 **A STUDY ON THE**

**RESTAURANT MANAGEMENT**

**SYSTEM**

**PROJECT REPORT**

**Submitted by**

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**CHAPTER 1**

1. **Introduction**

Restaurants are a vital part of the food services industry, serving customers with a variety of meals, drinks, and experiences. However, managing a restaurant can be a complex task involves multiple processes, such as inventory management, menu planning , order, generating bills , and customer service.

People nowadays hardly want to move from their places for shopping and not even for eating this is because of their hectic(busy) schedule. In such circumstances, we have decided to create a system for restaurants. This system is well known as **Restaurant Management Services**. **The Restaurant Management System (RMS)** is a software solution that can streamline these processes, enabling restaurants to operate more efficiently

* 1. **Background Study:**

Traditionally, restaurant management involved a lot of manual processes and paperwork, which made it time-consuming, error-prone, and inefficient. For instance, ordering food supplies from suppliers required phone calls, faxes, emails, which often resulted in miscommunication and delays. Managing customer orders involving manually taking orders from customers and sending them to the kitchen staff. This process could be slow , and errors could occur during the transfer of information, leading to incorrect orders and unsatisfied customers.

RMS has several benefits, including increased efficiency, accuracy, and cost savings. For example, by automating inventory management, restaurants can reduce the risk of overstocking or running out of supplies, leading to cost savings. By automating the ordering process, restaurants can reduce the time taken to process orders and improve accuracy, restaurant operators can make informed decisions about business operations, such as menu planning and employee scheduling.

In summary, implementing a Restaurant Management System can significantly improve the efficiency and effectiveness of restaurant management , leading cost savings, increased revenue, and customer satisfaction.

* 1. **Statement of Problem(SOP):**

Some potential problems and challenges in restaurant management that the proposed system aims to solve may include:

1. **Inaccurate inventory management:**

Manual inventory management methods can be error-prone, resulting in overstocking or stock shortages, which can lead to wasted food, increased costs, and lost revenue.

1. **Ineffective employee scheduling:**

Scheduling employees manually can be a complex and time-consuming task that can lead to understaffing or overstaffing, both of which can negatively impact restaurant operations and profitability.

1. **Limited access to teal-time data:**

Traditional restaurant management methods may not provide real-time access to important data, such as sales reports, inventory levels, and customer feedback, which can make it difficult for restaurant operators and managers to make informed decisions about business operations.

1. **Poor customer service:**

Long wait times, inaccurate orders, and other service-related issues can lead to customer dissatisfaction and negative reviews, which can harm the restaurant's reputation and profitability.

* 1. **Objective**
* To maximize profit by increasing efficiency without compromising customer satisfaction.
* To reduce the time and cost associated with restaurant management through the use of RMS.
* To avoid paper-based system and improve communication.
* To provide fast and efficient services to the customer.
* To provide a platform that enables user to manage orders, track inventory, schedule employees, and generate reports in real-time.
  1. **Questions**

* Why to maximize profit?
* What can we do to reduce the time and cost associated with restaurant management through the use of RMS?
* What is the way to avoid paper-based system?
* How can we provide fast and efficient services to customer?

**CHAPTER 2**

**Requirement Analysis**