**PAN-Q C.PARK POINT OF SALE SYSTEM**



A Project Presented to the

Faculty of the College of Computer Studies

St. Michael’s College

Iligan City

In Partial Fulfillment

Of the Requirement of the subjects

Object-Oriented Programming

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**THE PROBLEM AND ITS SETTINGS**

**Introduction**

Pan-Q C. Park is a mini food park located in San Miguel, Iligan City. It is a popular spot among students, who make up the majority of its customers. The park offers a variety of food options, including Pinoy Barbecue Sandwiches, beef hotdogs, chicken hotdogs, squid rolls, and tempura. The main problem of Pan-Q C. Park is their method of taking order that it takes time to take customers order and they don’t even give a receipt to their customer which is their method are inefficient, time consuming and inconvenient for customers to not receive a receipt who need them for reimbursement or record-keeping purposes.

The fast transaction of this Ordering System, Improving client happiness requires optimizing the order-taking process's efficiency. Consumers want prompt and convenient service, especially students with busy schedules. Resolving the existing problems will improve the clientele's experience. Customers will gain from a streamlined order-taking process, and Pan-Q C. Park's overall operating efficiency will increase as well. Processes that are more efficient provide quicker service, shorter wait times, and more customer satisfaction, all of which benefit the company in the long run. Providing quick and easy service might provide you a big competitive edge in the tough food service business. Consumers who appreciate their time and want a hassle-free experience are more likely to select a food park.

Restaurant businesses are being greatly influenced by the internet and technology improvements. With the majority of people spending a significant portion of their day online, restaurants have a great business opportunity. In fact, online food ordering systems for restaurants are becoming increasingly popular among customers (Dealey, 2022).

There’s a lot going on under the hood of today’s point-of-sale (POS) systems. Besides processing purchases, they provide insights into sales trends, employee productivity, inventory levels, customer preferences and more. A modern POS system with omnichannel capabilities can improve operations, integrate with other business systems, boost profitability and be a differentiator for many vertical industries, from ecommerce startups to salons and restaurants (Caldwell,2021).

A point of sale (POS) system is one of the most crucial pieces in your operation puzzle. The importance of POS systems in retail goes beyond managing transactions at your checkout counter. Customers never want to wait in a queue for a long time to complete their purchase. With the help of an efficient POS system, you’ll reduce the chance of customers leaving your store without a purchase. A fast and convenient checkout is one of the many benefits of a POS system. It can be a winning point in your customer’s eyes, keeping them loyal to your brand (Tran,2023).

The study aims to Develop a system that Improves the Effectiveness of Order-Taking it will serves as way to encourage the small business owner to use the modern way of taking notes or writing receipt into using now more digitalize tools which is our technology like the computer, in order for them to make their work more easy and can make their business to improve by not consuming more time on using the traditional way.

This Research will be conducted from December 2 to December 9 2023-2024 This research will take place at St. Michael’s College, Iligan City. The Pan Q store is in San Miguel, Iligan City, Region X, Northern Mindanao.

**Statement of the Problem**

The researchers have recognized three following problems:

* Pan-Q C. Park's main problem is that their order-taking procedure is inefficient. Customers, especially a lot of students who visit the food park, may become dissatisfied with the current system because it takes a long time.
* The deficiency of a system for providing receipts is a serious issue. The procedure is difficult for people who need receipts for reimbursement or record-keeping reasons because customers do not receive a receipt for their transactions.
* Ineffective order taking combined with missing receipts could make customers unhappy all around. Since most of Pan-Q C. Park's patrons are students, meeting their needs for prompt and convenient service is essential to the establishment's long-term sustainability.

**Objective of the Study**

The objective of this study is to develop the Pan-Q C. Park Ordering System. Specifically, this study aims to:

* Design a system that Contains a feature for providing receipts
* Develop a system that Improves the Effectiveness of Order-Taking
* Test and evaluate a System's Performance

**Scope and Limitation of the Study**

Technical Restrictions, Automated Issuance of Receipt, Dependency on Technology, Enhanced Operational Efficiency. The importance of developing systems with an integrated and iterative approach. Through comprehension of the particular circumstances, management of limited resources, giving precedence to the requirements of users, and adoption of an ongoing enhancement thought, Pan-Q C. Park's POS system can be more successfully and sustainably integrated into its own operational environment.

The Pan-Q C. Park Point of Sale (POS), the proposed system, is meant to be used exclusively for Pan-Q C. Park, a small food park located in San Miguel, Iligan City. The system's main users will be the different parties that Pan-Q C. Park deals with on a daily basis. The Pan-Q C. Park Point of Sale system seeks to improve customer satisfaction, streamline business procedures, and advance the food park's general performance.

**Significance of the Study**

The significance of this study lies in its potential to transform the operational landscape of Pan-Q C. Park, creating a more efficient, customer-friendly, and competitive food park environment. The proposed POS system aligns with the changing needs of both the business and its customers, aiming for a positive impact on various aspects of Pan-Q C. Park's operations and performance.

The following entities that will benefit from this study are the:

**Pan-Q C. Park Management,** this includes increased operational efficiency overall, greater customer service, and enhanced order processing. Automated receipt issuance is one of the aspects of the system that can help improve financial record-keeping and compliance.

**Staff and Employees,** this may result in a less stressful burden, higher job satisfaction, and a more effective workflow. In addition, staff workers can be empowered to acclimate to contemporary technology tools through appropriate training and integration with the POS system.

**Customers,** Students, Pan-Q C. Park's main clientele, and other patrons stand to gain a great deal. Their entire consuming experience is enhanced by the installation of a POS system that is quicker and more effective. Order processing quickly cuts down on wait times, which increases client happiness.

**Future Researchers,** Future studies interested in point-of-sale (POS) systems for food outlets might use this work as a standard and source of reference. When contemplating the implementation of effective order-taking systems, businesses in the food sector, particularly small food parks, can benefit from the insights provided by this study.

**Educational Institutions,** the study advances the field of academic by offering useful information about how POS systems are used in actual commercial settings. This study can be used as a case study for instruction in corporate management, hospitality, or information technology courses in educational institutions.

**Definition of Terms**

To ensure the study's clarity, the following terms are utilized and their meanings are specified.

**Point of Sale (POS) -** of or relating to the place (such as a check-out counter) where an item is purchased.

**Order Taking -** the process of precisely recording orders, protecting the data, and delivering the orders.

**Receipt -** a writing acknowledging the receiving of goods or money**. Inefficiency -**the quality or state of being [inefficient](https://www.merriam-webster.com/dictionary/inefficient)**. Record-Keeping -** the act or practice of recording important information for future reference:the act of keeping records.