Market survey

# Survey of current manual system

1. Currently the order management from the time when the order is created to the time when the order is delivered is mostly managed manually.
2. The biggest reason being the restaurants which are not very big or opened recently do not have any software systems for order management and tracking.
3. In such restaurants the order is typically taken on a piece of paper which is an important artifact throughout the lifecycle of the order.
4. The queue system is a rack in the kitchen where the order papers are placed for the cooks to pick up and prepare order items. As soon as the items of an order are prepared they are tracked using the same artifact and assembled on the rack. The waiter picks it up and delivers the order to the respective table.
5. Usually there is a role of order manager for managing the orders on the rack and handling it to the proper waiter. This role is mostly taken up by the same person who manages the restaurant counter.

# Survey of similar systems

## Sushi Restaurant in Japan using fully automated service

1. Entrance of restaurant ticketing system which enables user to know their wait time and the table to which they have been assigned.
2. E-ordering of food from the table. (Maximum 5 items can be ordered).
3. Order received on other terminal by the chefs in the kitchen.
4. Conveyor belts used to get the order to the customer. Depending on the color code of the assigned table, the customer picks up the appropriate order from the belt.
5. Once the customer is done, they can press a button to call a server to take the payment which is done using a card with barcode that will record the amount to be paid. This amount can be paid by the customer on their way out.

## Ziosk installed tablets for restaurant ordering purpose for Chili’s Grill & Bar

1. E-ordering of food from the table.
2. Order received on other terminal by the chefs in the kitchen.
3. In the interim they can read news, play games on the tablet.
4. Waiter gets the order to the table.
5. Once they are done they complete their order and then pay themselves.