Restaurant Customer Self-ordering System: A Solution to Reduce Customer/Guest Waiting Time at the Point of Sale

Abstract

Restaurant Management Information System tends to provide support for restaurant managements in order to serve prospective guests effectively and facilitates inventory control. Presently, the Restaurant Point of Sale System is used by Fast-food Restaurants to take orders from guests. However, in most cases, prospective guests have to wait endlessly on queue before their orders can be taken by Customer Service Providers. This research paper reviews the constraints of the existing system (Restaurant Point of Sale system) and proposes a potential System solution called Restaurant Customer Self-ordering System. An architectural research framework Design was also suggested that will aid the design and implementation of the proposed system. The researcher suggested a Clustered based System Architectural Design. Recommendations were also put forward in order to attract Restaurant entrepreneurs to invest in the proposed system. It will assist management to take decisive business decision to cut down capital expenditure on food and beverages that are not highly in demand. Also, how the proposed system could be enhanced in the future was discussed.

References

**Index Terms**

Computer Science

Information Science
Keywords
Restaurant Management Information System (RMS)  Restaurant Customer Self-ordering System (RCSS)
Restaurant Point of Sale System (RPOSS)
Customer Service Provider (CSP)
Application Programming Interface (API)