

Food Kiosk: Smart Food Ordering System for Restaurants.

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ABSTRACT

The project is Food Kiosk: Smart Food Ordering System for Restaurants. In this project menu is going to be available at customer's seating area on Kiosk. Menu will be available in display of the screen/Tablet. Customer does not have to wait for the waiter for order. It is very easy and handy method for customer. Placed order will be sent to the chef's display using Wireless Connectivity. This integration solution can add or expand hotel software system in any size of hotel chains environment. This system increases quality and speed of service. This system also increases attraction of place for large range of customers. Implementing this system gives a cost-efficient opportunity to give your customers a personalized service experience where they are in control choosing what they want, when they want it from dining to ordering to payment and feedback with the help of trending technologies like internet of things, Cloud computing etc.

Keywords: Food Kiosk, Smart Food Ordering, Cloud Computing

I. INTRODUCTION

Now several countries across the globe has installed large number of kiosks for several different purposes. The United Kingdom has installed kiosks at a very large scale for the job seekers which helps them in finding employment. One such large scale installation of kiosks in UK is also in the field of health information services where it provides information to the socially excluded groups and this information is provided in six different languages: Chinese, Bengali, Urdu, Punjabi, English and French. In USA the kiosk is even used in the immigration and the security department where the visitor registers for their entry and exits in the United States. The kiosks are very common in airports where most of the airlines use self-check in kiosk e.g. British Airways. In India the kiosks were widely installed during the Commonwealth Games for providing the information to the visitors.

II. LITERATURE SURVEY

- Self-service or self-ordering in restaurant industry refers to the restaurant taking orders from customers through applying various types of technologies such as internet and many others. Self-service or self-ordering is successful when it is applied at restaurants in many other countries. The usage of the self-service or self-ordering technology is proven to benefit most of the investors.
- Odesser- Torpey(Odesser-Torpey, 2008) reports that most of the Americans hate waiting for an order. Therefore, they prefer self-service technology, which can be in form of text messaging, the internet and kiosk. Usually, the customer prefers self-service because of speed and convenience in making order and transaction while minimize the miscommunication. He also mentioned that self-activated terminals are more likely to serve as ordering innovation in the future. The implementation of alternative ordering can increase check size, free up counter staff that need to serve customers and take money handling out of service equation.
- Bhatnagar(Bhatnagar, 2006) mentioned that the innovation of kiosk and computerized table top ordering screen will force restaurant industry re-jigger an often used acronym quick service restaurant to the self-service restaurant. Customers can get information or search for recipes from the kiosk and internet. The

kiosk and internet also take orders and receives credit cards or debit cards payment. As a result, wrong order and long queue can be avoided, order staff can be arranged to somewhere else and focus to speed up on delivery orders. On the other hand, a table-top touch screen order system can take customer orders as well as handle other customer requests such as refill drinks, call a waiter and make payment by credit card and debit card.

III. PROPOSED ARCHITECTURE

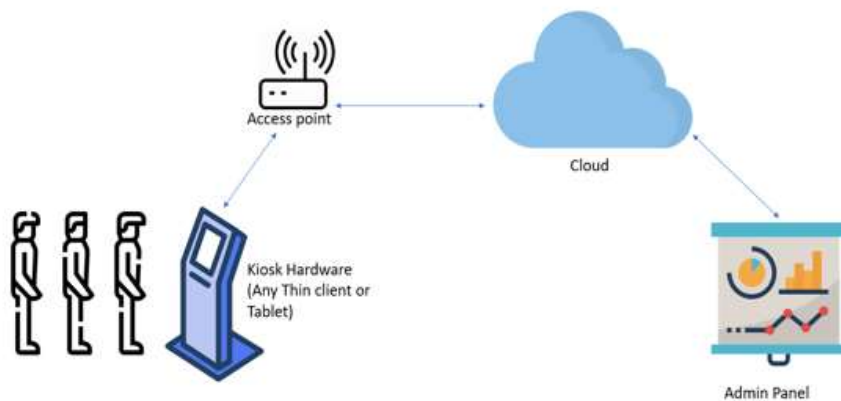


Figure 1 - System Architecture

an automated touch based digital smart system for the restaurant is proposed to overcome the traditional method of pen and paper. This system changes the manual process of food ordering and thus reduce manpower and saves cost of labor. It requires only one time investment in installing the devices in the restaurant. It eliminates human errors due to automation. It saves time. Since this system makes the fast Smart, it prevents from queue formation. It also simplifies the overall food ordering process with real time feedback from customers making the system more dynamic.

IV. RESULT



Figure 2 - Main Page



Figure 3 - Restaurant List

V. CONCLUSION

An automated touch based digital smart system for the restaurant is proposed to overcome the traditional method of pen and paper. This system changes the manual process of food ordering and thus reduce manpower and saves cost of labor. It requires only one time investment in installing the devices in the restaurant. It eliminates human errors due to automation. It saves time. Since this system makes the fast Smart it prevents from queue formation. It also simplifies the overall food ordering process with real time feedback from customers making the system more dynamic.

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