

Contactless Hotel Ordering System

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Abstract- *The Contact Less Hotel Order System could be a concept during which the work of a restaurant is found based on the utilization of cutting-edge technology from booking to ordering and archiving customer records. the standard operation of the catering system is replaced by the utilization of smartphones, tablets, or interactive touch screens with the graphical program. Customers will order their meals via tablets, so the order is directly ingrained in cooking via a central server. Customer records are kept permanently on the central server which may be used later for marketing, accounting, and sales purposes. The smart restaurant reduces the staff employed for hospitality services thus increasing the profit margins. The kitchen will have an interface to order and will be served on a priority basis (first come first serve). Customers will order from an Android app installed on a tablet from the hotel or their home*

Keywords- Restaurants, Hotels and Mobile Computing.

I. INTRODUCTION

Requirements analysis in systems engineering and software engineering encompasses those tasks that go into determining the needs or conditions to meet for a new or altered product or project, taking account of the possibly conflicting requirements of the various stakeholders, analyzing, documenting, validating, and managing software or system requirements.[2] Requirements analysis is critical to the success or failure of a systems or software project.[3] The requirements should be documented, actionable, measurable, testable, traceable, related to identified business needs or opportunities, and defined to a level of detail sufficient for system design [5]

II. IDENTIFY, RESEARCH AND COLLECT IDEA

As the standard of living is improving, people are spending more on luxury dining. People are nowadays more meticulous on the ambience and services provided. The traditional system of restaurant working is encountering a lot of day to day problems with most of the operations done by hand, waiters rushing around with hardbound menus, data and information maintenance inability increasing the system inefficiency and probability of error. The Smart Restaurant takes into account of all the small and large scale errors,

providing a very efficient and effective way of system maintenance and delivery. The system consists of four modules namely the Customer module, Server Module, Kitchen Module and Remote Module. The Customer, Server and Kitchen module work in the restaurant environment within a home network with the help of wireless fidelity whereas the Remote and Reservation module works anywhere with proper Internet connectivity. The traditional food ordering system is entirely a manual process that involves waiters, pen and paper. The customer has to wait for waiters to take the order. The waiter notes down the orders from customers, take these orders to kitchen department, update them in records and again make the bill. Though this system is simple; it may involve errors while noting down the orders as well as in making calculations. Even it is sometimes difficult to interpret the handwriting of the waiter. To overcome these limitations in manual systems, some systems are being developed to automate the food ordering process. By using Smart Restaurant Ordering System, the ordering system is made more efficient and can help the manager to avoid human error and enhance business development. In this system, ordering transaction is a step-by-step process to make the transaction more systematic and the system can guide the staff to avoid any order mistakes. The transaction between waiters and restaurant departments and also between waiters and cashiers will be systematic and efficient. Besides the efficiency, this system can give a better quality of service to customers and will attract more customers to get this quality service. Department of Computer Engineering, JES'ITMR Nashi

III. WRITE DOWN YOUR STUDIES AND FINDINGS

The automation in restaurants that we are proposing will bring technology in the restaurants. The traditional method of human waiter and menu on paper is very time consuming, where we have to wait for waiter to order. A smart menu in place of paper menu card will support the go green theme. This app will directly interact in the kitchen part. The parameters that kitchen side require is the table number (from which the order came) and ordered food by the particular table. The system allow quick and easy managing an online menu which customers can browse and use to place orders with just few clicks. People are rapidly moving towards a smarter world, with implementation of smart cities, smart

classrooms and smart phones. At present, information and communication technology has been brought to a number of business models in order to make the operation more convenient and effective. Restaurant management can be more efficient with the help of smart technology. In India, though there is a trend for moving towards a smarter society, the hospitality and services

IV. CONCLUSION

we present an automated food ordering system with real time customer feedback. This system is convenient, effective, and easy thereby improving the performance of the restaurant's staff. It will also provide quality of service and customer satisfaction overall all the conclusion is that this is a smart food ordering system for the restaurant sector, made by combining the Android and Wireless technology. In the next phase, we will be working on providing provisions to customers for reservations in the hotel from their homes as well as parcel orders to enhance the automated system. The project will reduce the workload of the servicemen who take orders and hence guarantee more attention to each and every customer. It will increase the speed of order with real-time monitoring along with minimum ambiguity, fault or cheat for instance, no misleading of customers by waiters or change in orders by the customers, etc. A calculator will not be required if one's budget is limited. As an interesting and attractive user interface will attract more customers and with an increasing trend toward a smarter world, it will bring in a good profitable business. There are possibilities of further additional automated sub-systems like banking systems which will be able to provide bill payments online using net banking or a credit card. Also, a visual graphical user interface can be projected on the table itself for a more attractive and user-friendly ordering system.

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