



Restaurant System 2003

by

Mr. Mudit Gupta

Submitted in Partial Fulfillment of the
Requirements for the Degree of
Master of Science
in Information Technology
Assumption University

March 2003

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Master Project Approval


Project Title Restaurant System 2003

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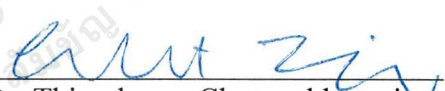
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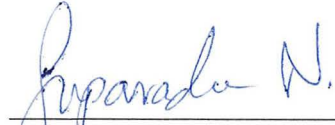

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ABSTRACT

Currently, restaurants are not able to give the best convenience to customers.

Therefore, some restaurants have started bringing in technology in order to help them manage the shop and provide customer satisfaction. Information Technology can help restaurants to keep its information in proper order and in a systematic way, and enable them to retrieve information at any time. This would significantly reduce the cost in the long run. Technology would also enable restaurants to discover the real cost of each food item by taking all the raw materials needed for that particular food item into account. For the better service to the customer, we would have the picture of each of the food item accompanied with its ingredients and price so that customer would have the information before he would make a decision. Each of the customer table would have a PC with the software installed, which would enable customers to order the food item from the PC. This would also reduce our human work.

We choose Microsoft Visual Basic 6.0 as our development tool and use Microsoft SQL Server 2000 as our DBMS. The reason behind this is MS VB 6.0 is one of the most popular compiler when working with database and MS SQL Server 2000 is a DBMS which have all the features that we need and it is easy to use and manage and it can be accessed by more than one user at the same time. We have a LAN environment, which would enable communication between the clients and the server.

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CHAPTER 1

INTRODUCTION

1.1 Problem Statement

As you know, restaurants can be considered as one of the best type of business. With a good management, each restaurant could make a lot of profit. However, in reality, almost all restaurants are still depending on papers when taking orders from customers, checking whether the customer has received what he has ordered and checking the total. Apart from this, the current process depends mostly on human beings and, as you know, human errors are unavoidable. Hence, in order to avoid or minimize this type of error, the work, which is currently done by humans, should be made computerized. As the computer does everything, people would be less involved in the process and this would automatically reduce the occurrence of human errors.

1.2 Objectives

This study will emphasize on the practice of building a Computerized Restaurant System. The main objectives of this study are:

1. To study existing paper-based restaurant systems.

2. To propose and design a model in order to develop a prototype of Computerized Restaurant System.

1.3 Scope of the Study

This project will emphasize on developing a Computerized Restaurant System that will have the following features:

- Customer Information
- Employee Information
- Ordering System
- Inventory System
- Accounting System

1.4 The Proposed Development Methodology

To achieve all project objectives, two main steps of the proposed development methodology will be pursued:

Step 1: System Design

This step involves designing the Data flow diagram, Entity relationship diagram and the database structure. Moreover, we have to define the features of our system.

Step 2: Prototype Development of Restaurant System

Based on the design in step 1, the prototype of Restaurant System will be implemented by using the following softwares:

- Developing tools: Microsoft Visual Basic 6.0
- DBMS: Microsoft SQL Server 2000
- OS: Windows 2000 Server/Advanced Server
- Reporting tools: Crystal Report 9.0



CHAPTER 2

THE EXISTING SYSTEM

The existing system is a paper-based system used in restaurants all over the world. Below is the break down of the tasks performed in the restaurants using the paper-based system. Moreover, the disadvantages of using this paper-based system are shown in the following tasks.

2.1 Table Reservation

Usually, if a customer wants to book a table he calls the restaurant and leaves his name and number of seats with the reservation staff. The staff then writes down the information on the paper and places a reserved sign on a table.

The problem with this method is that sometimes the paper can get lost and this can create a lot of confusion. Even in some cases, the handwriting of a particular staff can be mis-read by another staff. Moreover, sometimes the reserved sign can be misplaced and there is no way this will be known by the staff and the table might be allocated to another group.

2.2 Ordering System

When the customer gives an order, the staff will write down the order on a piece of paper which in turn would be sent to the kitchen as well as to the cashier.

The problem with this approach is that the note can be lost on its way to the kitchen and the cashier and sometimes the staff taking the order can note down the wrong order. There is a chance of making mistakes in the order. In some rare cases, the customer can even deny placing a particular order.

2.3 Cashier System

After the customer finishes his meal, he asks for the bill. The cashier staff collects all the order notes and checks the prices of each item. The staff then sums up the total amount to the customer. The customer then pays the final amount and receives a receipt from the cashier.

This approach can be too time-consuming if a large number of items is ordered. Moreover, there can be miscalculation on the part of the cashier.

2.4 Payment System

It is the restaurant policy to give 10% discount to the restaurant's members. Each member is given a card and this is the thing identifying whether he should be given discount or not.

In the old fashioned way of working, the customer needs to show up his member card in order to get a discount. The problem arises when a member customer asks for a discount and he didn't bring the card. Should the restaurant believe and give discount to him?

2.5 Inventory System

In the current system, the stock used per day is calculated by using the formula:

$\text{Stock Used Per Day} = \text{Opening Stock} + \text{Stock Bought In Today} - \text{Closing Stock}.$

There is nothing wrong in the above formula; however, the problem is there is no way of tracing where all the used stock goes. In here, total value can be obtained but not the details.

As a result, there is no way to make sure that all the stock is used for the shop only and no one has taken it for personal use.

2.6 Customer Information System

In the traditional way of working, there is nowhere where we keep our customer records. We never have any way of telling how many times each customer visited our restaurant.

The drawbacks of this is that, since we have no customer information, nothing concerning with customers can be done. For example, campaigns cannot be started because we don't know the eating behavior of our target market. If the restaurant wants to give special gifts to people who visited us more than 50 times during the past year, it is impossible because we don't have the record of how many times each customer visited us.

CHAPTER 3

The PROPOSED SYSTEM

The most significant objective of bringing in IT into the system is to improve customer service and satisfaction. One of the key factors for improving customer satisfaction is speed. This can be done by minimizing the time the customer has to wait for the food. When the customer orders something, the order goes directly to the kitchen without passing through the waiter. This eliminates the time, which would be wasted if the waiter picks up the order and passes it to the kitchen. Moreover, this also prevents miscommunication between the customer and the waiter and therefore eliminates the chances of the customer getting what he didn't order.

The second major objective of this IT-integrated system is to minimize the paper work in the day-to-day operation of the business. Minimizing the paperwork involved would enable the restaurant managers to spend more time on the other management aspects such as advertising to increase the revenues or internal management to take care of employees' and labors' satisfaction with the work.

3.1 Menu Information System

In this new system, every menu item is recorded in the database. When a customer browses at our electronic menu to make order, he sees every piece of information related to the item, including the ingredients, promotion, picture and price. Customer can make the best

decision for his order by having all the item information before he make an order. This reduces the chances of customer ordering what he does not really want.

3.2 Customer Information System

In the new system, relevant information for each customer is kept in the system. Having customer information on hand would greatly help manager in decision-making process. For example, campaigns can be started to target those group of customers who rarely visit us in order to increase their visits or a discount can be given to customer who visited us for a particular number of times. Having customer addresses would also enables restaurant to send letters or vouchers to customers to let them know the current promotion or events of the restaurant.

3.3 Inventory Information System

Having inventory information in the system is of great advantage. First of all, we know the detailed flow for each inventory item. We know, for each item, when and how much stock comes in and go out. Moreover, we can cross check this information with the customer order and the Purchase Order to see whether the figures match or not. By doing this we can make sure that the inventory is used for restaurant purposes only. The second advantage is that current inventory level can be retrieved at any time. This enables us to examine for any item that is nearly out of stock so that an order for that item can be placed before the item goes out of stock.

3.4 Expense Recording System

In the new system, every expense of the restaurant is recorded into the system. The good point of this is that the manager would be able to know what are all the expenses that the business are paying and how much amount is it paying for each expense. Moreover, by analyzing the expense reports, the manager can cut out any expenses which he sees does not make any income to the business or which is unnecessary and can be eliminated.

3.5 Ordering System

In this new system, food ordering is made via computer system. There is no any need for a waiter to stand there and wait for the order. Customer can order for their food via the computer system, where they can browse the menu and check the details before making any ordering decision. Their order goes directly to the kitchen. This ordering system eliminates the waiter and therefore eliminates any chances of miscommunication between the customer and the waiter or the waiter and the kitchen. Moreover, employee cost can be reduced since lesser number of waiters is needed.

CHAPTER 4

PROJECT DESIGN

4.1 Database Design

Database consists of 23 tables as shown below:

1. Customer_Table

Field Name	Data Type	Length	Desc
CusCode	char	9	Customer Code
CusName	varchar	100	Customer Name and Last Name
Gender	varchar	10	Customer Gender : Male or Female
Age	char	3	Customer Age
Addr1	varchar	100	Customer First Address
Addr2	varchar	100	Customer Second Address
Telephone	varchar	20	Customer Telephone Number
Mobile	varchar	20	Customer Mobile Number
Email	varchar	20	Customer Email Address
MemberStatus	varchar	20	Customer Member Status
CusCount	int	4	Customer Number of visits

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2. *Employee_Table*

Field Name	Data Type	Length	Desc
EmpCode	char	9	Employee Code
EmpName	varchar	100	Employee Name and LastName
Gender	varchar	10	Employee Gender
Addr1	varchar	100	Employee First Address
Addr2	varchar	100	Employee Second Address
Telephone	varchar	50	Employee Telephone Number
Mobile	varchar	50	Employee Mobile Number
Email	varchar	50	Employee Email Address
EmpPosition	varchar	50	Employee Position
LoginName	varchar	8	Employee Login Name
Passwd	varchar	8	Employee Password
LeaveDays	int	4	Employee Total Leave Days
Wages	numeric	9	Employee Wages

3. *ExpensePay_Table*

Field Name	Data Type	Length	Desc
RowID	int	4	Record Identity
PayDate	datetime	8	Date of Payment
PayFor	varchar	50	Expense Type
TotalAmt	numeric	9	Total Amount Paid.
PaidBy	char	9	EmpCode of the Employee who pays.

4. *ExpenseType_Table*

Field Name	Data Type	Length	Desc
ExpenseTypeCode	char	2	Expense Code
ExpenseTypeDesc	varchar	50	Expense Description

5. *Gender_Table*

Field Name	Data Type	Length	Desc
GenderCode	char	1	Gender Code
GenderDesc	varchar	10	Gender Description

6. MemberStatus_Table

Field Name	Data Type	Length	Desc
MemberStatusCode	char	2	Member Status Code
MemberStatusDesc	varchar	20	Member Status Description

7. Menu_Table

Field Name	Data Type	Length	Desc
MenuCode	char	9	Menu Code
MenuName	varchar	100	Menu Name
MenuType	varchar	50	Menu Category
MenuDesc	varchar	100	Menu Description
MenuPrice	numeric	9	Menu Price
MenuOrdered	int	4	Number of times ordered
MenuPromotion	varchar	100	Menu Promotion
MenuRemarks	varchar	100	Menu Remarks
MenuPic	varchar	200	Menu Picture FileName

10. OrderDetail_Table

Field Name	Data Type	Length	Desc
RowID	int	4	Record Identity
OrderDate	datetime	8	Order Date
OrderTime	datetime	8	Order Time
TableNumber	varchar	3	Table Number
MenuCode	char	9	Menu Code
Comment	varchar	100	Comment
OrderUnit	int	4	Quantity Order
PaidSts	char	1	Status of Payment *
ReceivedSts	varchar	50	Receive Status
CusNo	char	9	Customer Code
Price	numeric	9	Item Price
Cost	numeric	9	Item Cost

* Status of Payment 0 = Not Yet Paid, 1 = Paid.

11. OrderTotal_Table

Field Name	Data Type	Length	Desc
PayDate	datetime	8	Pay Date
PayTime	datetime	8	Pay Time
TableNumber	varchar	3	Table Number
TotalAmt	numeric	9	Total Amount *
CashCredit	varchar	20	Pay by Cash or Credit Card
PaidAmt	numeric	9	Paid Amount **
CusCode	char	9	Customer Code

* Total Amount = Total Amount before deducting membership discount.

** Paid Amount = Total Amount after deducting membership discount.

12. POMain_Table

Field Name	Data Type	Length	Desc
PONo	char	9	Purchase Order Number
PayDate	datetime	8	Date of Payment
TotalAmt	numeric	9	Total Purchase Amount
PaidBy	char	9	Employee Code
Paid	varchar	20	Paid Status *
PurchaseDate	datetime	8	Purchase Date

* Paid Status : 0 = Not Yet Paid, 1 = Paid.

13. Position_Table

Field Name	Data Type	Length	Desc
PositionCode	char	2	Position Code
PositionDesc	varchar	50	Position Description

14. RawMat_Table

Field Name	Data Type	Length	Desc
RMCode	char	9	Stock Code
RMDesc	varchar	100	Stock Name

15. RMLLevel_Table

Field Name	Data Type	Length	Desc
RMLLevelCode	char	2	Level Code
RMLLevelDesc	varchar	2	Level Desc

16. *RMLevelCost_Table*

Field Name	Data Type	Length	Desc
RMCode	char	9	Stock Code
RMLevel	varchar	2	Level Desc
RMCost	numeric	9	Cost
RMQty	numeric	9	Quantity

17. *Running_Table*

Field Name	Data Type	Length	Desc
KeyID	char	20	Key Identifier
KeyValue	char	20	Key Value

18. *Stock_Table*

Field Name	Data Type	Length	Desc
StockCode	char	9	Stock Code
StockName	varchar	100	Stock Name
StockType	varchar	30	Stock Category
StockUnit	varchar	20	Stock Unit
StockQty	numeric	9	Stock Quantity

19. StockOut_Table

Field Name	Data Type	Length	Desc
WDDate	datetime	8	Withdraw Date
WDTime	datetime	8	Withdraw Time
StockCode	char	9	Stock Code
WDQty	numeric	9	Withdraw Quantity

20. StockPurchase_Table

Field Name	Data Type	Length	Desc
RowID	int	4	Record Identifier
PONo	char	9	Purchase Order Number
StockCode	char	9	Stock Code
StockType	varchar	30	Stock Category
PurQty	numeric	9	Purchase Quantity
PurUnit	varchar	20	Purchase Unit
PricePerUnit	numeric	9	Price Per Unit
TotalAmt	numeric	9	Total Amount
EmpCode	char	9	Employee Code

21. StockType_Table

Field Name	Data Type	Length	Desc
StockTypeCode	char	2	Stock Category Code
StockTypeDesc	varchar	30	Stock Category

22. StockUnit_Table

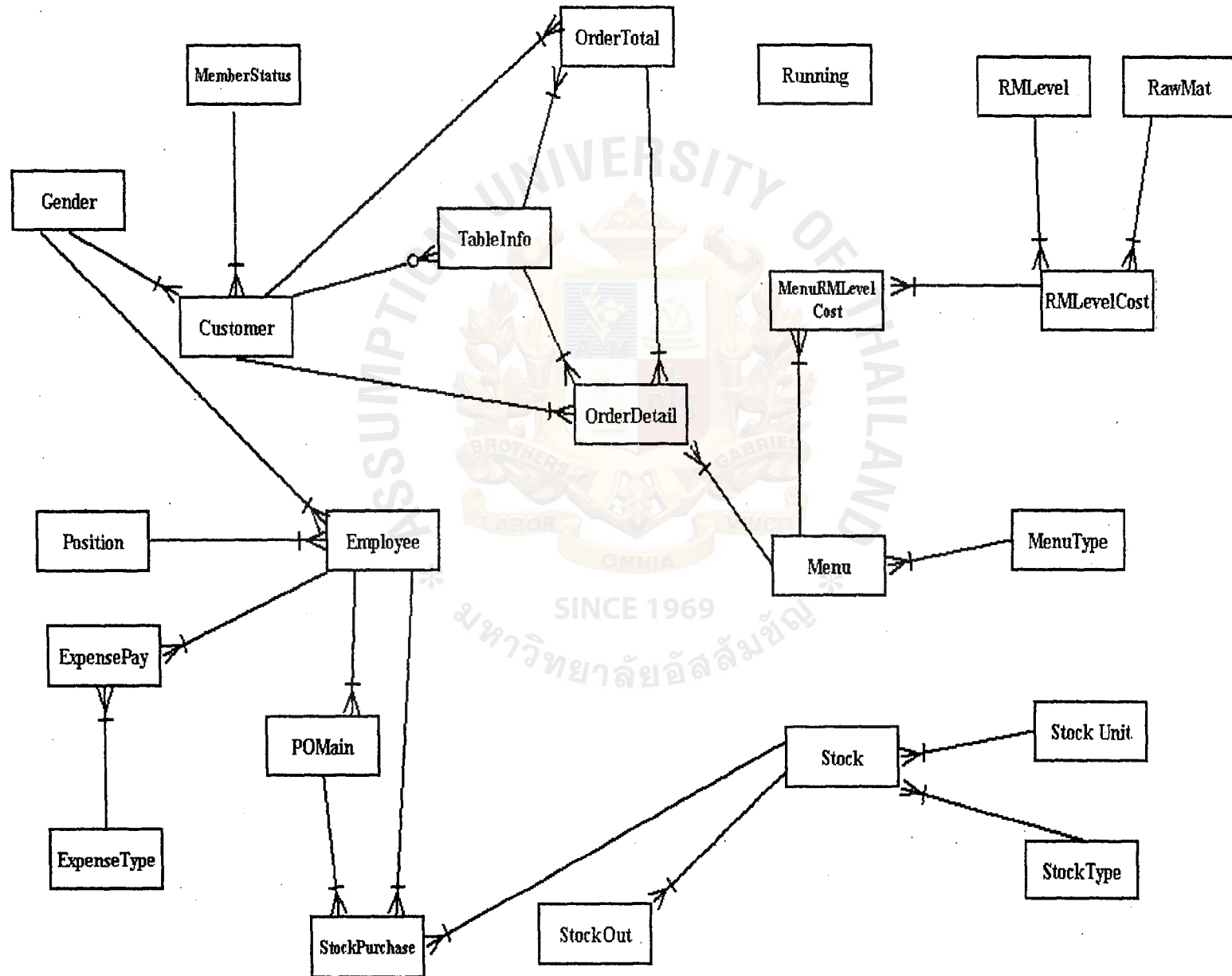
Field Name	Data Type	Length	Desc
StockUnitCode	char	2	Stock Unit Code
StockUnitDesc	varchar	20	Stock Unit Description

23. TableInfo_Table

Field Name	Data Type	Length	Desc
TableNumber	varchar	3	Table Number
Status	varchar	30	Table Status
CusCode	char	9	Customer Code

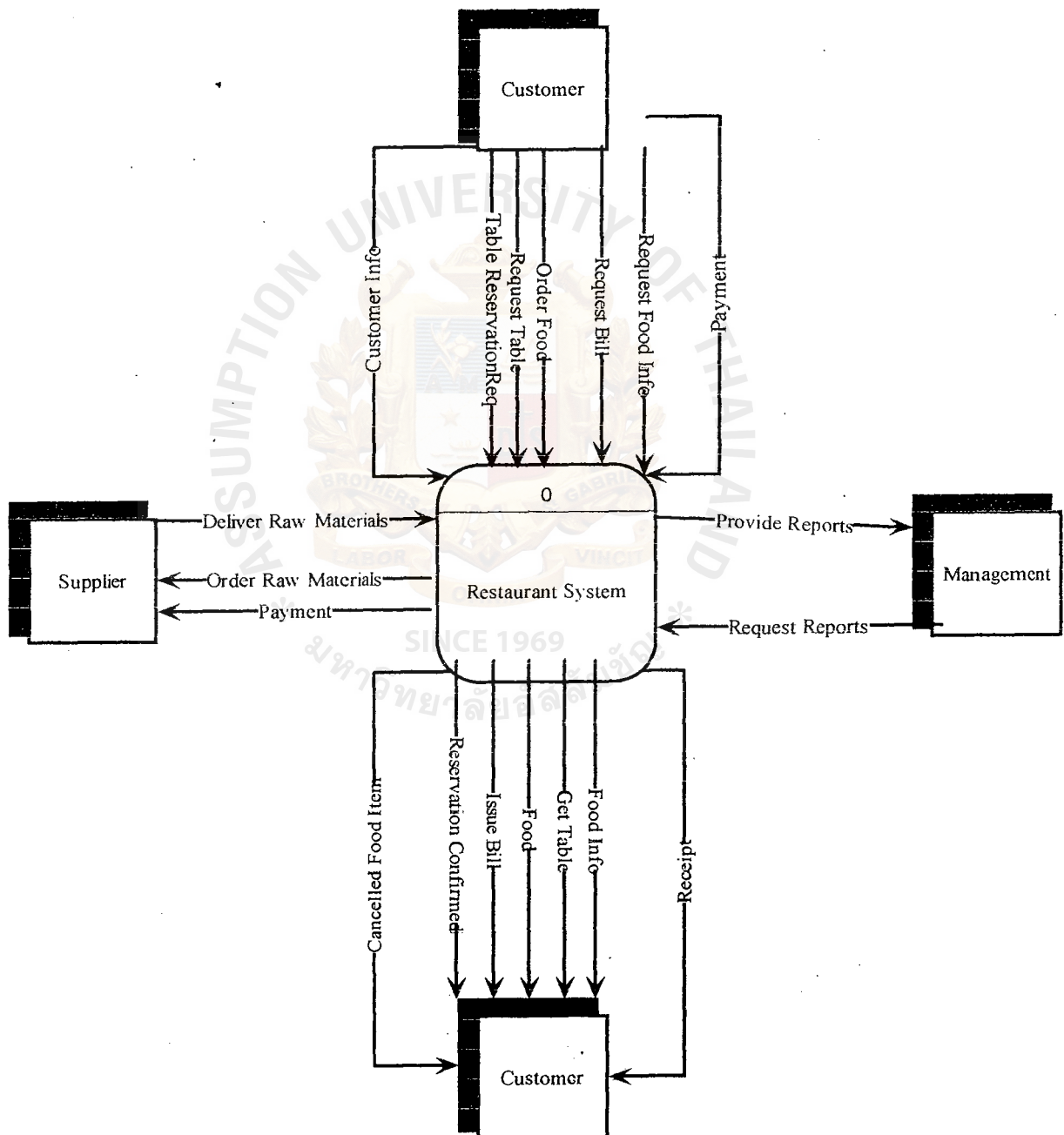
4.2 Entity Relationship Diagram

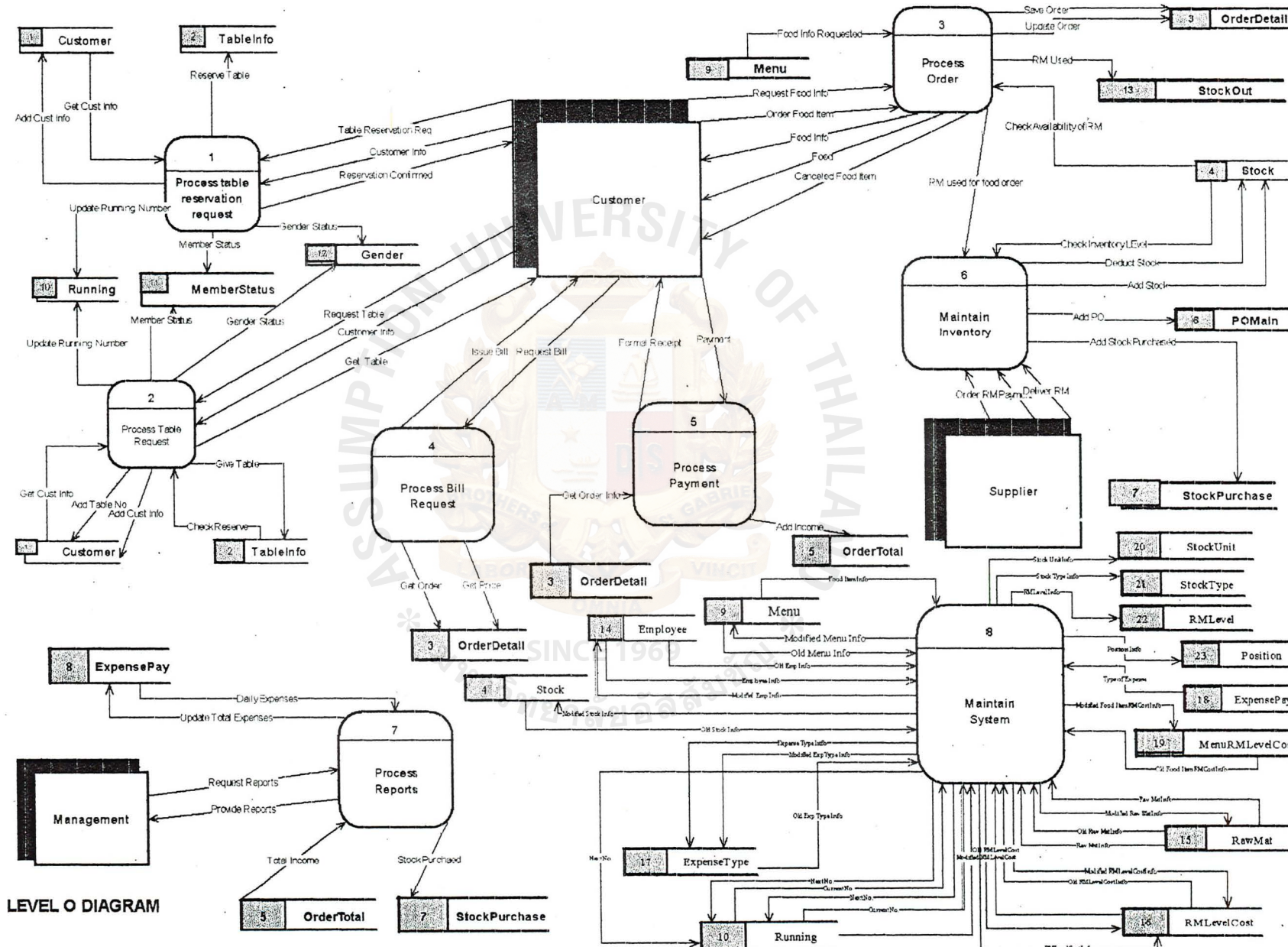
ENTITY RELATIONSHIP DIAGRAM



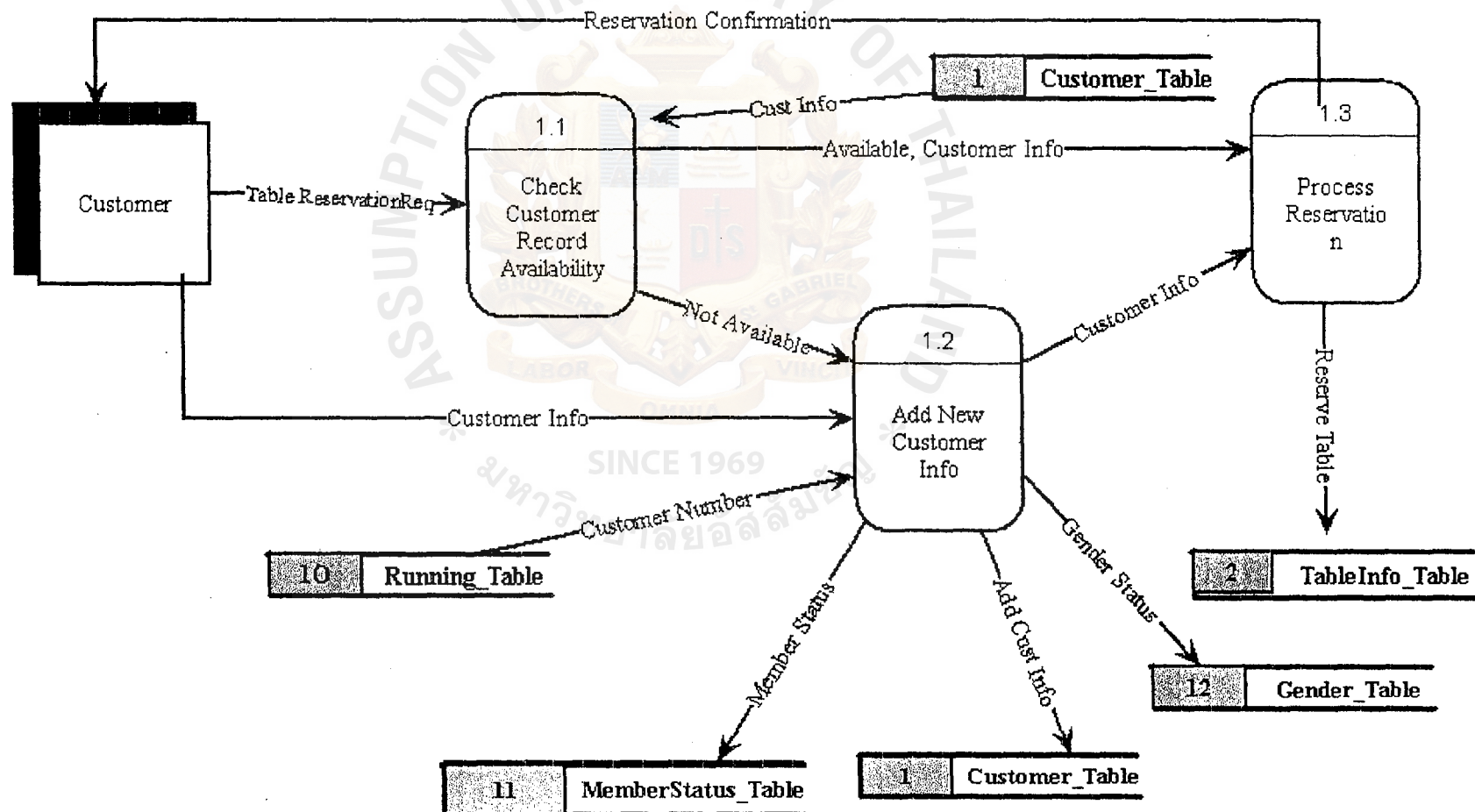
4.3 Data Flow Diagram

CONTEXT DIAGRAM

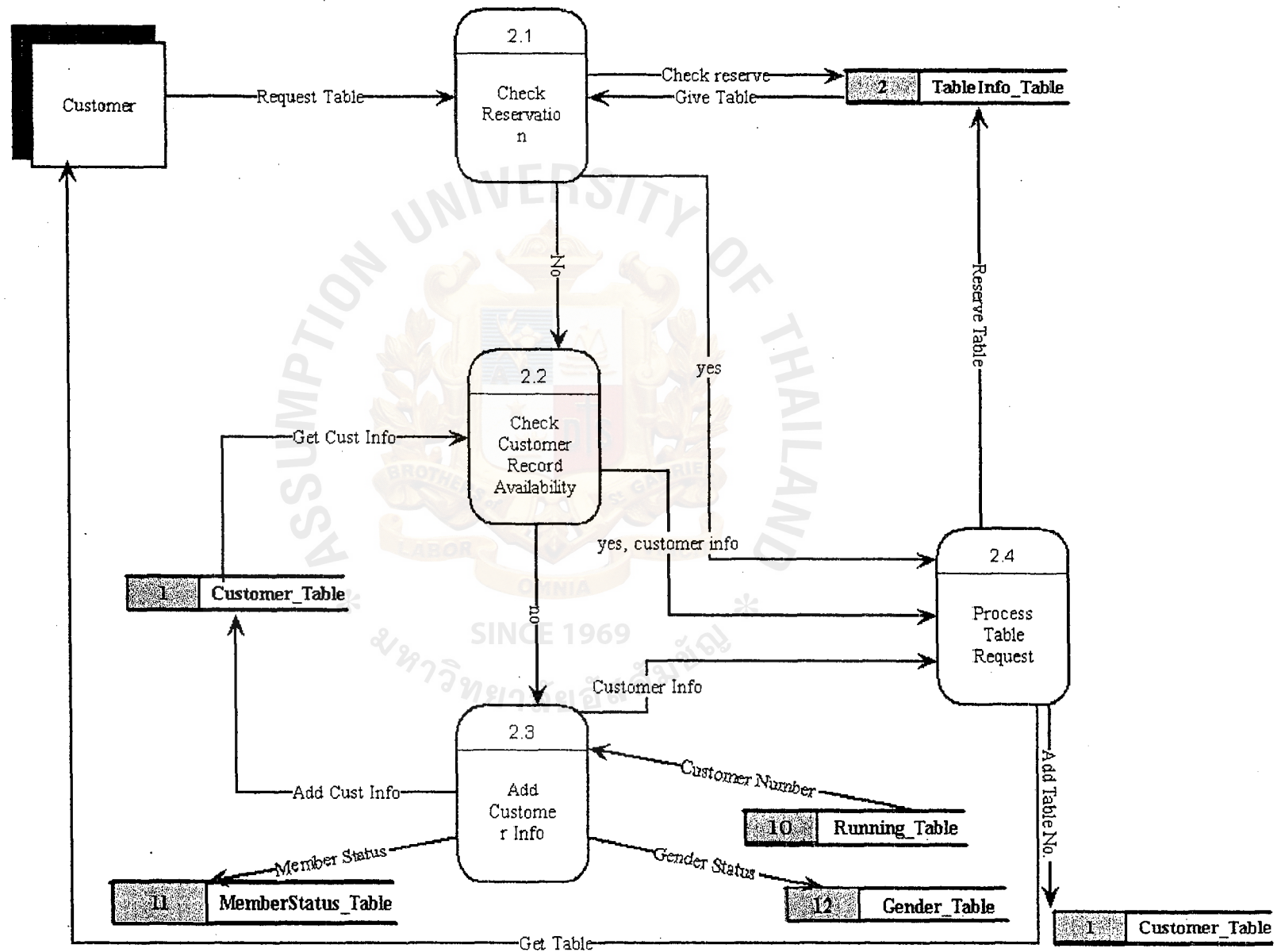




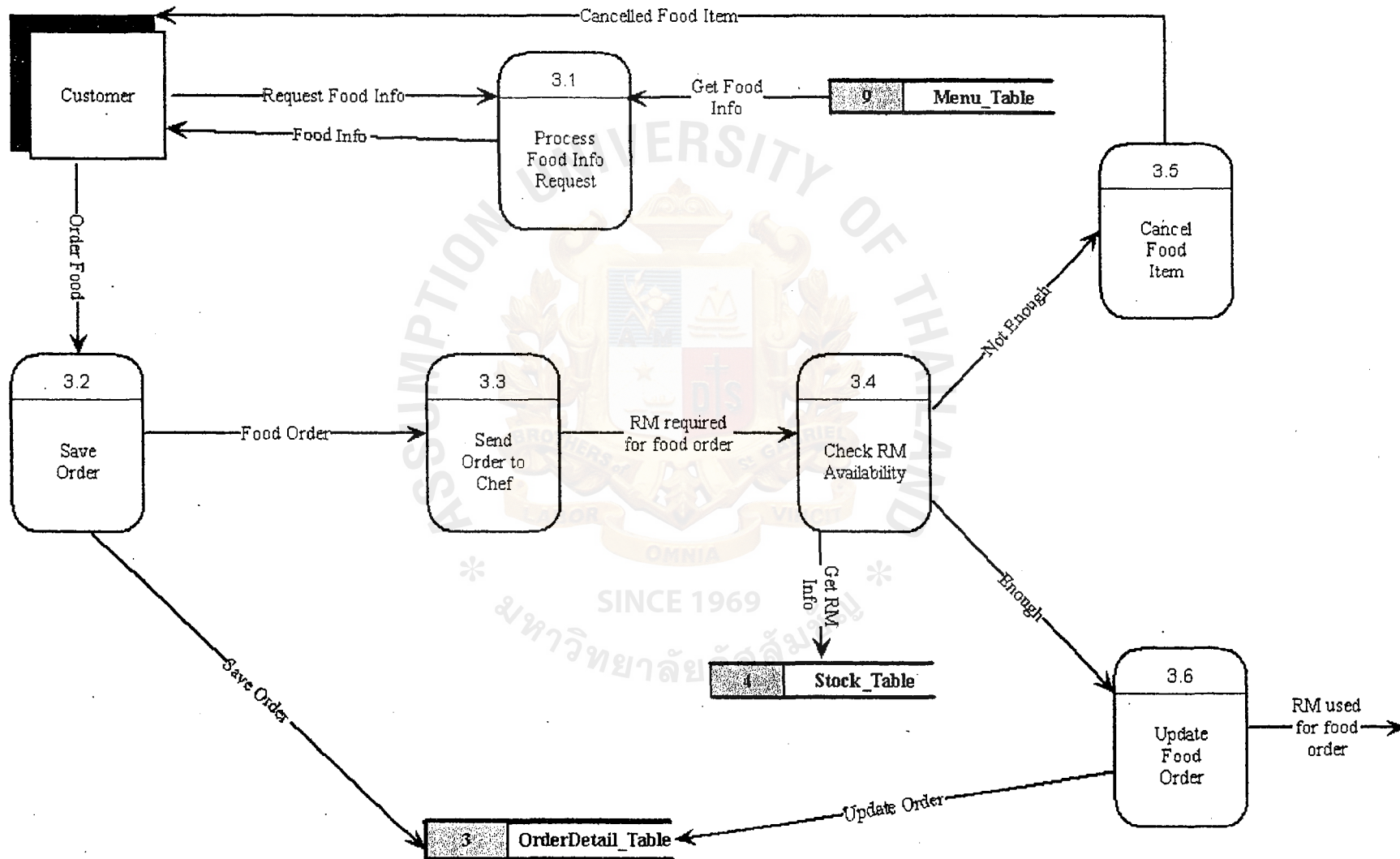
LEVEL 1 - PROCESS 1



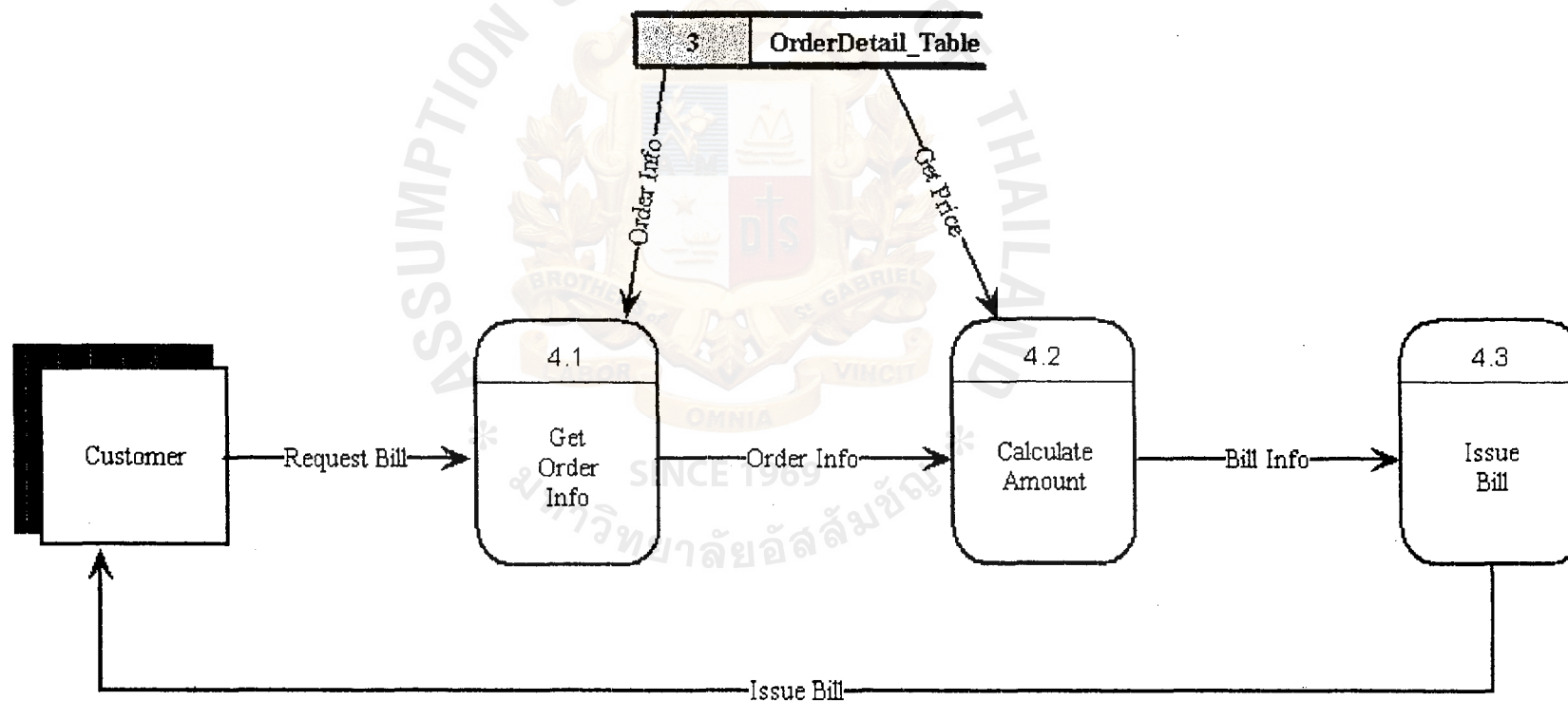
LEVEL 1 - PROCESS 2



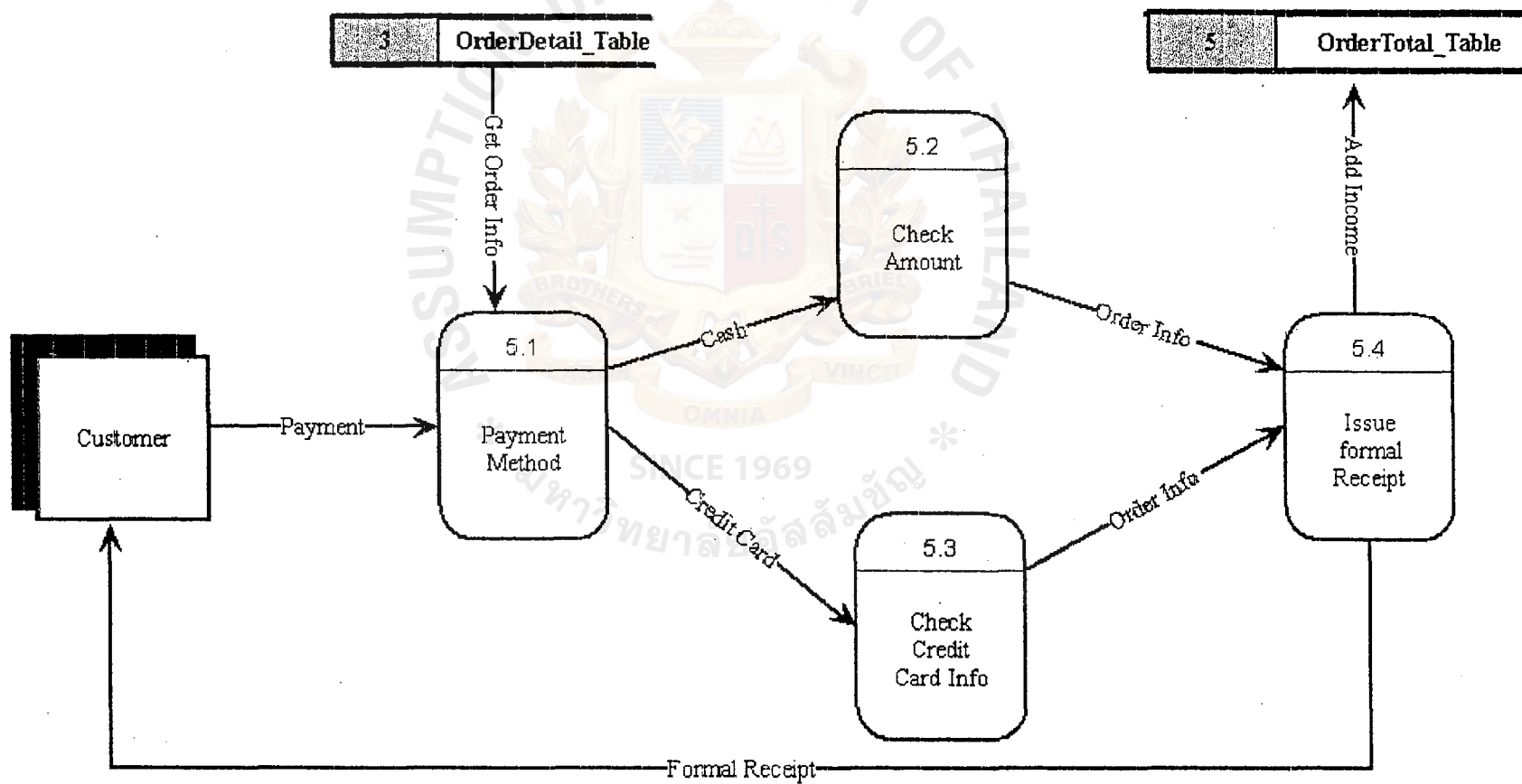
LEVEL 1 - PROCESS 3



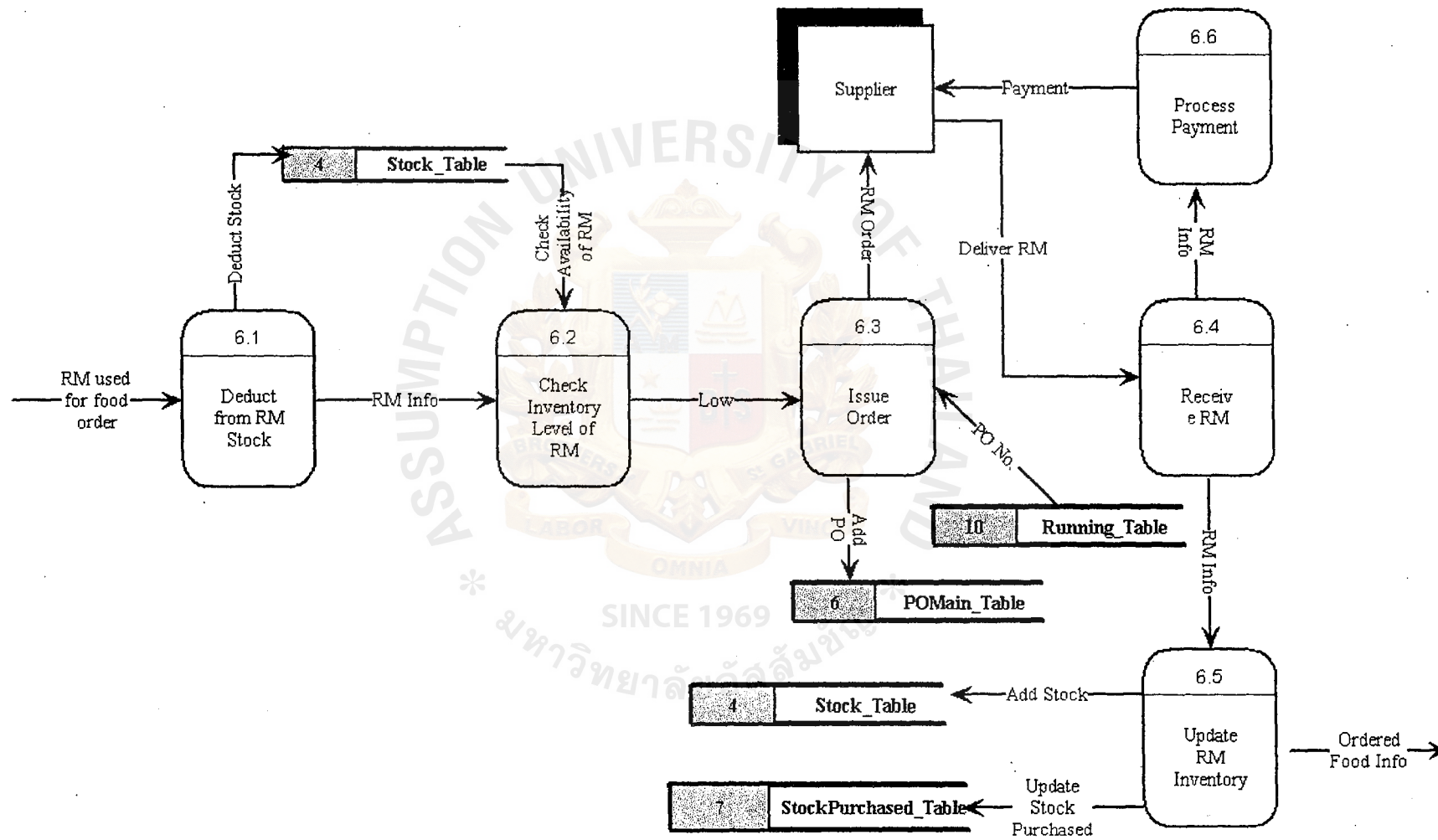
LEVEL 1 - PROCESS 4



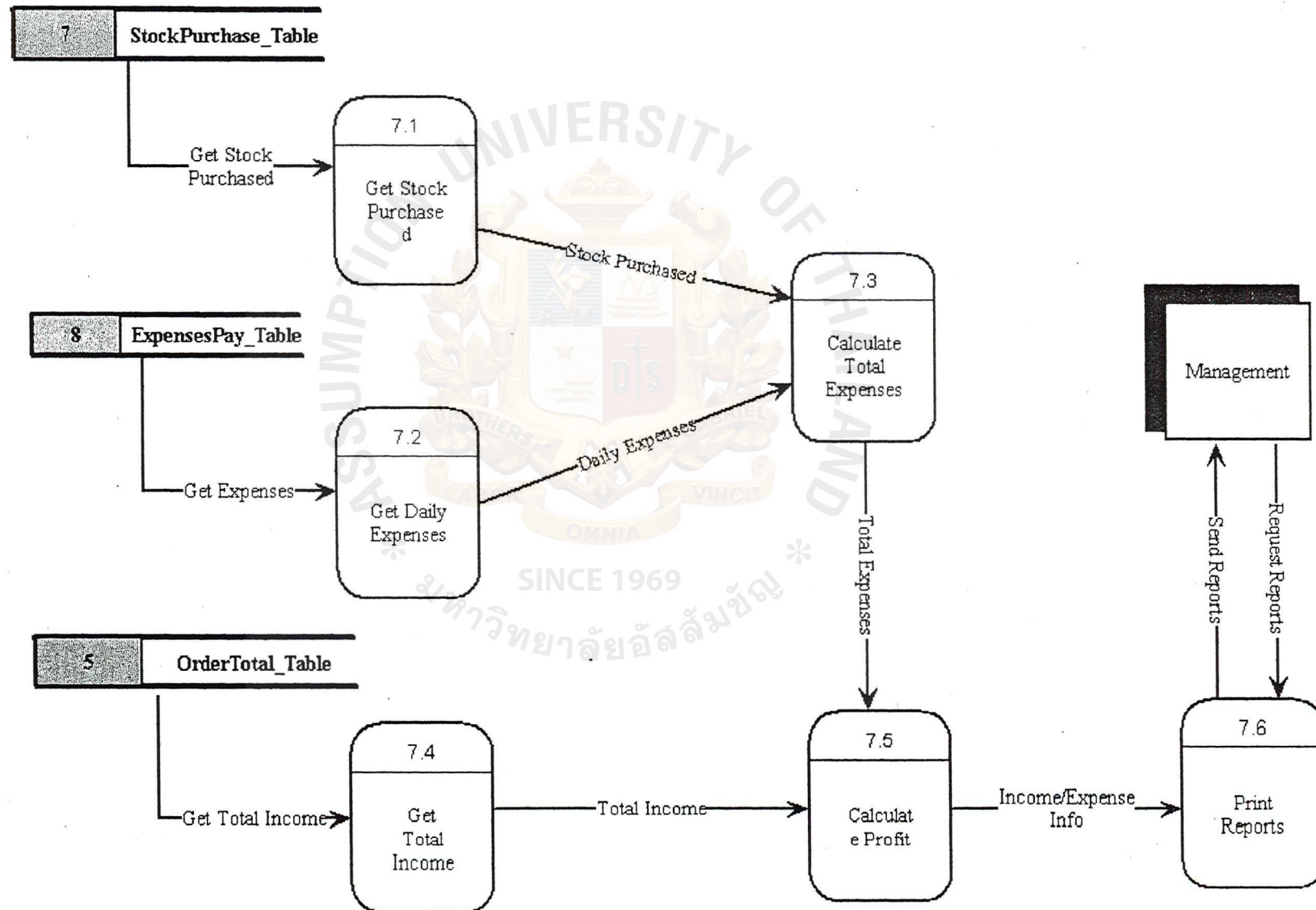
LEVEL 1 - PROCESS 5



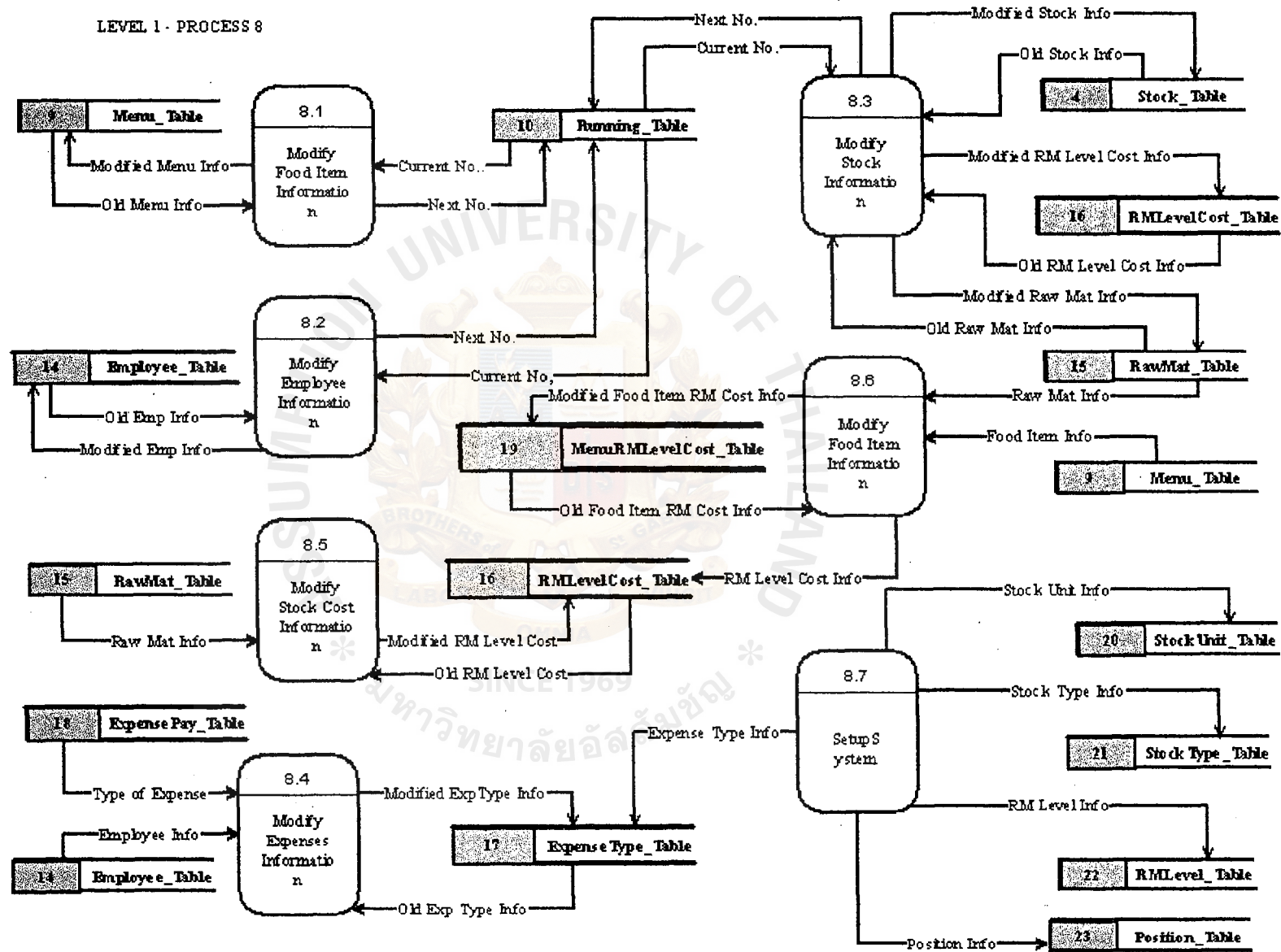
LEVEL 1 - PROCESS 6



LEVEL 1 - PROCESS 7



LEVEL 1 - PROCESS 8



CHAPTER 5

PROJECT IMPLEMENTATION

5.1 Introduction

The system is designed to be implemented in a client/server environment. In order to use the system, we must have a server dedicated for a database server. The DBMS that is used in the system is Microsoft SQL Server 2000 Enterprise Edition. Other than this, each system's user must have a thin client with our software installed. As each user must be connected to the database server and retrieving data from the server time by time, the network infrastructure should be designed to support this.

5.2 Backup Implementation

Due to the importance of data to the system, database must have backup. A scheduled database backup must be performed so that if anything ever happen, the system can be put back in its last known good condition. Incremental backup can be processed on a daily basis whereas a full backup of the database must be done on a weekly basis. The backup of the database should not be stored in the same box as the database server because if the damage happened on the server hard disk, you will lose both your current database and backup database. It is recommended to have a backup database server for database backup. Apart from this, you are suggested to have the database backup on the tape in order to make sure that if anything ever happens to both database servers, the system can still be brought up.

For each client, after all the required software has been installed, a full system backup can be done so that if a damage happens to the client, the backup can be applied immediately to get the client back to the good functioning position.

5.3 System Requirements

System requirements are as follows:

Database Server:

- 10/100 Network Interface Card.
- Microsoft Windows 2000 Server or Advanced Server
- Microsoft SQL Server 2000 Enterprise Edition

Backup Database Server:

- 10/100 Network Interface Card
- Microsoft Windows 2000 Server or Advanced Server
- Microsoft SQL Server 2000 Enterprise Edition

Clients:

- 10/100 Network Interface Card
- Display card that support 1024 x 768.
- Microsoft Windows 2000 Professional

- Restaurant Pro

Hardware Requirements:

- 19 Client Computers (15 Tables + Cashier + Chef + Administrator + Manager)
- 2 Server Computers (DB Server + Backup DB Server)
- 21 UPS (19 clients + 2 servers)
- Scanner
- Digital Camera
- 3 Laser Printer (Cashier + Administrator + Manager)
- 24 Ports Switch
- Tape Drive
- Tape Disk
- Network Cable

5.4 Cost Estimation

Estimated Cost:

- 19 clients X 25,000 = 475,000
- 2 servers X 100,000 = 200,000
- 21 UPS X 3000 = 63,000
- 1 scanner X 4,000 = 4,000
- 1 digital camera X 20,000 = 20,000
- 3 laser printers X 15,000 = 45,000

- 24 ports switch X 16,500 = 16,500
- 1 tape drive X
- 24 tape disk X
- 1000 yards network cable X



CHAPTER 6

CONCLUSION AND RECOMMENDATIONS

6.1 Conclusions

This prototype was developed in order to make restaurants more productive. This system can help restaurants to efficiently conduct their day-to-day operations. The system also helps the restaurant management to collect a lot of useful data and analysis.

The developed prototype can be used effectively in either a small-scale restaurant or a large-scale restaurant as it works on client-server technology. Data provided by the system if used intelligently can prove to be a decisive factor in the outcome of the success of the system.

6.2 Recommendations

This prototype system provides useful insights into many features that can be integrated in a Restaurant System. However, some features might be lacking in complexity or depth but enhancing the system based on the given features will make a good software.

Although the system has quite a lot of useful features, some important features are lacking. The system is not integrated with the web. Future work on this project can look at the possibility of the customer making reservations through the Internet or checking available seats at a particular time of the day.

REFERENCES

- Modern System Analysis & Design, Third Edition, International Edition – Jeffery A. Hoffer, Joey F. George, Joseph S. Valacich



APPENDIX A: USER INTERFACE

1. Administrator Login

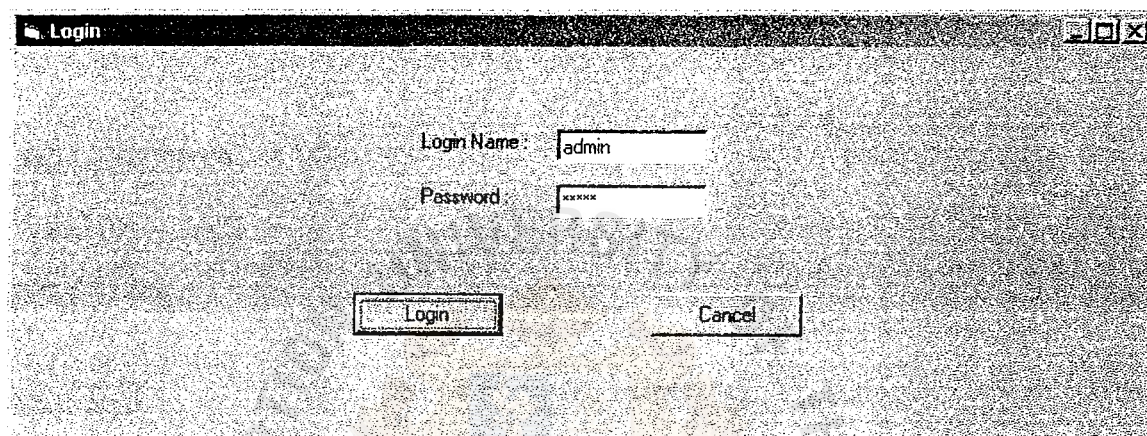


Figure A.1 Login Screen

Enter your login name and password to get into the system.

2. Food Item Information

Restaurant Pro 2002 - [Food Item]

General Info Purchase Stock Expenses Customer Employee Kitchen Profit Analysis Reports

New Open Save Delete k << >> >| Exit

Food Item

Code: MEN000003

Name: Vanilla Ice Cream Category: Dessert Price: 15

Details:

Promotion:

Qty. Ordered: 0

Remarks:

Browse

Code	Name	Category	Price	Qty. Ordered
MEN000003	Vanilla Ice Cream	Dessert	15	0
MEN000001	French Fries	Fried	35	10
MEN000002	Hamburger	Fried	65	5

Start with Contains Search Show All

Figure A.2 Food Item Information

Create New, Make Changes or Delete the Food Item Information.

3. Customer Information

Restaurant Pro 2002 - [Customers]

General Info Purchase Stock Expenses Customer Employee Kitchen Profit Analysis Reports

New Open Save Delete K << >> >> Exit

Customer Info:

Code: CUS000001
Name: Mr. Taksan
Age: 32 Gender: Male Membership: Member No. of visits: 1
Addr. 1:
Addr. 2:
Tel: Mobile: E-Mail:

Customer Information						
Code	Name	Gender	Tel	Mobile	E-Mail	Membership
CUS000001	Mr. Taksan	Male				Member
CUS000002	Mrs. Pojamon	Female				Non-Member

Start with Contains Search Show All

Figure A.3 Customer Information

Create New, Make Changes or Delete Customer Information.

4. Employee Information

Restaurant Pro 2002 - [Employee]

General Info Purchase Stock Expenses Customer Employee Kitchen Profit Analysis Reports

New Open Save Delete K << >> >| End

Employee Info

Emp. Code: EMP000003

Name: Mrs. Ornuma

Gender: Female Position: Cashier

Leave Days: 0 Wage: 400

Login Name: ornuma Password: ornuma

Addr. 1:

Addr. 2:

Tel: Mobile: Email:

Code	Name	Gender	Position	Tel	Mobile	Email
EMP000001	Admin	Male	Manager			
EMP000002	Mr. Somsak	Male	General Manager			
EMP000003	Mrs. Ornuma	Female	Cashier			

Start with: Search Show All

Contains:

Figure A.4 Employee Information

Create New, Make Changes and Delete Employee Information.

5. Stock Information

Restaurant Pro 2002 - [Stock]

General Info Purchase Stock Expenses Customer Employee Kitchen Profit Analysis Reports

New Open Change Delete K << >> > Exit

Stock Info

Code: STK000001
Name: Potato Category: Others
On hand: 0 Unit: Kg

Stock Information

Code	Name	Category	On Hand	Unit
STK000004	Meal	Fresh	0	Kg
STK000003	Bread	Others	0.1	Kg
STK000002	Oil	Others	0	Bottle
STK000001	Potato	Others	0	Kg

☐ Start with ☐ Contains

Search Show All

Figure A.5 Stock Information

Create New, Make Changes and Delete Stock Information.

6. Purchase Order

Restaurant Pro 2002 - [Purchase Order]

General Info Purchase Stock Expenses Customer Employee Kitchen Profit Analysis Reports

Purchase Order No.: 00000004 New Purchase Order Search

RowID	Code	Name	Category	Quantity	Unit	PricePerUnit	Total Price
5	STK000001	Potato	Others	25	Kg	18	450
4	STK000002	Oil	Others	7	Bottle	60	420
2	STK000003	Bread	Others	20	Kg	40	800
3	STK000004	Meat	Fresh	10	Kg	60	600

New Item Delete Item Exit

Figure A.6 Purchase Order

Create New Purchase Order

Search for a Purchase Order

Delete an item purchased from a Purchase Order

7. Item Purchasing

Purchase Item

Stock: Oil

Quantity: 34 Bottle

Price Per Unit: 50

Total: 1700

By: Mr. Somsak

OK Cancel

Figure A.7 Purchase Item

Add an item purchased to a Purchase Order.

8. Payment for Stock Purchased

Restaurant Pro 2002 - [Payment for Stock Purchased]

General Info Purchase Stock Expenses Customer Employee Kitchen Profit Analysis Reports

Purchase Order Summary		
Purchase Order No	Purchase Date	Total Amount
PO000001	2/2/2002	1220

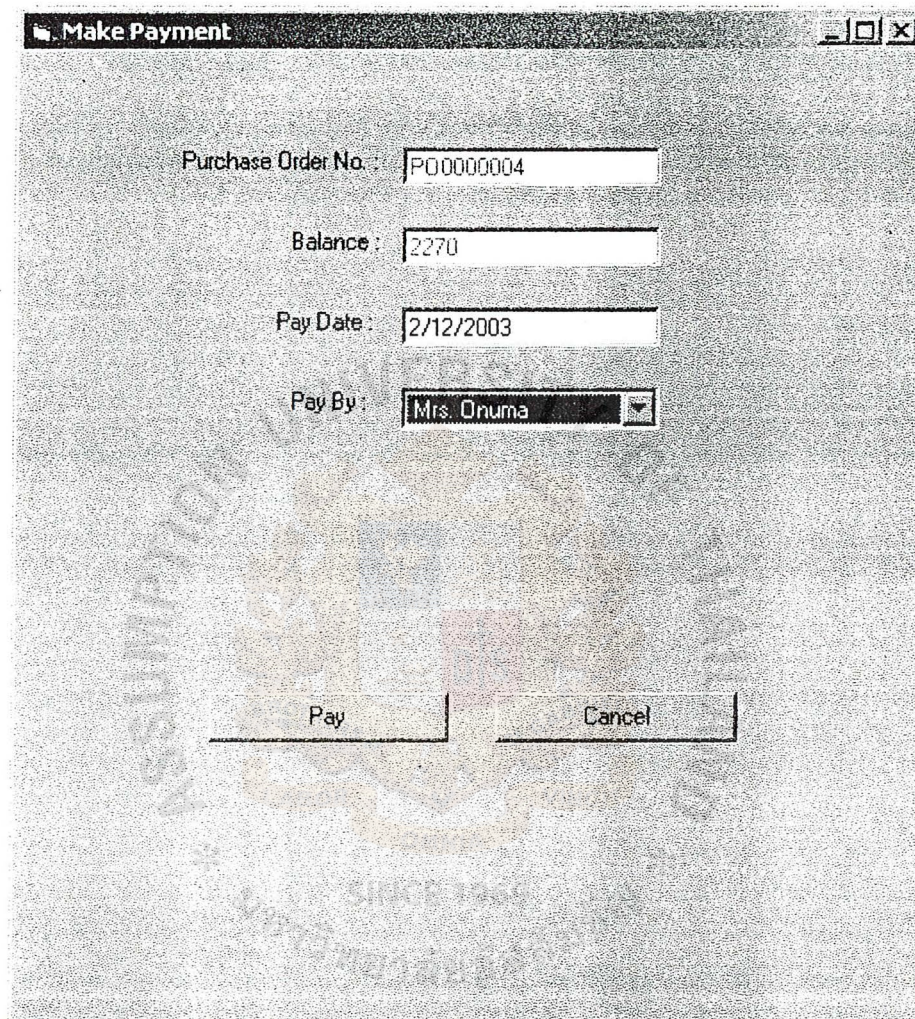
Purchase Order Details						
Code	Name	Category	Quantity	Unit	PricePerUnit	Total Amt
STK000001	Potato	Others	25	Kg	18	450
STK000002	Oil	Others	7	Bottle	60	420
STK000003	Bread	Others	20	Kg	40	800
STK000004	Meat	Fresh	10	Kg	60	600

Make Payment

Figure A.8 Payment for Stock Purchased

Make payment for a Purchase Order

9. Make Payment



Make Payment

Purchase Order No. : P00000004

Balance : 2270

Pay Date : 2/12/2003

Pay By : Mrs. Onuma

Pay Cancel

Figure A.9 Make Payment

Make Payment for a Purchase Order.

10. Entering Expenses

Restaurant Pro 2002 - [Expenses] 1/9 2/9

General Info Purchase Stock Expenses Customer Employee Kitchen Profit Analysis Reports

Expenses

Expense Type: Electricity Expenses

Amount: 1200

Pay Date: 2/12/2003

Pay By: Mr. Somchai

Pay

RecID	Pay Date	Exp. Type	Amount
1	2/11/2003	Employee Salary	3000
2	2/12/2003	Telephone Expenses	230

Delete Edit

Figure A.10 Entering Expenses

Enter all the expenses into the system.

11. Table Reservation

Restaurant Pro 2002 - [Table Reservation]

General Info Purchase Stock Expenses Customer Kitchen Profit Analysis Reports

Table Reservation

Tables: 2

Customer: Mr. Suvit

No. of People: 6

Time: 8:00:00 PM

Reserved

Reserved Table		
Table Number	Customer	Reserve Time
3	Mr. Banham	2/19/2003 6:00:00 PM

Cancel Reservation

Figure A.11 Table Reservation

Enables customer to reserve a table.

12. Table Selection

Restaurant Pro 2002 - [Select Table]

General Info Purchase Stock Expenses Customer Kitchen Profit Analysis Reports

Select Table

Tables: 2

Customer: Mr. Cheovet

Number of Person: 2

OK

Figure A.12 Select Table

Enables customer to select a table.

13. Ordering Food

The screenshot displays the 'Restaurant Pro 2002 - [Order]' window. The menu bar includes 'General Info', 'Purchase Stock', 'Expenses', 'Customer', 'Employee', 'Kitchen', 'Profit Analysis', and 'Reports'. The main area is titled 'Order' and contains the following fields:

- Table Number:** 3
- Date:** 2/12/2003
- Time:** 2:31:13 PM
- Food Category:** Desert
- Food Name:** Vanilla Ice Cream
- Quantity:** 7
- Price:** 15
- Details:** (empty text field)
- Promotion:** (empty text field)
- Remarks:** (empty text field)
- Special Request:** (empty text field)

An 'Order' button is located at the bottom right of the form area. A small logo for 'Asian.com' is visible on the right side of the form.

Figure A.13 Ordering Food

Enables customer to order food item from the screen.

14. Checking Order Status

Restaurant Pro 2002 - [Order Status] [?] [X]

General Info Purchase Stock Expenses Customer Employee Kitchen Profit Analysis Reports [?] [X]

Order Status

Tablet Number:

Order Status				
Code	Name	Quantity	Status	Price
MEN000001	French Fries	1	Waiting	35
MEN000002	Hamburger	2	Waiting	130
MEN000001	French Fries	1	Waiting	35

Current Balance: Bath

Figure A. 14 Order Status

Enables customer to check the status of all the ordered items.

15. Payment

The screenshot shows the 'Check Bill' window of the 'Restaurant Pro 2002' application. The window has a menu bar with options: General Info, Purchase Stock, Expenses, Customer, Employee, Kitchen, Profit Analysis, and Reports. The main area contains a form with the following fields and controls:

- Table Number:** A dropdown menu showing the value '2'.
- Amount:** A text input field containing '75.1'.
- Balance:** A text input field containing '235.4'.
- Pay by:** Two radio button options:
- ☒ Cash
- ☐ Credit Card
- Buttons:** Two buttons at the bottom: 'Pay' and 'Bill Slip'.

Figure A.15 Payment

Enables cashier to print out the bill and complete the payment.

16. Delivered Item Checking

Restaurant Pro 2002 - [Food Item Deliver]

General Info Purchase Stock Expenses Customer Employee Kitchen Profit Analysis Reports

Table: 2 OK

RowID	Code	Name	Quantity	Status
5	MEN000001	French Fries	1	Received
6	MEN000002	Hamburger	2	Received
9	MEN000001	French Fries	1	Received

Complete

Figure A.16 Delivered Item Checking

Enables chef to mark the completed food item

17. Defining cost of the stock

Restaurant Pro 2002 - [Define Stock Cost]

General Info Purchase Stock Expenses Customer Employee Kitchen Profit Analysis Reports

Define Stock Cost

Stock: Bread

Level: 1

Quantity: 100 Kg

Cost: 0 Bath

Open Save Exit

Figure A. 17 Defining cost of the stock

Enables system administrator to set the quantity and cost for each level of a particular stock item.

18. Defining Food Item Cost

Restaurant Pro 2002 - [Define Food Item Cost]

General Info Purchase Stock Expenses Customer Employee Kitchen Profit Analysis Reports

Define Food Item Cost

Food Item: French Fries

Stock: Potato

Level: 1

Quantity: 0.1 Kg

Cost: 10 Bath

Add

FoodID	Stock	Level	Quantity	Cost
1	Potato	1	0.1	10
2	Oil	1	0.1	10

Delete

Figure A.18 Defining Food Item Cost

Enables system administrator to define the level of stock item needed for a particular food item.

19. Stock Report

Restaurant Pro 2002 - [Stock Available]

General Info Purchase Stock Expenses Customer Kitchen Profit Analysis Reports

100% 1 of 1+

Preview

Fresh
Ingredients
Others

9/1/2003 2:52:07AM

Stock Available as on 9/1/2003

Fresh

Fresh Chicken	8.30	Kg.
Fresh Fish	9.80	Kg.
Fresh Meat	61.40	Kg.
Fresh Pork	12.40	Kg.
Fresh Shrimps	15.00	Kg.

Ingredients

Chili Sauce	10.20	Bottle
Coconut Juice	76.50	Bottle
Fish Sauce	3.00	Bottle
Noodle	127.20	Kg.
Papaya	68.20	Kg.
Pork Oil	80.60	Bottle

Figure A.19 Stock Report

Enables system administrator to know the current stock level in the system.

20. Sales Report

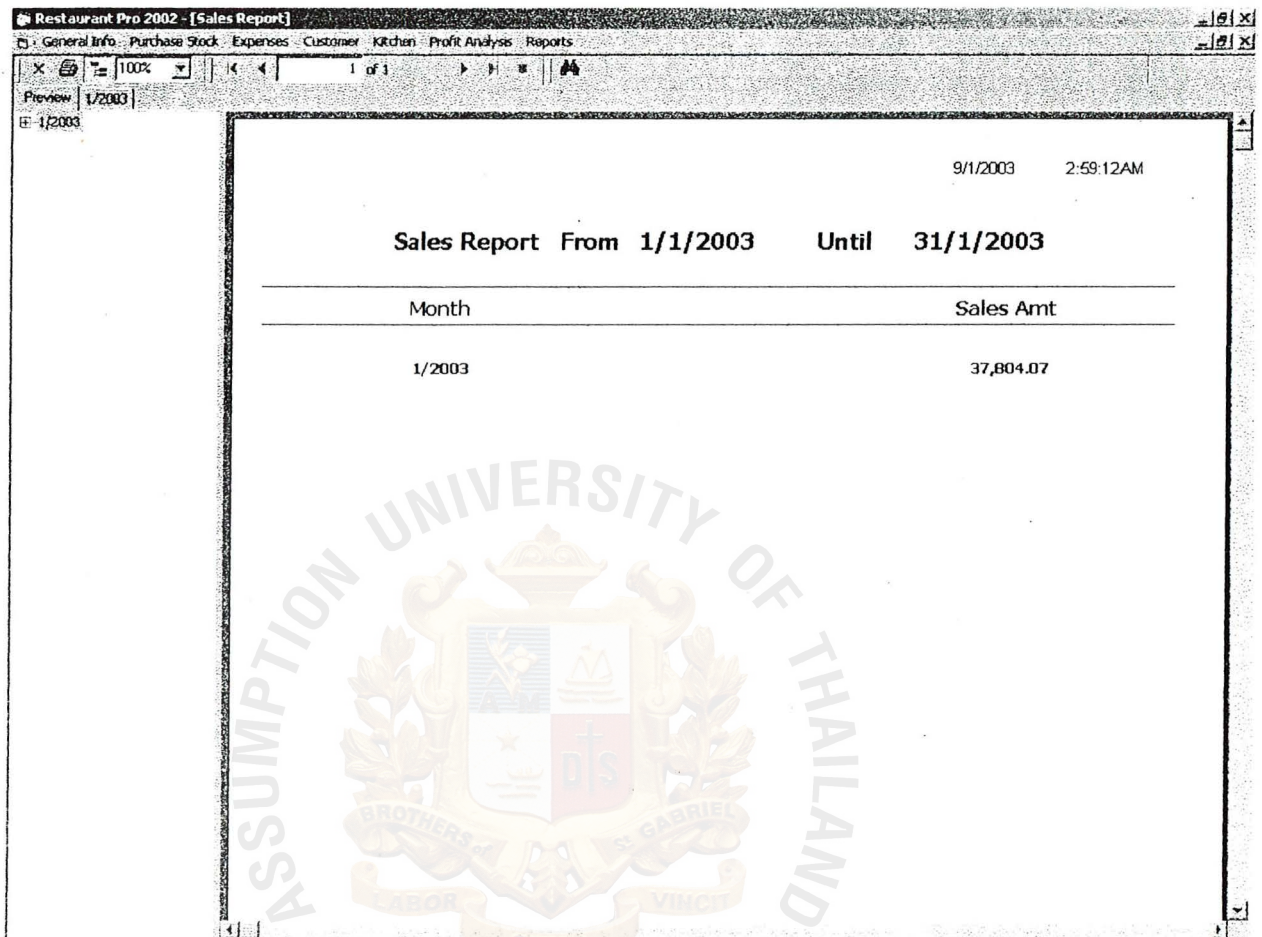


Figure A.20 Sales Report

Enables system administrator to know the sales amount of the restaurant.

21. Incoming Stock Report

Restaurant Pro 2002 - [Incoming Stock]

General Info Purchase Stock Expenses Customer Kitchen Profit Analysis Reports

100% 1 of 1

Preview

- Coconut Juice
- Noodle
- Papaya
- Phuak
- Pork Oil
- Vegetable Oil

9/1/2003 3:00:27 AM

Incoming Stock as on 9/1/2003

Raw Material	Quantity	Unit
Coconut Juice	80.00	Bottle
<input type="text" value="Group #1 Name (String)"/>		
Noodle	130.00	Kg.
Papaya	70.00	Kg.
Phuak	150.00	Kg.
Pork Oil	90.00	Bottle
Vegetable Oil	80.00	Bottle

Figure A.21 Incoming Stock Report

Enables system administrator to examine stock coming into the restaurant on a daily basis.

22. Outgoing Stock Report

Restaurant Pro 2002 - [Outgoing Stock]

General Info Purchase Stock Expenses Customer Kitchen Profit Analysis Reports

100% 1 of 2

9/1/2003 3:01:17AM

Outgoing Stock as on 8/1/2003

Raw Material	Quantity	Unit
Banana	1.20	Kg.
Chili Sauce	0.70	Bottle
Coconut Juice	5.10	Bottle
Fak Thong	0.60	Kg.
Fresh Chicken	3.90	Kg.
Fresh Fish	1.80	Kg.
Fresh Meat	2.40	Kg.
Fresh Pork	2.90	Kg.
Fresh Shrimps	5.40	Kg.

Banana
 Chili Sauce
 Coconut Juice
 Fak Thong
 Fresh Chicken
 Fresh Fish
 Fresh Meat
 Fresh Pork
 Fresh Shrimps
 Noodle
 Papaya
 Phuak
 Pork Oil
 Rice
 Vegetable Oil

Figure A.22 Outgoing Stock Report

Enables system administrator to examine stock going out of the restaurant on a daily basis.

23. Sales Report – Food Category

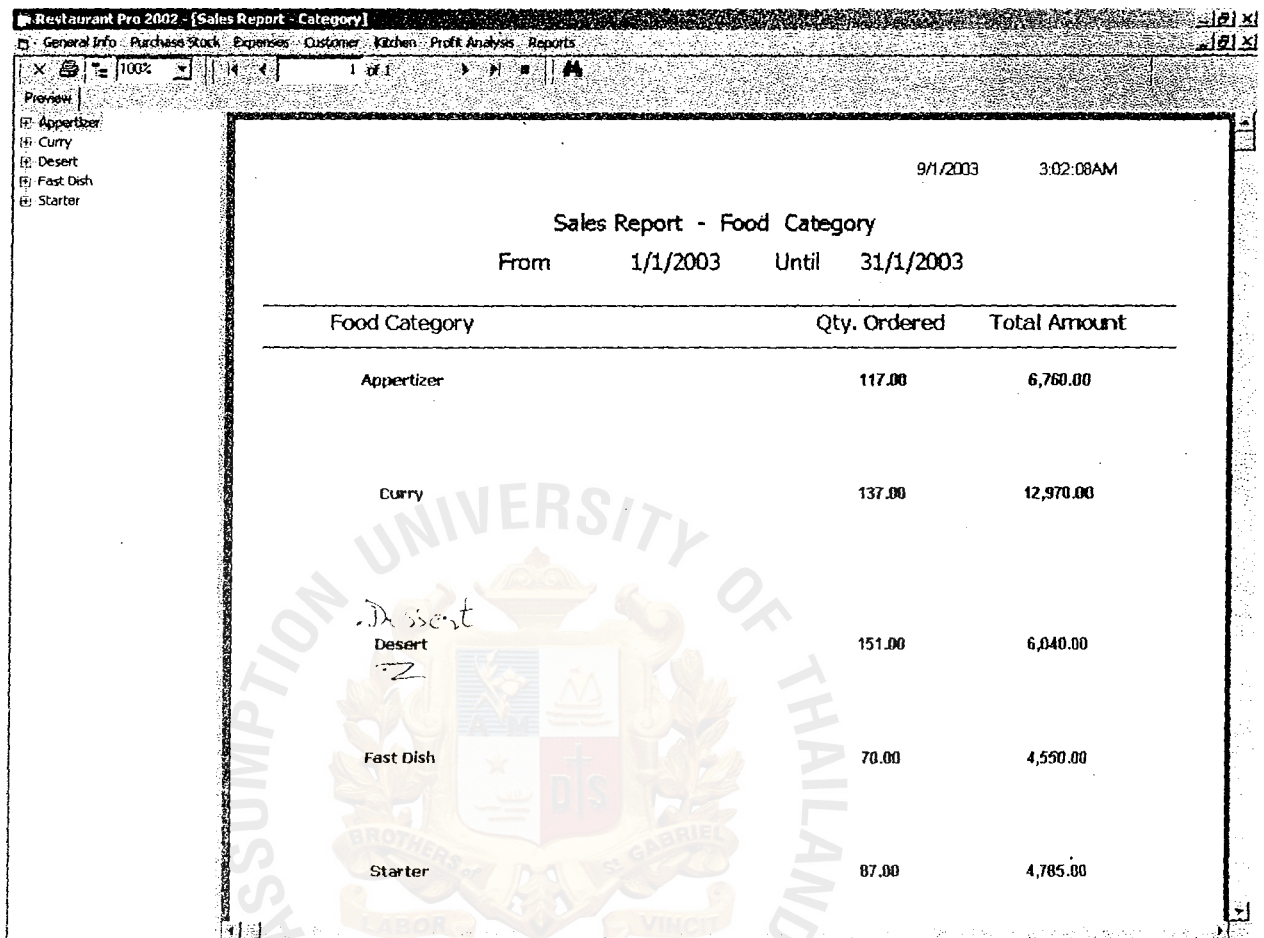


Figure A.23 Sales Report – Food Category

Enables system administrator to view the restaurant's sales bases on the type of the food sold.

24. Popular Food Item - Daily

Restaurant Pro 2002 - [Popular Food Item - Daily]

General Info Purchase Stock Expenses Customer Kitchen Profit Analysis Reports

Preview: 1/3/2003 1/2/2003 1/1/2003

1/1/2003

Bua Loi Phuak	3.00
Kaeng Curry Kung	3.00
Kaeng Matsaman Neua	1.00
Kaul Buat Chi	7.00
Khiao Wan Neua	2.00
Khod Pad	1.00
Phat Thai	3.00
Pop Pla Thod	3.00
Sang Kha Ya Fak Thong	6.00
Satay	2.00
Som Tum	4.00
Thod Man Pla	4.00
Tom Kha Kai	3.00
Tom Yum Kung	5.00
Yum Thale	2.00

Figure A.24 Popular Food Item - Daily

Enables system administrator to know the most popular food item for a particular date.

25. Popular Food Item - Monthly

Restaurant Pro 2002 - [Popular Food Item - Monthly]

General Info Purchase Stock Expenses Customer Kitchen Profit Analysis Reports

Preview: 1/2003

1/2003

Bua Loi Phuak	63.00
Kaeng Curry Kung	42.00
Kaeng Matsaman Neua	23.00
Kaui Buat Chi	64.00
Khiao Wan Neua	16.00
Khod Pad	31.00
Mi Kob	16.00
Phat Thai	23.00
Pop Pia Thod	44.00
Sang Kha Ya Fak Thong	24.00

Figure A.25 Popular Food Item - Monthly

Enables system administrator to know the popularity of the food item for a particular month.

26. Profit Report

Restaurant Pro 2002 - [Profit Report]

General Info Purchase Stock Expense Customer Kitchen Profit Analysis Reports

100% 1 of 1

Preview

1/1/2003
1/2/2003
1/3/2003
1/4/2003
1/5/2003
1/6/2003
1/7/2003
1/8/2003
1/30/2003

9/1/2003 3:04:22AM

Profit Report - From 1/1/2003 Until 31/1/2003

Date	Profit
1/1/2003	1,394.00
2/1/2003	1,478.00
3/1/2003	1,136.00
4/1/2003	1,559.00
5/1/2003	1,793.00
6/1/2003	3,633.00
7/1/2003	2,241.00
8/1/2003	2,268.00
30/1/2003	1,405.00

Figure A.26 Profit Report

Enables system administrator to examine the daily profit of the restaurant.

27. Discount Report

Restaurant Pro 2002 - [Discount Report]

General Info Purchase Stock Expenses Customer Kitchen Profit Analysis Reports

100% 1 of 1

Preview

1/1/2003
1/2/2003
1/3/2003
1/4/2003
1/5/2003
1/6/2003
1/7/2003
1/8/2003
1/30/2003

9/1/2003 3:04:55AM

Discount Report
From 1/1/2003 Until 31/1/2003

Date	Amount
1/1/2003	347.22
2/1/2003	346.64
3/1/2003	288.96
4/1/2003	237.76
5/1/2003	258.95
6/1/2003	719.16
7/1/2003	402.54
8/1/2003	552.61

Figure A.27 Discount Report

Enables system administrator to have an idea of the discount given to the customers.

28. Expense Report

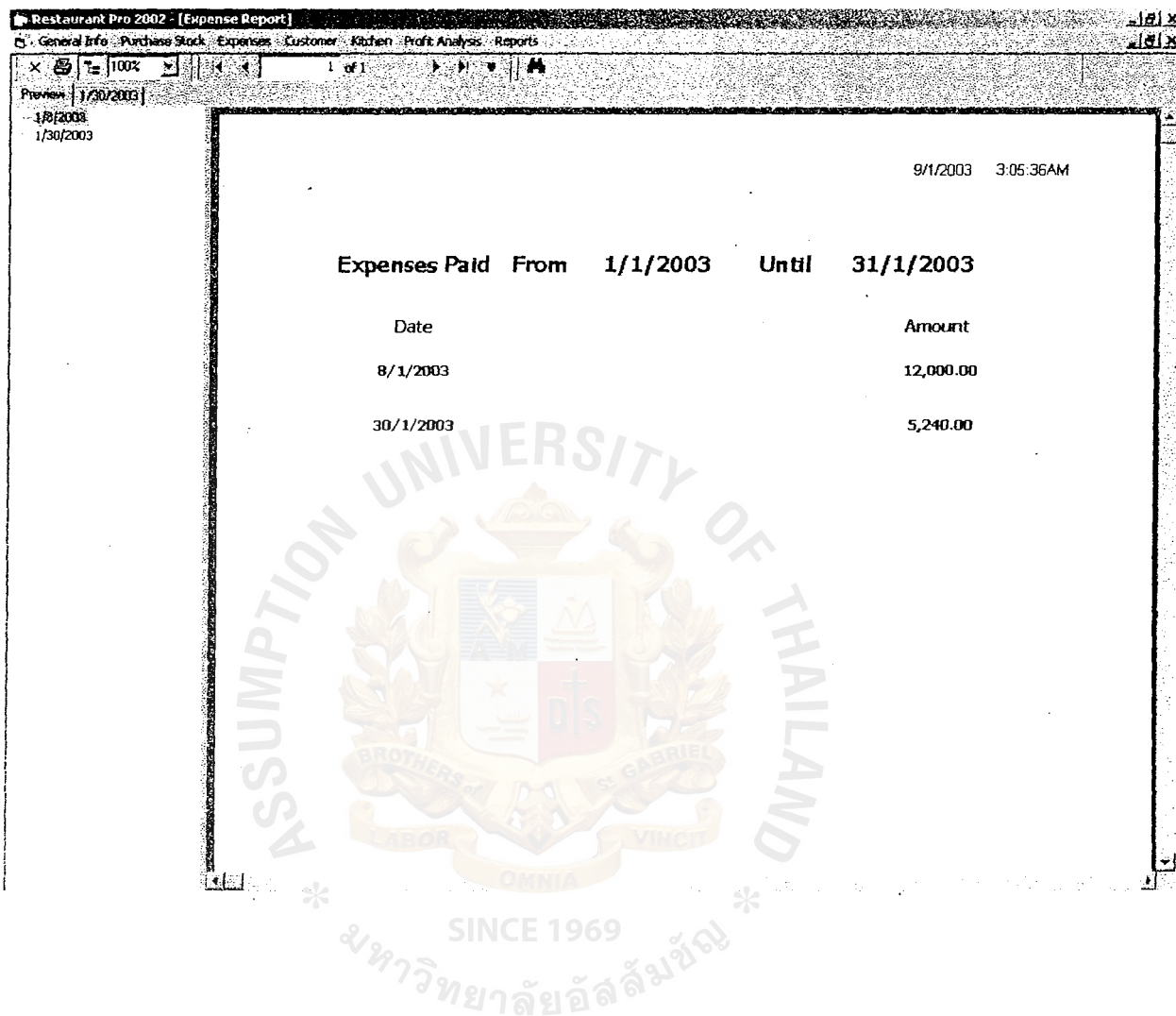


Figure A.28 Expense Report

Enables system administrator to know the expenses of the restaurant.

29. Customer Analysis

Restaurant Pro 2002 [Customer Analysis Report]

General Info Purchase Stock Expenses Customer Kitchen Profit Analysis Reports

100% 1 of 1

Preview

CUS000001
CUS000002
CUS000003
CUS000004
CUS000005
CUS000006

9/1/2003 3:06:23AM

Customer Behavior Analysis From 1/1/2003 Until 31/1/2003

Customer	No. of visits.	Paid Amt.	Persons.	Amt/Visit.	Pers/Visit.	Amt/Pers.
Mr. Thaksin	6	9,030.53	46.00	1,505.09	7.67	196.32
Mr. Chuan	3	3,636.94	17.00	1,212.31	5.67	213.94
Mr. Chaovalit	6	7,669.33	36.00	1,278.22	6.00	213.04
Mr. Bantham	6	8,045.38	38.00	1,340.90	6.33	211.72
Mr. Snoh	5	6,885.45	41.00	1,377.09	8.20	167.94
Mr. Suvit	2	2,536.44	9.00	1,268.22	4.50	281.83

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Figure A.29 Customer Analysis

Enables system administrator to know the behavior of the customers and plan for future promotions or campaigns.

