

**Universiti Teknologi MARA**

**Food Pre-Ordering System with Customer  
Feedback using Android (FoPOS)**

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**Thesis Submitted in fulfillment of the requirement for  
Bachelor of Computer Science (Hons)  
Faculty of computer and Mathematical Sciences**

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## **SUPERVISOR'S APPROVAL**

### **FOOD PRE-ORDERING SYSTEM WITH CUSTOMER FEEDBACK USING ANDROID (FoPOS)**

By

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This report was prepared under the supervision of the project supervisor, Ms Samsiah Ahmad. It was submitted to the faculty of Computer and Mathematical Sciences and was accepted in partial fulfillment of the requirements for the degree of Bachelor of Computer Science (Hons).

Approved by



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Ms Samsiah Binti Ahmad  
Project Supervisor

JANUARY 26, 2015

## STUDENT'S DECLARATION

I certify that this report and the project to which it refers is the product of my own work and that the idea or quotation from the work of other people, published or otherwise are fully acknowledged in accordance with the standard referring practices of the discipline.

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## **ABSTRACT**

An increasing number of people are using smart phones and the availability of good Internet communication has greatly changing the way people access and interact in implementing business applications. However, only several restaurants in this country still used traditional way in doing ordering the food. This will lead problems to customer service such as misunderstanding between customer and waiter during food ordering process. Besides that, the other flaw is requiring many employers especially waiters to serve many customers at the same time. Usually, this happen during peak hours because many customers will have their breakfast and dinner on this time. Therefore, this paper is about Food Pre Ordering System with Customer Feedback using Android (FoPOS) which is developed to overcome the current problem of food ordering system. The customers can make their food pre order using the smart phone in any place with the internet connection. The customers just need to fill in the application form about their information, food and also the time of they will arrive to the restaurant for having their meals. The ordered make by the customer then will be sent to the database of the restaurant. The waiters in the restaurant will print out or write the ordered to be passed to the kitchen. Based on the finding and analysis, 23 respondents had answered the questionnaire and testing the FoPOS application on their mobile phone. After that, the researcher had analyzed and found out that the respondents are agreed with the system is attractiveness, the interface is user friendly and easy to use. Besides, respondents believe that FoPOS application can assist them in make the food ordering process become effectively.