

Universiti Teknologi MARA

**Restaurant Customer Self-ordering
System (RCSS) using The Concept of
Simplicity**

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ABSTRACT

This Restaurant Customer Self-ordering System (RCSS) project aims to replace the old and inefficient ordering approach commonly used by restaurants with a new and more efficient system. The traditional ordering system was inconvenient for both the restaurant and the customers because it needs a great deal of restaurant staff. The manual work done by the staff will result in certain human errors, such as giving the wrong bill to the customers, the waiter's handwriting being unattractive, and the order sequence being erroneous. Customers will be dissatisfied with the restaurant because of all these human faults. As a result, this RCSS was developed to assist the restaurant in improving its customer order management. When customers eat in the restaurant, they do not have to wait for order. This ordering system will increase customer satisfaction. The system design based on the concept of simplicity which covers five facets. The RCSS prototype passed the functionality test through unit testing. RCSS was created using the adapted System Development Life Cycle (SDLC), with PHP serving as the programming language and MySQL serving as the database.

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