CHAPTER 1

INTRODUCTION

1.1 Background of Study

In the current era, competition in the restaurant business is getting tighter. In addition to the taste of cuisine, the quality of service is also crucial for the restaurant's good name. Some restaurants have used information systems to solve problems in business processes that commonly occur in restaurants such as the order process, payment, place settings to financial arrangements, the process of purchasing materials, pricing, etc.

Many restaurants have a lot difficult to manage the business such as customer ordering. If the customer book an order and later wants to cancel the order, he is permitted to do this only within a specific time period. By using manual customer ordering it is difficult for the waiter to keep the correct customer information and may lose the customer information.

In some restaurants that exist today, it has often been found the use of information technology as the latest attraction to be able to help work. The main thing from the application of the information needed is to improve service performance, speed up the ordering process, and reduce expenses from the use of stationery, paper, etc.

The above processes are mostly still done manually by the restaurant owner. Of course this is very inefficient for restaurants, especially those with medium to large scale because it will take time and effort. Not to mention individual or "human error" factors often occur when you do not have a business process and a strong commitment in its implementation. The choice of technology for the system must be adjusted to the situation and business processes of the restaurant. This has a direct impact on the speed of service and restaurant management. [1]

1.2 Statement of Problems

Based background there are some statement problems:

1. How to make an information system that helps restaurant staff to record sales transactions made?
2. How to provide an information system that can produce reports needed by restaurant owners?
3. How to provide an information system that matches the restaurant business process?
1.3 Objective

The main objective was to develop an integrated system to
1. Create an information system that can assist staff in sales transactions.
2. Create an information system that can provide reports needed by restaurant owners.
3. Create information systems that are tailored to the restaurant business process.

1.4 Limitation and Scope

1. This application is used only for managing ordering in a restaurant.
2. Only the cashier, manager, and chef can access this application.
3. This application is based on desktop.