APROJECT REPORT ON

HBC RESTAURANT

(WEB BASED APPLICATION)

SUBMITTED By

Mustafa Mayega

PCSE

SUPERVISOR: Mr

DECLARATION

I MAYEGA MUSTAFA. I hereby declare that this report is written in partial fulfilment of the requirements PCSE ISBAT University in Uganda, it is my own work experienced, learned and faced during my course.

Signature…………………….. Date………………………..

DEDICATION

Efforts , Dedications and commitment were fundamental elements for the completion of my first semester , more important was the support by the family members and friends. Today I dedicate this very important report to them because without their support, presence, love, I wouldn’t have been able to achieve my goal.

ACKNOWLEDGEMENT

First and Foremost, I humbly thank the Almighty ALLAH for the gift of life, knowledge and strength to perform and complete the report within the stipulated time and complete my research successfully.

I also wish to register my appreciation to all who contributed to the successful completion of this report in one way or another.

TABLE OF CONTENTS

1. Declaration
2. Dedication
3. Acknowledgement
4. Table of Contents

CHAPTER ONE

* 1. Introduction
  2. Background of our Restaurant
  3. Mission and Vision of our Restaurant
  4. Objectives of our restaurant
  5. Abbreviations

1.6 Geographical Location

CHAPTER TWO

2.1 Introduction to HBC Restaurant Website

2.2 HBC Restaurant Website Characteristics

2.3 Services Provided

CHAPTER THREE

3.1 Description of our Restaurant

3.1.1 Introduction

3.1.2 Services Provided

3.1.3 Types of Food we serve

3.1.4 Special Services

CHAPTER ONE

* 1. **Introduction.**

HBC Restaurant is a Ugandan Based Restaurant meant to provide Tasty fresh Food door to door around Kampala and nearby places.

Our customers are able to contact us and know our Weekly menu through our website (HBC RESTAURANT)

HBC Restaurant is critical to satisfying its customers and retaining their loyalty so they so they continue buying from us because we know that when customers find a product they trust so that they can return and also recommend our Restaurant to others.

HBC Restaurant is a fully customized Restaurant with a variety of Tasty, fresh and Local food like Matooke , Pilau , Ugali , Chicken , beef and Drinks like Juice and Soda prepared by the best chefs in Uganda. Our Restaurant also provides door to door deliveries.

* 1. **Background of our Restaurant**

HBC Restaurant is a Long Time existing Restaurant that deals in both Local and Fast foods for for the past two years since it was established in 2019.

Our Restaurant has been trusted from the beginning up to date. During lockdown we introduced free deliveries and we also developed a web based Application so that we can provide our customers with the best service.

* 1. **Mission of our Restaurant**

Our Mission is to provide the tasty freshest food around the world at affordable prices and keep a close relationship

**1.3Vision of our restaurant**

Our Vision is to grow our Restaurant so that it can have branches and provide service to the whole of Uganda and E.A

* 1. **Objectives of our restaurant**
* To fulfill customer’s orders with the best customer care services
* To receive feedback from our customers and change anywhere they need
* To keep a close relationship with our customers
  1. **Abbreviations**

**E.A** East Africa

**HBC** Ham Broad

**1.6 Geographical Location**

HBC Restaurant is located at Free Man Hypermarket building via Namirembe Road Kampala

CHAPTER TWO

**2.1 Introduction to HBC Restaurant Website**

HBC Restaurant i a website designed to help HBC restaurant client/ customers to remain in touch with the restaurant and make orders from anywhere around the country. The website also contains with the weekly menu

**2.2 HBC Restaurant Website Characteristics**

The website is divide into different parts namely:

**Home page**

**Home Page** this is the first page when you load the website and it consists of the header that contains the navigation bar where you can find connect to other pages like the **home, About ,Menu , Services and contact Us .** It also contains a footer where the copy right , social media and email links are located.

**About page**

**About page** contains the information of the Restaurant , contacts and what we do

**Menu page**

The **Menu** contains the weekly pictures of our services (food) and where you can click to call us and directly make your orders.

**Contact Us page**

**Contact Us** contains the contact button that directly connects to us when clicked and the picture of our CEO with footer. And we are available 24/7 hours.

**Footer**

**Footer**

The footer contains the copyright, feedback, social media pages, information and many

CHAPTER THREE

**3.1 Description of our Restaurant**

**3.1.1 Introduction**

We acquire our products from natural African resources grown by our local people , our own fertile food and prepared by our own professional local chefs

**3.1.2 Services Provided**

* Break Fast
* Lunch
* Evening Services
* Dinner

**3.1.3 Types of Food we serve**

* Local food
* Fast Food
* Foreign Food
* Starch

**3.1.3.1 Local Food**

* Matooke
* Katogo
* Sweet Potato
* Irish Potato
* yams

**3.1.3.2 Fast Food**

* Chips
* Chicken
* BBQ
* Snacks
* Beef

**3.1.3.3 Foreign Food**

* + Rice
  + BBQ
  + Hamburger
  + Hot dog

**3.1.3.4 Starch**

* + Ugali (posho)
  + Kalo

**3.1.4 Special Services**

* + Holiday Services
  + Valentine
  + Deliveries
  + Surprise parties

CHAPTER FOUR

**3.1.5 SWOT ANALYSIS**

**3.1.5.1 Our Strength**

* + - We have Employees who have knowledge experience and customer care in such field so that our customers trust our restaurant. We have ability to make unique food which our cutomers won’t find elsewhere.
* Delivery system is one of the greatest strength which allows them to conduct business on a global scale while at the same time maintains a local market.
* Our chefs are one of our strength because they have enough experience to provide the best for our customers
* Since we have the best understandable website, we are sure that our customers find an easy way to access us which other restaurant lack.

**3.1.5.2 Our Weakness**

* Our greatest weakness is about our competitors who intend to provide and copy the services we do for our customers though they can’t reach our level.

**3.1.5.3 Our Threat**

Impersonation from our competitors and scammers who provide people with decayed and poor prepared food which paints our restaurant with a bad image to our customers.