

UNIVERSITY TEKNOLOGY MARA

**CATERING BOOKING SERVICE
SYSTEM FOR TOK UMI IKAN
BAKAR RESTAURANT USING
AFFORDANCE PRINCIPLES**

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ABSTRACT

This project aimed to design a Catering Booking Service System for the Tok Umi Ikan Bakar Restaurant to overcome problems regarding inconsistent service level in the area of manual catering booking. The process was to simply accept walk-in orders and record payment receipt by hand using cash as payment method, which meant that it was prone to error and limited record collaboration, which caused delays to their operational process, with incomplete records. The main objective of the project was to design and build a web-based system for customers to view and select a catering package, book a catering service online and make a deposit payment. Additionally, it would support staff and admin in managing catering orders and have oversight of business operation. The system was developed using Waterfall methodology comprising activities of planning, analysis, system design, implementation, testing and evaluation. The system was built with tools; Visual Studio Code, PHP, and MySQL, evaluated using user testing, expert evaluation, and System Usability Scale (SUS) metrics. Evaluation results showed that the system achieved a user satisfaction with score of 76.23%. Expert feedback confirmed the system achieved its primary functional specifications and offered potential future enhancements. Specifically, the system can improve in many ways such as adding AI functional. In summary, the system has been developed to be an effective system to modernize the catering operations for the Tok Umi Ikan Bakar Restaurant. It provides practical value by digitizing important business processes, and academic value through the use of affordance theory and usability testing methods in a practical context. The project provides a basis from which enhancements can be developed.

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