Republic of the Philippines

BAGO CITY COLLEGE

Bago City, Negros Occidental

**Kwan’s Restaurant Management System**

A project presented to the faculty of

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Subject Logic Formulation

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**1.0 Abstract**

The study focuses on the development of the Kwan’s Restaurant Management System to improve efficiency, accuracy, and organization in restaurant operations. The existing system faces issues such as errors in recording customer orders, delays in serving, and difficulty in tracking sales. To address these, the system integrates a digital Point of Sale (POS) for accurate order recording, a kitchen display system for faster service, and automated sales reporting with real-time monitoring and daily summaries. The scope of the system includes employee time-in and time-out monitoring through QR codes, order management, sales tracking, and reporting. However, the system is limited to dine-in transactions, single-branch operations, and basic inventory management. It does not cover online ordering, payroll computation, or multi-branch integration. Key features include POS, inventory management, employee management, customer relationship management (CRM), reporting and analytics, menu management, sales tracking, and order management. Overall, the Kwan’s Restaurant Management System provides a more reliable and efficient tool to enhance restaurant operations.

**1.1 Statement of the Problem**

The following problems identified in the Kwan’s Restaurant Management System.

1. Errors in recording orders done by the employees.

2. Miscounted in tracking sales of the restaurant.

3. Difficulties in handling customer complaints.

**1.2 Objectives**

The aim of this problem is to address the following problems that have been identified in the Kwan’s Restaurant Management System.

1.Develop a digital order-taking system (POS) to record customer orders accurately.

2.Develop a system that automate sales reporting with real-time tracking and daily summaries.

3. To understand employees perception and experience of the challenges in handling customer complaints.

**1.3 Scope and Limitations**

**Scope**

1.The system includes a digital Point of Sale (POS) will be created to ensure accurate recording of customer orders.

2.The system will automate sales reports with real-time tracking and daily summaries to make monitoring easier and more accurate.

3. The system will provide discount for PWD and senior citizens.

**Limitations**

1. The system will not cover online ordering or delivery services; it is limited only to dine-in transactions.

‎2. The system will not include advanced inventory management, only basic sales and order tracking.

‎3. The system will not support multi-branch integration; it is designed for use in a single restaurant branch only.

‎4. The system will not handle payroll computation.

‎5. The system requires stable internet or local network connectivity to ensure smooth real-time order processing and reporting.

**Features**

1. Point of Sale (POS) System.

2. Employee Management.

3. Customer Relationship Management (CRM).

4. Reporting and Analytics.

5. Menu Management.

6. Sales Tracking.

7. Order Management