Company Background

The Meat’In Place is a Restaurant that offers Menus that varies from different category the restaurant was established March 20, 2013. Because the restaurant offers different kinds of meat and also as what the owners want it to be a meeting venue for friends and family, they came-up with the name “Meat’In Place”.

Since the restaurant started all the processes involved in their daily operation are done manually from ordering up to payment of each customers. These results to multiple errors and delayed in their recordings and customer services. In addition to this the restaurant don’t have any sort of monitoring of stocks that causes for an order that cannot be serve to the customer, that causes profit loss and also credibility.

Problem Definition:

The existing manual process that is currently used by the proponent is define “First come first serve dinner and self-service” in this process once the customer is accommodated it will be given a paper or order ticket in this paper the customer will write the his/her current table number and all of his/her orders. The waiter will collect this ticket and the waiter will verify if the list is the final then the waiter will take the ticket to the kitchen. If for some reasons the order/s can’t be serve the waiter will go back to the customer to inform that a certain order/s cannot be serve. If all the listed orders are verified to the kitchen the kitchen personnel will now start preparing the listed orders for each respective table. Every employee in the kitchen has designated task the last task is what they call “Plating” as the owner said she personally do this part then the order will be serve to this customer. If the customer want to bill-out or check-out he/she should bring the order ticket to the cashier and the cashier will compute the outstanding bill using a calculator and show it to the customer once the payment is done the customer can now exit the restaurant.

This way of processing has been on daily operation of the restaurant which resulted in the following problems;

* The waiter does not have monitoring on tables that are occupied or not which causes for other customer occupying an already occupied table.
* Order ticketing causes problem such as;
  + Order ticket can easily be misplaced.
  + Even if the cashier has a copy of the orders of each table respectively, if for some reasons the customer failed to bring his/her order ticket he/she will pin point to the cashier what table he/she thinks he seated which causes for a customer that paid orders of other customer.
  + If the order was not available the customer to write again another set of order. This causes for negative reaction from the customer.
  + The waiter has to manually take each order ticket to the kitchen which is time consuming.
* Follow-up order when the customer wants to follow-up his/her order it causes misinterpretation to the part of the kitchen and the waiter that take it as an additional order instead of a follow-up.
* No proper monitoring of orders in the kitchen this causes violation to the first come first serve process that is being implemented within the restaurant.
* No proper monitoring of stocks that causes for the delays or cancelation of order.
* Every daily sales is computed manually by the owner

Solution to the problems:

* The waiter must have a monitoring device to know if a certain table is occupied or not
* The waiter must send customer orders and follow-up orders to the kitchen thru a device in the same way can be informed by the kitchen if order cannot be prepared.
* The cashier should have a record of each order for respective customer and be able to transact each customer pending orders without the customer going directly to the cashier.
* Cashier should be able to transact all orders thru a device that offers much faster and accurate transaction processing.
* The owner should be quickly view the total daily sales.
* The owner must have a device that offers inventory management.
* The mentioned device should be interconnected to ensure data integrity