

ABSTRACT

Nowadays, pub and restaurant business are quite competitive in term of conveniences, entertainments and services. The computerized system is the one of high technology tools to be used as a strategic asset to increase speed and customer satisfaction. In order to provide the conveniences and services to the customers, the implementation of restaurant information system is needed.

This project is a study, which covers the analysis, design and implementation of an information system for Branded Oak Pub & Restaurant for improving its services. Especially, the new proposed system in this system development project will be developed to replace the existing system by eliminating all manual problems such as duplicating works and human errors.

In the service industry, rapid speed and reliability are the main factors in running the business. Therefore, being able to share and send information to the right person at the right time to the right place will make the restaurant save some time, cost, paper and as well as enhance the communication.

With the Client/Server, Bluetooth, PDA and the software restaurant information system, the system can use these tools to support all transactions and any relevant activities. Furthermore, the new computerized system is developed to be friendly and easy to use. So, the restaurant does not need to train people or prepare the conversion for a long time. The new system can be ready to replace the manual system immediately.