

Universiti Teknologi MARA

**Bakelicious: An Online Booking for
Pretty Small Bakery**

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ABSTRACT

This project is about developing Bakelicious: An Online Booking for Pretty Small Bakery. The owner of Pretty Small Bakery, Mrs. Hamiza Hamid, faced the problem in keeping track of the customer ordering. Currently, she is using manual order which is the customer needs to call or messaging her through application WhatsApp to ask the details of the order. Then, she needs to send the details through application WhatsApp to the customers. The purpose of this project is to develop Bakelicious: An Online Booking for Pretty Small Bakery. The methodology used in this development of this project is Waterfall model of System Development Life Cycle (SDLC) approach and the reason why this project decided for this methodology is because it is simple and easy to use. In this context, the customer can register, login into the system, search the products, make an order, update their information and logout from the system while the admin which is the owner of Pretty Small Bakery itself can login into the system, manage the events, manage the order, add new staff, update customers information, generate the reports for the performance of business purpose, and logout from the system. Meanwhile, the staff also can do the same thing with the admin except generate the reports. The project will bring benefit to both the customers and the shop itself. Last but not least, Bakelicious: An Online Booking for Pretty Small Bakery could be benefit to the Pretty Small Bakery in order to promote their products.

Keywords: E-commerce website; Online Booking; Waterfall model, System Development Life Cycle

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CHAPTER ONE

INTRODUCTION

This chapter provides background about the project and the significance of the study. It also gives the information of system development life cycle, the issues and difficulties that led to this research.

1.1 Project Background

In this era of globalization, people like to buy things through online since the internet has become world-wide today. E-commerce (EC) is the buying and selling of goods and services through internet. A recent study (Olsina, Lafuante, & Rossi, 2015) stated that, e-commerce website is increasing a reality in a web. Amusingly, latest field studies on EC sites support the increased use of the Web for shopping. The types of goods are clothes, cosmetics, foods and etc. Nowadays, the foods are very well known among the people. They use the internet to sell their products. For instance, the famous e-commerce website is presto.mine, foodworld.com, Soukai.my and etc. Currently, baking is one of the interest passions of the people. The passion is become to generate their money. The problem is they difficult to access the customer. So, they use of the internet and take the opportunity to advertise their products.

Pretty Small Bakery (PSB) is one of the organizations that receive orders cakes for any event and make the delivery process for the nearest area. The owner of PSB is Mrs. Hamiza Hamid. The PSB launched on 1st January 2015 at Seksyen 16, Shah Alam, Selangor. The PSB has a blogspot in World Wide Web but the customer can only view the information. Figure 1.2 shows the blogspot of PSB. Figure 1.0 shows the current process of PSB. The current business is done by manually whereas the owner needs to send the template to the customers through the email or whatsApp application. Figure 1.3 shows the template of ordering cake of PSB. Then, after the customer completely fills up the form they send to the PSB owner's and wait to get respond back. Lastly, only the customers nearest the PSB shop can do the