**Chapter 1: Introduction – Multiple restaurants food ordering and management system**

**1.0 BACKGROUND STUDY**

A restaurant is an establishment that provides food services in exchange for income. The income / profit size depends in the facilities and the quality of service rendered by the restaurant .

Operating a restaurant has many advantages. It has been a source of income and employment to many. It is also a service that is well needed and valued in today's society with vast economic benefits.

Restaurants may be classified into many types. The factors that determine the classification are the:

* Food itself (e.g. vegetarian, seafood, steak)
* Cuisine (e.g. Italian, Chinese, Japanese, Indian, French, Mexican, Thai)
* Style of offering (e.g. tapas bar, a sushi train, a tastet restaurant, a buffet restaurant or a yum cha restaurant).

In addition to the above, restaurants may be classified based on the following:

* Speed of service
* Formality,
* Location
* Cost
* Service
* Novelty themes. [***source: wikipedia.com , "How to Make a Destination Restaurant". Setupmyrestaurant.com..  "Marcus".*]**

**Classification:**

Restaurants range from inexpensive and informal lunching or dining places catering to people working nearby, with modest food served in simple settings at low prices, to expensive establishments serving refined food and fine wines in a formal setting. In the former case, customers usually wear casual clothing. In the latter case, depending on culture and local traditions, customers might wear semi-casual, semi-formal or formal wear. Typically, at mid- to high-priced restaurants, customers sit at tables, their orders are taken by a waiter, who brings the food when it is ready. After eating, the customers then pay the bill. In some restaurants, such as workplace cafeterias, there are no waiters; the customers use trays, on which they place cold items that they select from a refrigerated container and hot items which they request from cooks, and then they pay a cashier before they sit down. Another restaurant approach which uses few waiters is the buffet restaurant. Customers serve food onto their own plates and then pay at the end of the meal. Buffet restaurants typically still have waiters to serve drinks and alcoholic beverages. Fast food restaurants are also considered a restaurant. [***source: wikipedia.com , "Fast Casual Restaurants Grow in Popularity". QSR. June 2011*]**

**Regulations**

In many counties, restaurants are subject to inspections by health inspectors to maintain standards for public health, such as maintaining proper hygiene and cleanliness. As part of these inspections, cooking and handling practices of ground beef are taken into account to protect against the spread of E coli poisoning. The most common kind of violations of inspection reports are those concerning the storage of cold food at appropriate temperatures, proper sanitation of equipment, regular hand washing and proper disposal of harmful chemicals. Simple steps can be taken to improve sanitation in restaurants. As sickness is easily spread through touch, restaurants are encouraged to regularly wipe down tables, door knobs and menus. [***source:* Sibel Roller (2012). Essential Microbiology and Hygiene for Food Professional , *Nestle, Marion (1994). "Traditional Models of Healthy Eating: Alternatives to 'techno-food'". Journal of Nutrition Education.***]

**1.2 STATEMENT OF PROBLEM**

Nowadays, many restaurants manage their businesses manually especially taking customer's order. Today, restaurant waiters take the customer order using the manual system by writing on paper. This is a problem for the restaurant as it is very difficult to gather and manage the number of orders per day, per customer , e.t.c thereby being unable to manage resources , gather valuable customer data, and maximize profit. Also on the part of the restaurant waiter, there is a high probability of loss and duplicate of customer orders and information. Additionally, availability of restaurants has an adverse effect on the profit of individual restaurants and satisfaction of the customer's as their favorite cuisines may not be served  in the available restaurants in the area.   
  
Furthermore, service that is being rendered by individual restaurants is limited. Services like home delivery and office delivery are unavailable. As a result, the current system (manual system) is not effective and inefficient to use anymore because the current system cannot save, manage and monitor the restaurant information, menu info, customer ordering info and generate report well and cannot effectively satisfy customer needs.

**1.3 AIMS / OBJECTIVES**

The aim of this project is to design and implement a computerised multiple restaurant food ordering and management system. The objectives are:

* To design and implement an online food ordering system.
* To develop use interface for online restaurant management system.
* To provide easy access to users favourite food and their own convince which in turn yields profit on the part of the restaurant.

**1.6 SIGNIFICANCE OF STUDY**

The significance of this study is based on the fact that restaurants are unable to manage customers orders effectively. The problem remains a key factor that determines the profitability and success of a restaurant. Therefore, embarking on this research will enhance the way orders are being handled. It will also improve the management of the resources of restaurants. This may in turn result into maximization of profit and success of the restaurant business.

**1.5 SCOPE OF STUDY**

This research is focused on the enhancing the mode in which food ordering is being done by users so as to enable them experience a more convenience manner of getting their favorite dish from their favorite restaurant . The scope of this study is to develop a well structured web based application for this purpose. The web is a platform that could be used to reach a large number of people and research tells us that the number of internet users globally increases on daily basis so this platform has been selected in other to enable users of all kind access the proposed system easily. Also, the proposed system will provide a platform where users can register, since only registered users can make food orders. Also, users will be permitted to explore various food cuisines and available dishes from various restaurants. A list of well detailed explanation with images to represent restaurants and dishes will be show cased on the web application. Users will be able to search for dishes based on their location , favorites restaurants, and cuisines.

**1.4 METHODOLOGY**

In line with the aim of this study the methodology to be used in achieving the aims is the development of an interactive and well structured web application with different sections following the aims of this study. The web application will use a MySql database to store data of food, restaurants, cuisines and users that use the web application and also the involvement of programming languages like php to control the logical aspect and the server end of the application other languages involved include are

* HTML/CSS
* Javascript
* Jquery

The following languages listed above would support in having a well functioning interactive web application to aid the proper management of restaurants and food ordering system in order to produce a more efficient way of managing food orders online and maximizing profit.

Also this research tends to apply the concept of user modeling to further enhance the mode in which the proposed system identifies and online food ordering more efficient and convenient.

Taking the concept of user modeling into application, it involves the collection of specific data and analysis to make appropriate decisions. Below are some data to be collected by the proposed hotel identification and reservation system.

* Full name of User
* Mobile number of user
* Location of user
* Email address of User

**1.7 DEFINITION OF TERMS**

1. HTML: Hypertext Markup Language
2. DBMS: Database management system
3. PHP: Hypertext preprocessor
4. CSS: Cascading style sheet
5. CUISINE: A cuisine is a style of cooking characterized by distinctive ingredients, techniques and dishes.

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