

**UNIVERSITI TEKNOLOGI MARA**

**THE DEVELOPMENT OF RESPONSIVE WEB BASED  
RESERVATION SYSTEM FOR AL-FATEH STEAMBOAT  
RESTAURANT (RESTRESV)**

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## ABSTRACT

The food and beverage (F&B) industry is a rapidly growing industry in Malaysia, the Malaysian love eating at the restaurant as their enjoyable activities, they eat outside as to celebrate their love one, to release stress and to give self-reward after the hectic week of working. The issue appears when the restaurant or shop always full, the customer needs to wait their turn to get the table furthermore for the grouping eating, it is hard to get the enough table for them, this is happened because there is no system to shows table availability online. Thus, final year project aims to develop a responsive web-based reservation system for Al-Fateh restaurant. This project would focus on customer, restaurant staff and responsive web design platform. In other word the objective of the project is to identify the requirement, design and develop the responsive web-based system. The customer can book a table by inserting several people, time, and date. Customers also can view and check if the restaurant was full or not by looking at the table availability. Restaurant staff can check the booked table, staff can update table availability if the table has done with previous customers. For responsive web design, the customer can access the web system via various devices such as PC, Laptop or Smartphone. Web development life cycle (WDLC) is used to build this system as the suitable approach to build the website, the process is done until user testing as the deployment cannot be applied. As the result, the respondent can easily use the system, user can understand what the system wants, and the system is simple. The user of the system, customer, staff, and designer can use the system well. As the conclusion, the improvement of the system could be made is developing the application for android and iOS so the smartphone user does not need to open the browser to use the system, moreover the application is more presentable in design and user interface, for the future on the system features the users are able to surf the table availability by themselves, the system should show the table availability according to time and date so, the customer can survey which table is available and can be combine if needed.

*Keywords-Restaurant Reservation System; Responsive Web Design; Web Development Life Cycle; User testing; Al-Fateh Restaurant*

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# CHAPTER 1

## INTRODUCTION

### 1.1 Project Background

The food and beverage (F&B) industry is a rapidly growing industry in Malaysia, this is happening because Malaysian tend to eat outside such as restaurants, mamak, fast-food restaurants and stalls or hawker centres. There are several factors why people love eating outside, for example the people gain more interest in viral food promoted in social media so they will try the food at the nearest restaurant available. Next, a person usually goes eating outside because of the craving to eat the food, usually cannot be cooked at home. Instead, the foods are delicious due to a secret recipe inherited by generations that are hard to make at home. Nowadays the restaurants are immanent whenever there is a community or town, the restaurant will gain customers because eating outside becomes a new lifestyle due to urbanisation. and lastly dual career family will lead both parents to give their time much at work and not have enough time for cooking. Due to affluence, increasing number of food and beverage (F&B) industry, lifestyle transformation and decreasing of housewife by the reason of working, eating outside becomes trends among Malaysians (Islam, G. M. N. 2018)

With technology advancement, the restaurant industry can have various benefits from it. For instance, a lot of inventions on how to cook the food have been introduced, the service quality has been improving and for management, the technology helps the restaurateur in restaurant management. The new cooking method has been established for high tech or other complete meals that prompted the development of new business models that offer extremely positive results (Pantelidis, I.S. 2009). Pantelidis I.S. (2009) stated that the management team can predict how much supply is needed in order to fulfill the demand according to specific days, thus the issue of lack of storage could be handled. Technology helps the restaurateurs in analytic of everyday demand, which can have a good decision to maintain the supply sufficiency. In term of service, Pantelidis I.S. (2009) Pantelidis I.S. (2009) predict that in the future, table booking system has exist with integration of touch screen technology, the system will ease the just arrive customer by searching and choosing the available table quickly if they did not make any booking. Now the table booking system has been developed such as OpenTable, this system works universally as long as the restaurant registers with the system.

The Al-Fateh steamboat restaurant is different from others as the customers enjoy cooking their own dishes, this eventually takes up one to two hours per table cooking