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| |  |  | | --- | --- | |  | **MINISTRY OF EDUCATION AND TRAINING**  **FPT UNIVERSITY** | |
| Capstone Project Introduction |
| Smart Menu Solution |
| SMS TEAM |
| **Supervisor: Dr. Phan Duy Hung** |
| **Ha Noi, Aug 2012** |

**Record of Changes**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Date** | **Change Item** | **Description** | **By** | **Version** |
| 2012/08/18 |  | First Creation | ThanhLCM | 0.1 |

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# Introduction

## Purpose

This document is the introduction for the **Smart Menu Solution** (**SMS**) Project, in scope of Capstone Project at FPT University.

## Project Information

Project Name: **Smart Menu Solution**Project Code: **SMS**Project Type: **Embebbed and Window Software**Group Name: **SMS Team**  
Timeline: **from Sep 2012 to Nov 2012**

## The people

***Supervisors***:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Full name** | **Phone** | **E-Mail** | **Title** |
| Supervisor 1 | Phan Duy Hùng |  | [hungpd@fpt.edu.vn](mailto:%20hungpd@fpt.edu.vn) | Lecturer |

***Team members***:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Full name** | **Student code** | **Phone** | **E-mail** | **Role in Group** |
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## Definitions and Acronyms

|  |  |  |
| --- | --- | --- |
| Acronym | Definition | Note |
| SMS | Smart Menu Solution | Name of project |
| SMO | Smart Menu Ordering device | Electric device to send customer request |
| SMR | Smart Menu Receiver device | Electric device to receive all request |
| SMT | Smart Menu Tablet device | Embebbed computer running Android OS |
| SMC | Smart Menu Chef device | Electric device to confirm dishes has done |

Table 1 – Definitions & Acronyms

# Abstract

Now, as everyone knows, in most restaurants, cafes, when customers select dishes on the menu, waiters must be waiting to take notes. Or after selecting, customers must call and wait waiter to record your chosen dishes. Then waiters must bring the orders to kitchen that travel distance is quite far.

In the kitchen, the manager will distribute the food to chef. When the dish is done, waiter will be call to bring dishes for the customers.

The noting orders by paper and ordering dishes in a traditional can have errors and lead to debate later. All this work if not well organized, it will cause congestion, confused, difficult to control and time consuming. Furthermore, with this approach, customers would not know now their dishes have been done anywhere. On the other hand, each time the customer needs waiter sometimes have waiting to be served so long, leading to customer dissatisfaction.

We need new solution to automatic all process in ordering dishes in restaurant. That is the reason why our team came up with this project idea, **Smart Menu Solution**.

# Literature View of Existing Systems

## Overview of Smart Menu Software in the world

Some Smart Menu products in the world such as:

* Plate[[1]](#footnote-1)
* Usablehealth[[2]](#footnote-2)

## Overview of Smart Menu Software in Viet Nam

After studying and researching in Viet Nam market, we have found some Smart Menu products such as:

* BicProduction iMenu [[3]](#footnote-3)
* VienPhuc ezMenu[[4]](#footnote-4)

The table below shows available functions of the existing systems:

|  |  |  |
| --- | --- | --- |
|  | iMenu | ezMenu |
| Support Handle Mobile | V | V |
| Support Multi Languages | V | V |
| Call waiters | V | V |
| Custom comment for dishes | V | V |
| Cancel dishes | V | V |
| View dishes status |  | V |
| Print billing | V | V |
| Auto distribute dishes |  | V |
| Chef configuration |  | V |
| Software management in PC | V | V |
| Custom menu | V | V |

Table 2 – Existing System’s Functions

# Proposal

In scope of Capstone Project at FPT University, we aim to develop a new solution for restaurant, acting as a bridge between the customer and the restaurant.

## Project Idea

The project idea came up from the actual need of restaurant, customer, waiter. We found that none of the existing system is widely applied in Viet Nam because of some problems such as price, functionality, usability, etc. It means that the market is still available for our product if our product can satisfy market’s demand. That is the reason why our team decided to develop a new product of **Smart Menu Solution**.

**Smart Menu Solution (SMS)**: Calling dishes system in the restaurant, call SMS, is the innovative solutions and effective in serving customers. The system will meet the immediate needs of customers, helping them happy, satisfied with the way the restaurant serves. All processes from customers to choose the dish, move the menu down the kitchen, the chef made ​​dishes, transferred to waiters to bring, call billing, receipt printer ... the system are carried out automatically by the application of information technology and electronics.

## Scope

Our solution has two products for two type of restaurant:

|  |  |
| --- | --- |
| SMS Basic | SMS Professional (coming soon…) |
| - Small restaurant, cafe shop, diner shop - Cheap price - Provide simple electric device to select dishes called SMO - Have all basic function - Can’t custom comment dishes - Need paper menu | - Large restaurant - Expensive price - Provide software in tablet (Embebbed computer running Android OS) called SMT - Have all basic function - Can custom comment dishes - No need paper menu |

Table 3 – Scope of product

## Product Overview

Expectation of the product:

* Provide the basic function of ordering, billing and statistic.
* Provide new electric device to order dishes
* Provide Window management software to manage orders, billing and automatic distribute dishes to chef.
* Stability.
* Acceptable price.

Available features of the products:

* Using SMO to select the menu
* Support two language: English or Vietnam
* View the status of dishes: Have not done, is doing or has done
* May cancel dish to put something else, if it has not done
* Call waiters at any time with just one click. Staff received information will be available immediately
* Cash requirements, receipt printer is done right and with just one button, no waiting
* Automatic distribution to chef make food

## Global picture of project

SMR

Sever PC

Printer

1

2

3

4

5

6

7

8

9

OK

Finish

Cancel

**Cashier**

SMO

1

2

3

4

5

6

7

8

9

OK

Finish

Cancel

1

2

3

4

5

6

7

8

9

OK

Finish

Cancel

**…**

**Restaurant space and SMO devices**

**Display**  
Show list dishes have to cook

1

2

3

4

5

6

7

8

9

OK

Finish

Cancel

SMC device: inform dishes has done

**Kitchen**

Figure 1 – Global Picture of Project

## Advantages and Disadvantages

# Risk

* Half of the project team members do not has experiences working in real project.
* The Team leader lack of project management skill, experiences.
* None of the project team members has been worked as tester position.
* The facilitation for developing the project may be the risk (like: places, equipment, etc.)
* Lack of experiences of estimating time and budget for developing project.

# Conclusion

1. <http://www.plateinc.com/> [↑](#footnote-ref-1)
2. [http://usablehealth.com/smartmenu](http://usablehealth.com/smartmenu/) [↑](#footnote-ref-2)
3. <http://www.bicweb.vn> [↑](#footnote-ref-3)
4. <http://vienphuc.com/> [↑](#footnote-ref-4)