University Teknologi MARA

Online Catering Reservation System (OCaRS)

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ABSTRACT

Nowadays, managing reservation orders manually on paper is not only time consuming but also inefficient resulting in incorrect reservation recording and a difficult to generate report for managers to see the month's sales. The aim of this project is to create an accurate, quick, and highly effective catering reservation system that will computerise the manual method of managing reservations which will be implemented on the website online catering reservation system. Staff and managers can use it to manage orders from customers, and customers can purchase products through the system. Using an internet connection, this system stores data from the server in an external database. To ensure the smooth development of this system, the Evolutionary Prototyping Model was adapted. The model is divided into six phases which is requirement gathering, analysis, build prototype, review prototype, refine requirements, and testing. Furthermore, the theory of the Ten Usability Heuristics served as a set of guidelines for developing the Online Catering Reservation System. A test plan have been developed for customers, staff, and managers to ensure that the system's functionality is met and their feedback is taken into account. All recommendations and enhancements received during the testing sessions can be used as a reference for future work to improve the system's functionality. It is hoped that the Online Catering Reservation System will improve the current business processes for U&A Catering's customers, staff, and manager.

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