can also pay bill via upi apps or cards. User can rate food and services online.

#### ❖ Reference:

- [www.courserahero.com](http://www.courserahero.com)
- [www.slideshare.net](http://www.slideshare.net)
- [www.researchgate.net](http://www.researchgate.net)

## **Appendix - I Prior Art Search**

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- Table and order management functions
- POS system
- CRM integration
- Menu setup options
- Employee timesheets and scheduling
- Inventory management and tracking
- Loyalty programs and marketing
- Business analytics tools



## Appendix - II Rough Proofs

---



## Appendix - III Monthly Assessment Report



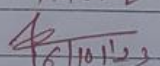
**GUJARAT TECHNOLOGICAL UNIVERSITY**

*Centre for Industrial Design (Open Design School)*

**DESIGN ENGINEERING**

### CONTINUOUS ASSESSMENT CARD

COLLEGE NAME: SAL Engineering And Technical Institute	
COLLEGE CODE:	
SUBJECT NAME: Design engineering	
SUBJECT CODE: 3130008	SEMESTER: 5 <sup>th</sup>
BRANCH: Computer Science & Engineering	ACADEMIC YEAR: 2022-23

TEAM NAME:		TEAM ID:
PROJECT TITLE/DOMAIN: Restaurant management system.		
SR. NO.	TEAM MEMBER'S NAME	ENROLLMENT NO.
1.	Upadhyay Kushal D.	221263131011
2.	Shah Jeel P.	221263131008
3.	Dave Dhruv S.	221263131003
4.	Talwar Yashant D.	221263131010
INTERNAL GUIDE NAME: Harshit Vani		
INTERNAL GUIDE SIGN: 		

Head of Department

College Seal



# MONTHLY ASSESSMENT - I (Observation, Empathy and Define Phase)

(DATE : \_\_/\_\_/\_\_)

1. Why students/team have taken above mentioned domain? (Please specify the reason)

(Note: For more content or information, one may attach additional pages to this card.)

When customer visit a Restaurant for dinner they have to stand in long Que for reserve table. after this long waiting process they ordered food from menu card which is only two or four many card in whole Restaurant.

2. How frequently student team has gone for observation on field, mention with date, place, time etc.? Which are the key observations that they have noticed?

1) Date: 25/04/23 : Place: Ahmedabad  
Milkenth restaurant Time: 12: PM  
2) Date: 23/10/23 : place: Ahmedabad  
Yankis sizzler Time 8:00 PM

3. A. How many interactions/interviews team members have done?

Three or four interaction have done by team members.

B. Who are the user and various stakeholders on domain? Describe their persona (Name, age, occupation/education, roles and responsibility etc.)

User:- Students, Teachers, Police, doctor

Stakeholder:- Customer, Manager, Cashier

- C. List out the questions asked by team while having observation and interview?

1) avg waiting time to reserve table  
2) what is waiting period in weekends  
3) How was the food (taste wise)  
4) How was the food quality.

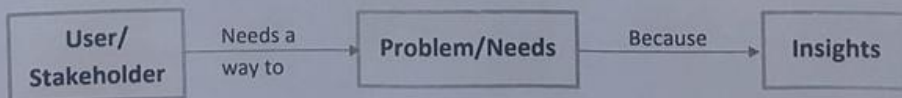
4. What is something special/random/unusual (i.e. activity, environment, interaction, object or user) team have observed at the domain? Please elaborate the conditions with photographs if available.

Activity:- Customer giving order, eating meal,  
asking for bill, feedback, paying bill  
Environment:- little noisy, well cleaned table,  
waiter & Manager, TV.  
Interaction:- Customer → booking table, ordering  
food, pay bill, feedback.  
User:- Students, Teacher, doctor, Engineer, --

5. Enlist any five major problems observed by your team in the respective domain. Mention any one for which you have empathize user the most and which might become your problem statement. Give reasons of selection of particular problem/issue based on empathy.

- ① Availability of table on weekend or festival days is difficult.
- ② There are only few menu card so other user have to wait for menu card.
- ③ it may possible that waiter add more item in mistakenly
- ④ Some time all <sup>food</sup> shown in the menu card is not available.
- ⑤ you didn't get any offer via cash or payment.

6. Define your "PROBLEM DEFINITION" for the project as per below format. Which might be refine till end of Ideation phase if you wish.



SUGESTIONS BY INTERNAL GUIDE:

AEIOU CANVAS SUGGESTIONS:

NA

EMPATHY CANVAS SUGGESTIONS:

NA

MIND MAPPING SUGGESTIONS:

NA

GENERAL SUGESTIONS:

NA

Overall Mark (Out of 05):

04



GUIDE SIGNATURE:

Date:



MONTHLY ASSESSMENT – II (Ideation and Product Development Phase)  
(DATE : \_\_/\_\_/\_\_)

1. Explain briefly Ideation thought process and efforts of your team to reach ideas for listed problems.

when we discuss with few customers they tell us that if they can book table in advance or they can see which hotel seats available all the problem will be solved they didn't have to wait in their queue for long time.

2. Enlist any five effective ideas to address the probable listed problems with reason.

- ① we have to develop system in which user can see near by available restaurants.
- ② where user can see availability of table and availability of food.
- ③ user can know the timing when he want to book table ④ user can pay via online method.

3. Explain the most effective possible solution proposed for the problem. ⑤ user can book table in advance from his mobile or via anytime and give order food by scanning QR code. order also placed by online system. bill is generated online and also pay via bill via card or paytm.

4. Explain the features, functions and working principles/technology/pattern of your proposed solution.

HTML, CSS, Java Script, PHP

5. Enlist major advantages and disadvantages (atleast three) of the proposed solution.

Advantages:- User can see the availability of table in restaurants and book table in advance. user can select many so any mistake can't happen. They can also pay bill online.

Disadvantage:- User has atleast smart phone, tablet. user has good internet.

6. Briefly mention refinement on PDC based on User/Stakeholder's feedback on your concept.

customer do not have to wait for reservation of table. All info about restaurants can show in system. If customer want to cancel booking they can cancel it.

#### SUGGESTIONS BY GUIDE:

IDEATION CANVAS SUGGESTIONS:	NA
PRODUCT DEVELOPMENT CANVAS SUGGESTIONS:	NA
LEARNING NEEDS MATRIX SUGGESTIONS (in case of 4 <sup>th</sup> sem and onwards):	NA
GENERAL SUGGESTIONS:	NA
Overall Mark, considering assessment I (Out of 05):	04

GUIDE SIGNATURE:

Date: