KITCHEN MANAGEMENT SYSTEM

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DEDICATION

First and foremost I would like to dedicate my heartiest appreciation to my family especially to my beloved father, mother and my brother, Lopus, Julie and Edmond Leo for their support and guidance. My special thanks is also dedicated specially to Madam Ummi Raba'ah binti Hashim for her dedicated supervising through this thesis completing

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JUDUL : KITCHEN MANAGEMENT SYSTEM

SESI PENGAJIAN : SEMESTER 2/ 2010

Saya HELINA A/P LOPUS

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I hereby declare that this project report entitled

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ABSTRACT

This report is developed for Universiti Teknikal Malaysia Melaka (UTeM) in order to have a systematic management and ordering system. In the same time the staffs details and data can be saved more safely. This system is integrated from manual and paper-based into computerized system in order to enhance the current process to become systematic and efficient. Besides that, well managed database, SQL server will help to manage database systematically by improving data accuracy. Besides that, the chef of this hotel can view all the records that are available in that hotel kitchen. At the same time customers can be a member of the hotel and have a lot of fun and attend a lots of events that is organized. This system uses DBLC methodology. As a conclusion, the Kitchen Management System provides the best practice of ordering and management of chefs, vendors and products.

ABSTRAK

Projek ini dibina untuk Universiti Teknikal Malaysia Melaka (UTeM) bagi membekalkan sistem penempahan makanan yang lebih sistematik. Melalui sistem ini, maklumat tentang pekerja syarikat dan pelanggan boleh disimpan dalam pangkalan data dan ia boleh digunakan untuk menempah makanan.Selain itu, Sistem ini diintegerasikan dari sistem manual kepada sistem berkomputer untuk menjadikan sistem dan maklumat sedia ada lebih efisyen dan sistematik. Selain itu dalam sistem ini pangkalan data SQL Server akan menguruskan data dengan lebih tepat dan cekap. Sebagai kesimpulan, Kitchen Management System menyediakan segala fungsi kegunaan staff dan pelanggan untuk menempah makanan.

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CHAPTER I

INTRODUCTION

1.1 Project Background

There is a lot more to running a commercial kitchen than just creating beautiful flavors and attractive plates. Most commercial kitchens are in fact food factories in the best sense of the word, combining heavy equipment, exact timing, high temperatures and technical procedures to create standardized products over and over again. Without detailed written systems the product is likely to be inconsistent and costly. Kitchen Management System is a system where helps the chef's to make some of the basic works to handle food ordering, manage to arrange the prices, managing stock, ordering raw materials from vendor, handling the food ingredients and organize staff duty roster basically which might not have in any of the kitchen systems in any hotels or restaurant. This system also helps to increase table turns from more efficient kitchen operation. Besides that this system will improve communication where this system improves communication between the customer and kitchen staff and ensures effective continued communication between all food service staff, allowing you to monitor the progress of all orders.

It also rationalized sales ordering where by the Kitchen Management System can separate and co-ordinate all sales orders. This allows the head chef to see all ordered records while the chefs check their own individual tasks. This system allows staff to update the progress of an order when their hands are full. Kitchen Management System will have the function where it Monitor staff and service means that head chef can create incentives for kitchen staff by, for example, setting guidelines for speed of service. This system will produce reports to monitor the success of the team as a whole or each individual and Order process where once the order is complete, waiting staff can be paged to collect the order and deliver it to the customer. This ensures that meals are delivered as soon as they are ready. Your customers will never need to complain about cold or incorrectly prepared meals. Essentially, staff will have to work more where by handles the orders and arranging all the foods and the head chef will managing raw material ordering, enrolling new chefs, dealing with the records and so on. Staff is allow to print out the receipts and handle the customer ordering, ingredients, stock checking and of course raw material ordering. This system also records the amount of stock in where it will help to control the budget. Only head chef handles the registration of any new chef and there will be some rules and regulation for the registration.

1.2 Problem Statement (s)

The problems that had been identified from the manual system are:

Basically, in kitchen management system not much functions is added in. In some of the Kitchen Management System, there will be no function for ingredients, rules of the kitchen and it will be in manual way, where will be printed out, laminated and displayed on the walls for the staffs to read. Finally there will be no food safety instructions in the Kitchen Management System. Well, this Expert Kitchen Management system will help to reduce all this problems. It will have all the functions that might not have in any Kitchen Management System. Moreover, many of the Kitchen Management System, data about the stocks are recorded in different system and it may cause of data mistake.

a) No systematic and consistent system

Currently, there is no systematic and consistent system that had been used in BayView Hotel Kitchen to manage the data about the foods and the raw materials, details about the vendor's and order that made by the chefs and customers. The information about the vendor's order may be not kept systematically.

b) Time constraint

In manual system, time will be taken in term of request the foods manually via phone. Firstly, the customer will ask for the available foods. Then they will make an order. Then, they will bargain for the discount price. So, order the foods via phone taking more time.

c) Lack Of Data Security

The problem that also been identified from existing system is risk of lost or missing of important data. There are more chances of data missing, data corrupted or destroying of data by using manual system. At the same time, data might be loss while taking the order manually.

1.3 Objectives

The objectives that will be going to achieve from this system are:

a) Increased table turns from more efficient kitchen operation

Time is money when it comes to managing table turns. To maximize revenue while ensuring that guests are not hurried out the door, optimal table counts, staffing levels and even kitchen throughput require careful assessment and sometimes adjustment.

b) Reduce wastage from greater kitchen accuracy

To reduce the wastage in the kitchen where order the stock larger size if u know u will use them for many type of foods.

c) Increased customer satisfaction from consistent and faster customer service

Build customer satisfaction and loyalty by delivering orders service with pleasant face n smile on face.

d) Manage Work More Efficiently

Increase efficiency by enabling staffs to be more professional, with access to complete customer information orders that is familiar and easy to use.

e) To facilitate the management system

The management force exist a lot additional arranged and smooth as all data will be recorded in a system where there Searching for records can be made more easily and alteration in data can be made.

f) Data backup and recovery

In this more computerized system, the data will be store more safely than manual system. In case the data lost by any reason, there will be backup data and we can recover from the database.

1.4 Scopes

The Scope of the Expert Kitchen Management System are as following:

System User

a) Admin (Head Chef)

Full supervision of kitchen brigade, Kitchen staff recruitment and training, Menu planning, Supervision of inventory and stock control, Maintaining budgetary targets , Supervision of health & safety.

b) Staff (Chef)

Chef will also be responsible for planning the set menu items and any specials as well as provide the recipes in most cases. In addition, the chef is usually responsible for placing food orders and necessary kitchen tool orders in order to enable the preparation of the meals

Modules

a) Login

Admin and staff can login into the system by using appropriate username and password. Staff must register first to enable them to use this system. Every user who had entered an invalid password or username has three times of opportunity to retype their username and password.

b) Help

This module helps user understand every function in this system and how to use this system.

c) Search

Search module enable staff or admin to search for required information such as the order info.

d) Calculate

Enable price and total payment calculation.

e) Add/Delete/Update

The staff has the privilege to add, delete or update customer orders and information.

f) Member Registration

Is to register the customer to become a member of the system in use.

g) Payment Method

It shows on how the customer wan to make the payment weather by credit card or cash.

h) Foods (menu items)

It shows on the menu that is special on that specific day and the best meal to be served.

i) Bill of Raw Materials (BOR)

To show the full quantity of raw food needed.

j) Recipe Requirement Planning

To show some requirement needed in recipe planning.

1.5 Project Significance

This system is useful for staffs and manager of Expert Kitchen Management System . In security, confidentiality is important where it prevent of unauthorized individual from knowing or accessing secret information. That is why in this system we do have the Login function where it will help to secure the system, where the staff need to enter the username and the password to get in the system. This system will give more advantages to staff as they can manage data easily in one system compare to the other kitchen management system. Staff also can accessing data more easily and can make the data alteration. Fully computerized system saves a lot of times. Staff can print out the receipt and there is no more manual way. Besides that availability of the system is important where the information should be accessible to authorized individuals with restricted action determined by the system

1.5 Conclusion

In conclusion, Expert Kitchen Management System is to be develop in order to reduce the problem that faced by the staffs . Problem causes such as hard to access and view data, having difficulties in searching data and data not secure will be solved after the development of this system is. This system has many functionalities which is one of it is like can store and manage alteration data efficiently. Besides that, it wills also a time saving system where the manual system will basically take long time to be processed. The data for this system will be kept in a highly secured protection and will be managed in a secure way. This system major target is to develop a system that has interfaces which are user- friendly.