**SYSADD-1**

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**Background of the Problem**

MP Megapro Plus Marketing Corporation is a KTV Bar Restaurant in Jupiter St., Makati City which offers fine dining experience alongside with the entertainment provided by their karaokes. The establishment has two floors, with 6 rooms on each floor. One cashier has the only POS and it suffice the entire restaurant. There are 8 waiters waiting to serve the customers. The entire system of order taking of the restaurant causes problems like delays even though there are only few customers in the building.

**Statement of the Problem**

How to minimize delay time and meet the preferred service time of order taking from the client?

**Objectives**

● To decrease the waiting time of customers   
● To speed up the transactions of customer service   
● To identify the cause of delays in taking an order   
● To lessen the time it takes for the cycle of order taking to complete

**Significance**

The pattern of order taking will start with the customers elaborating their desired orders to the waiter, the waiter will write it in a paper, then the waiter will give the paper to the cashier, the cashier will then register the order in the POS machine, then the cashier will give it to the cook and the cook making the food for the customer and the waiter will serve it to the customer. The project can be useful for restaurants that encounter delays from the moment the waiter records the order, the cashier registers the order to the POS machine or to the time where he/she will handle it to the cook, due to various reasons such as staff incompetence, structural limitations and unusual large number of customers. With the project aiming to improve customer service, it will be beneficial for restaurants and alike.

**Scope and Limitations**

* The study will just evolve around the MP Megapro KTV Bar and Restaurant, only focusing on the order taking part of their daily order taking operations.
* The time given to the students to come up with a solution to the stated problem is one year.

**Theoretical Background**

Comparing the processes involved in the current system of our client and the emerging new technologies by other competitors, there has been a clear indication on why the new technologies are better than the current system. In the current system, when someone ordered a food, it must be passed first through the cashier, needs it to be encoded before handing it over to the cook for the preparation of the food. On the other hand, the new technology promotes unification between the two entity, when someone ordered a food, the details will be transferred onto the cashier and also the cook at the same given time. With this kind of integration, the minutes wasted from the cashier handling the order slip to the cook will be eliminated, thus having a short time to deliver the food to the customer. The other advantage of advanced restaurants is that they promote customer satisfaction by letting them order by themselves without the interference of the waiter, that's why ordering platforms like tablets and touchpads are being deployed in tables for customer use.