Abstract

Over the years eateries have attracted massive patronage following the trend by which people no longer have time to cook before making it to their respective places of work which has brought much concern because of the massive turn up at the eatery premises leading to crowdedness and insufficient space to accommodate customers and also the fact that customers having not attended to on time, as a result forced to wait longer than they should. This research built an application to incorporate ease, accuracy and comfort with the view of addressing the above stated problem. In order to achieve the aim of this paper, investigation of the existing system was done via extensive review of literature, interview and observation. The design was done using unified modeling language and entity relationship diagram. And it was implemented using Java programming language, and MySQL as the database management system. The system used Titto Gate, Mr Biggs, Steam Fast, and Ostrich Bakery all in Makurdi metropolis as case studies. The result shows that most processes in the manual system are not recorded, staffs spend too much time correcting mistakes instead of attending to customers, lack of tally in
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inventory and discrepancies towards customers. These issues are all eliminated in the online automated system. This system minimized repetitive work done by the system administrator and staff as it is very common in the manual system; minimized the level of crowdedness at the eatry premises, thereby maintaining steady patronage; increased quality of service and customer satisfaction; make dinning a social tool; ensured accountability and error free handling of customer information and lots more.

References

An Online Multi-Eatry Management System

Index Terms

Computer Science

Information Systems

Keywords

Eatry, restaurant, hotel, online, automated, manual