

Universiti Teknologi MARA

**Chenang Pool Villa Food Service
System (CPVFSS)**


Marcella Onn

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for Bachelor of Information Technology (Hons.)
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Mathematical Sciences**

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STUDENT DECLARATION

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



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MARCELLA BINTI ONN
2014865112

JULY 31, 2017

ABSTRACT

Chenang Pool Villa Food Service System (CPVFSS) is an internal web-based system that was developed to aid Chenang Pool Villa in managing their guests' food orders. It was designed to facilitate the food management process for ease of use by guests and to prevent issues like mixing up of orders, which risks bad reviews. CPVFSS can be used by four types of users, including (i) guests of the resort, (ii) café staff members, (iii) front office staff members and (iv) the manager of Chenang Pool Villa. In this project, the Adapted Waterfall Model was chosen to develop CPVFSS. The developed system was based on Customer Relationship Management (CRM) theory, and focused on operation CRM customer service automation. CPVFSS was tested using a set of test plan and evaluated by three experts and 30 users. Evaluation questions for experts and questionnaire for users consisted of six constructs which were ease of use, satisfaction, efficiency, consistency, user interface and usability. Result showed that usability construct had the highest mean among the other constructs, which was 4.50 (SD=0.630). The result also showed that it was highly usable for the users to use this system. For further benefit of guests, it is highly recommended that CPVFSS be enhanced by upgrading the system into a mobile version in the future.

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