

BORANG PENGESAHAN STATUS TESIS*

JUDUL : CARL'S RESTAURANT DELIVERY ONLINE SYSTEM

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CARL'S RESTAURANT DELIVERY ONLINE SYSTEM

FARAH NABILA BT MD. NAWI


This report is submitted in partial fulfilment of the requirements for the
Bachelor of Computer Science (Software Development)

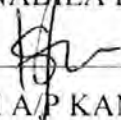
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DECLARATION

I hereby declare that this project report entitled
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is written by me and is my own effort and that no part has been plagiarized
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ABSTRACT

My project title called Carl's Restaurant Delivery Online System is developing to Carl's Restaurant. Carl's Restaurant is a fast food business in franchise form like MC Donald, KFC and so on. Carl's Restaurant provides delivery services using customer service staff. The system was developed to increase their profit other than to manage customer orders in a more systematic and computerized. Customers easy to manage their financial to ensure their delivery order according to their budget. The methods that use in develop this system with using System Structure Analysis and Design Methodology (SSADM) approach. In analysis that has been made, Carl's Restaurant has been wasted because use many staff while Carl's delivery order management can be handle by system. Carl's Restaurant Delivery Online System can overcome the problems faced.

ABSTRAK

Tajuk projek saya dipanggil Carl's Restaurant Delivery Online System dibangunkan untuk restoran Carl's. Carl's restoran merupakan perniagaan makanan segera yang berbentuk francais seperti MC Donald, KFC dan lain-lain. Carl's Restaurant menyediakan perkhidmatan penghantaran yang menggunakan staff perkhidmatan pelanggan. Sistem ini dibangunkan bertujuan untuk meningkatkan keuntungan jualan selain untuk mengurus tempahan pelanggan dengan lebih sistematik dan berkomputer. Pelanggan mudah untuk mengawal pebelanjaan untuk memastikan tempahan mengikut perbelanjaan yang diperuntukan. Kaedah yang digunakan dalam membangunkan sistem ini dengan menggunakan pendekatan *Structure System Analysis and Design Methodology* (SSADM). Dalam kajian yang telah dibuat restoran Carl's membuat pembaziran kerana menggunakan ramai kakitangan sedangkan pengurusan tempahan penghantaran makanan boleh diuruskan oleh sistem. Carl's Restaurant Delivery Online System dapat membantu dalam mengatasi masalah yang dihadapi.

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CHAPTER 1

INTRODUCTION

1.1 Project Background

Carl's Restaurant, one of its subsidiary hamburger chains, has opened its first flagship restaurant in Kuala Lumpur, Malaysia. The franchise restaurant opened on Monday, July 23 and is the fifth of 25 that will be opened over the next six years as per an agreement with Singapore-based franchisee Aspac F&B SDN. BHD. Aspac has been operating Carl's Restaurants in Singapore since 2005, and is excited to enter the Malaysia market.

Carl's System actually improves with the current system where the current system not provides online ordering. Customer need to call customer service to make their order. The current system makes some problem for staffs handle all customers especially during promotion.

This system is important to all parties' admin, staff and customer for Carl's Restaurant to handle delivery order online. Usually, customer takes time to think about their order and it causes the waiter process become slowly. With this system, Carl's Restaurant can less their worker to handle delivery order while improving their profit. This system also important to customer knows the status of order and can add the other order anytime. Besides that, customer knows the total price order, it important to customer control their order according their budget.

1.2 Problem Statement

This system is develop to found several problem that appear when to order Carl's delivery. The system is important to customer and also staff to communicate each other quickly.

Using the current system, its take time to Carl's customer services handle delivery customer. It because sometime customer **take a lot of time to think about their order**. Beside that, during many customer its causes waiter is not enough to handle the customer.

The current system also causes **high cost to control customer**. Its because Carl's need many workers to handle their customer in the ordering process, serve process and others.

Besides that, the current system causes the customer only know the total price order during payment process. It **difficult to customer arrange the order according their budjet**.

Lastly, the current system also **provide the weekly, monthly and annual report manually** and possibility of the staff to make mistake is high.

1.3 Objective

In the Carl's Restaurant Delivery Online System (CRDOS), it consists of five objectives that relate with problem statement.

- Customer order systematically and computerizes. It's because to avoid loss of data.
- Reduce Carl's worker. It is important to increase Carl's profit.
- Automatic calculation during customer order. It is easy to customer know their order price on that time to ensure their budget.
- Provides mobile application for delivery man view customer info and update order status.
- Provides report of product demand. It is to prevent fault of entering data.

1.4 Scope

This system have three users. The user consists of:

Admin

- **Login**
Only authorized user can access the system.
- **Register**
Admin must register new admin and staff before using the system.
- **Admin Management**
Admin insert / delete / update / view the information of staff, new place.
Update menu and price of new promotion.
- **Report**
Admin can request report of product demand.

Customer

- **Login**
Only authorized user can access the system.
- **Register**
Customer must register before using this system
- **Order**
In this module customer can add/view/delete their order.

Staff

- **Login**

Only authorized user can access the system.

- **Manage Order**

In this module staff use the system to view order and update status of order.

- **Mobile Application**

Staffs use this system to view the customer address and update the status of order.

1.5 Project Significant

Carl's is a large organization. This system is important for organization to ensure the needs and customer facilities to make delivery orders can reduce customer costs and also profit able the organization. Carl's have problem especially when promotion where customer's demand increased. This condition causes customer services are difficult to handle all customers. Besides the customer, this system is also useful for staff and admin.

Admin will control the whole system but staff can handle customer order, payment, and status of order and print the receipt. Customer uses this system to login and make their order. This system helps Carl's management to manage systematically beside give more benefit to their organization.

1.6 Expected Output

After develop CRDOS, the expected output from the system is it beneficially to the the target user. In addition this system can give latest information to customer. Beside that this system can be a secure system where before entering system, user need to login before continue the nest operation.

This system also will help the management to improve their organization and increase their profit. Beside that it can ensure that management of Carl's can be standardized and well manage. In addition this system can save all data secure and safely.

1.7 Conclusion

The conclusion have defined the problem statement and objective to develop Carl's Restaurant Delivery Online System (CRDOS) that develops with consist six modules. This is login, register, order, manage order, admin management, mobile application and report. This system consists of three user admin, staff and customer. This system is important to all users for help handle their daily work and manage delivery order. This system use hardware like laptop, printer and others and use software like Window 7, Adobe Dreamweaver and MySQL.

The next topic will discuss about methodology, what the methodology can be use and what the system development approach is suitable for our group.

CHAPTER 2

LITERATURE REVIEW AND PROJECT METHODOLOGY

2.1 Introduction

In methodology phase, system developer needs to identify the type of methodology that is going to use to develop the system. This is very important as the methodology gives us a way to understand complexities. Besides, must identify the right methodology that will match perfectly with the system development in term of all aspects without any constrain and limitation.

This system should be analyzed detailed to that it will meet with user's requirements. For this system, Agile System Development Life Cycle (SDLC) as the system methodology and it will be developed based on the Structured Systems Analysis and Design (SSADM) technique.