IMPROVING NANNY'S PAVILLON RESTAURANT BUSINESS PROCESS TO REDUCE THE TIME FOR ORDERING SYSTEM BY IMPLEMENTING MOBILE APPLICATION ORDERING SYSTEM

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STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

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ABSTRACT

REDUCING ORDER TIME IN PEAK HOURS AT NANNY'S PAVILLON RESTAURANT BY IMPLEMENTING MOBILE APPLICATION SYSTEM FOR ORDERING

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Nanny's Pavillon has a problem in peak hours, which is the long waiting time for ordering system. It causes dissatisfaction for customers that have to wait for a long time. The purpose of this research is to find out whether an information system is able to reduce the ordering time in the restaurant. By using software prototyping methodology, Folet software is created to help the restaurant with the current problem. After that, the software will be tested with User Acceptance Test. To prove the hypothesis, a simulation will be done to check whether an information system is able to solve the problem. After the simulation has been done to 4 samples, the speed multiplier starts from 110.49% up to 431.4%. The formula is created based on from waitress : table ratio. The result proves that the software is able to speed up the ordering process in Nanny's Pavillon restaurant.

Keywords: Restaurant, Software Development

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