Introduction:

Twenty-first Century are known as the formation technologies, as technology rapidly advance, many restaurants has taken advantage of it. In most recent years, restaurant Point-of-Sale (POS) system evolved dramatically. The most popular modern POS includes lightspeed, Clover and Toast, etc. All these POS systems allow restaurants to place order for the customers, some of them able to keep track of restaurant inventory, etc. In fact, the first POS was a cash register invented in 1879. The first commercial use of POS system was created By IBM in 1973. It allowed restaurants to process and record order. As the technology evolved, the POS system became the control center for every restaurant, an essential database of transactional data that we know today.

While we propose an ordering system, it simplifies the ordering process for both the customer and the restaurant. It offers the restaurant an appliance that allow restaurant server or manager to place order, make reservation and show abnormal process when any food is sold out and send orders directly to the kitchen. After customer make their selection, customer can review the details of their selection at checking out page. This provides instant visual confirmation of what was being check-out. It reduces order mistakes and confusions for customers.

This system also lifted the heavy load that were on the restaurants. Today, restaurant staffs no longer need to write down orders manually, as the entire process of taking orders can be done through the system. It allows restaurant managers better manage their staff for food preparation or other services. Researchers predicts, in near future, retail point of sale will be more cloud centric. Cloud apps will enable retailers to better manage their sales, inventory, and customers across several stores and channels.

Objective:

General objective:

• Enable customers to have a visual confirmation of the order at check out, ensure order accuracy.

• Improve efficiency of ordering process.

• Increase speed of services, sales volumes, and customer satisfaction.

Ordering system specifications:

• Enable user to place order, including special request such as food ingredients.

• Enable to show abnormal process such as sold-out items, change of the order etc.

• Enable user to make a reservation and change table.

• Enable user apply loyalty membership and discount voucher.

• Allow user request additional services such as gifts, promotional items.

• Allow user use discounts at Checkout.

Conclusion:

Traditional handwriting orders are outdated and has many limitations. It takes longer time to place an order, higher chance of human error and cause huge burden on restaurants. As this project is for developing an ordering system application for restaurants. This ordering system application allow restaurant staff order for customer, change orders, and see which menu items are sold out. The ordering system also enable apply VIP Card points at the checkout. It also allows restaurant staff to reserve and change table at special date, time, and location. This ordering system has fulfilled its objectives. It improves business management and service delivery. It is convenient, effective, and easy to use. It reduces time for placed an order and improves overall performance of the restaurant. In future, POS system will be more sophisticated to meet user needs. As some of current POS system has already start focus on areas such as checking food temperature, monitoring food safety and sales reporting and forecasting. According to [Grand View Research](https://www.grandviewresearch.com/press-release/global-restaurant-point-of-sale-pos-terminal-market), The market for POS system has growth significantly, POS market is expected to reach $25 billion by 2028, driven by the benefits these systems provide in a quickly changing environment.

Reference:

“Restaurant point-of-sale terminal market worth $25.95 billion by 2028,” *Market Research Reports & Consulting*. [Online]. Available: https://www.grandviewresearch.com/press-release/global-restaurant-point-of-sale-pos-terminal-market.