**RELATED LITERATURE**

1. **Customer satisfaction in the restaurant industry: An examination of the transaction-specific model**   
Article in Journal of Services marketing · December 2005 By: Syed Saad Andaleeb and Carolyn Conway <https://www.researchgate.net/publication/241729526>

A research focused on knowing which factor must be best prioritized in ensuring high customer satisfaction. The research concluded that the responsiveness of frontline employees are essential in ensuring the happiness of a customer. This research is relevant on our problem because we are trying to address the problem of responsiveness in order taking.

2. **Are highly satisfied restaurant customers really different? A quality perception perspective.**   
By: Young Namkung and SooCheong (Shawn) Jang www.emeraldinsight.com/0959-6119.htm

This research is similar to the first above. Even though with the same topic, the research found that satisfaction relies from the presentation of the restaurants like its seating arrangement, smooth background music, etc. The responsiveness of the employees came last, but still considered as an important attribute of customer satisfaction.

3. **Singapore Mobile App ordering for restaurants, cafes, bars.**   
<http://bigspoon.sg/>

Our reference of the project. Bigspoon Singapore is a mobile app that acts as the ordering menu of the customer. With this in hand, the phone will be able to detect which restaurant is he/she in and formulate menus from the said restaurant.

4. **Eatsa Restaurant**  
<https://www.eatsa.com/>

The Eatsa restaurant uses a technology that quickens the transaction of ordering. The eatsa restaurant has a nine tablets stands which costumers can navigate and from their,the customers will choose the food that they like and it will instantly be seen by the cook thru a screen. The cook will put it in a drop out box and the customer will get it from there.

5. **OTG at Newark**  
<http://otgmanagement.com/>

The OTG at Newark is a fine dining restaurant within an airport. The technology that the restaurant uses is a tablet that is attached in a table. It will serve as the menu for the customers. No need for them to call a waiter or give their order to the waiter. They will just simply click the food that they want to be it and the cook will see it thru a screen and the order will be automatically registered with their machine. The customer will just wait for the Food to be serve to him/her.

6. **Breadcrumb**  
<https://breadcrumb.com/> <https://www.entrepreneur.com/article/224332>

This flexible iPad app provides real-time views of tables, catalogs the menu by a selection's name or ingredients, processes sales and delivery tickets and sends orders to the kitchen.: New eateries or those looking to completely overhaul their operations would get the most value out of Breadcrumb because it is so comprehensive. But the app will also work with traditional receipt printers and cash drawers.

7. **McDonalds Create Your Taste**  
<https://mcdonalds.com.au/create-your-taste>

This a new technology by McDonals where a person can choose choose his/her preferred ingredients of a burger thru a big touch screen machine. The customer will navigate it and once the customer decided what his/her final ingredients will be,he/she will click a button that will send it to the cook thru a screen. Allowing the cook to know the ingredients that will be used for the certain dish. The machine register the order and will give the user a receipt to show at the counter and the user will pay the needed amount their.