

INTERACTIVE MENU ORDERING SYSTEM FOR PIZZA HUT

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### **ABSTRACT**

The management of many companies today no longer handle their operation manually and always try to increase their efficiency by adopting automated information systems that promise them reduction of operational cost, time saving and increased productivity. All of the benefits promised as mentioned, help an organization to gain a competitive advantage to compete in the borderless corporate world today. As a popular fast food franchiser that runs world wide, Pizza Hut doesn't want to be left behind. The Interactive Menu Ordering System or simply IMOS-1 was designed mainly to create a new automated environment in a restaurant. It helps the management to reduce the operational cost by eliminating the use of pen and paper in taking customer's order. This way, customers can have their own sweet time to place their order and forget about the problem of wrong orders mistaken by the restaurants' staffs! This system consists of two terminals that are designed in a client-server environment, which are the client terminal that's placed at each table on the restaurant and the database terminal that's placed at the kitchen. Basically, customers use the client terminal at their table to place order and send it to the kitchen. The client terminal accesses the menu description from the database in the kitchen terminal. The menu includes pictures and ingredients of each item served at the restaurant. At the kitchen terminal, besides receiving orders from customers, the manager of the restaurant is able to do a few operations on the menu database such as adding, deleting and also searching. The most suitable methodology in developing this system is the System Development Life Cycle or SDLC compared to many others. It gives the developer a step-by-step guideline in completing the project, which makes the whole work more manageable and well planned. As a result, the system came out to be a very useful system and able to achieve all of its objectives. As a conclusion, IMOS-1 however has a lot of things that can be added to it which will make it more reliable and interesting. One example is the order placed by the customers should be received automatically by the kitchen as soon as the customers press the 'SEND' button. Another recommendation is the client terminal that is run by the customers, should be more user-friendly if the bill printing is done by the cashier, not the customers.

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