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An Innovative KOT Ordering System for Restaurants

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Abstract: ***This study proposes a digital menu ordering system to address challenges in the restaurant industry's digital transformation. Traditional paper-based methods lead to losses and inefficiencies. The system, using QR codes, enables customers to register, log in, and order online, with features like suggesting popular dishes and online payments. Managers gain real-time oversight of orders, tables, and payments, supported by sales data visualization. By automating tasks, the system reduces errors, enhances service, and streamlines operations, offering a transformative solution to industry challenges in the digital era.***

Keywords: KOT, QR Codes, Digital Menu Ordering System, Restaurant Industry Digital Transformation, Online Payments, Customer Experience, Efficiency Improvement, Order Tracking, Payment Processing.

I. INTRODUCTION

In the midst of a sweeping digital transformation within the restaurant industry, this study delves into the challenges faced by dining establishments, particularly the substantial losses attributed to traditional paper-based ordering methods.n response, this research proposes a digital menu ordering system designed to revolutionize traditional processes. By harnessing the power of QR codes, the system enables customers to seamlessly register, log in, and place orders online.

II. METHODOLOGY

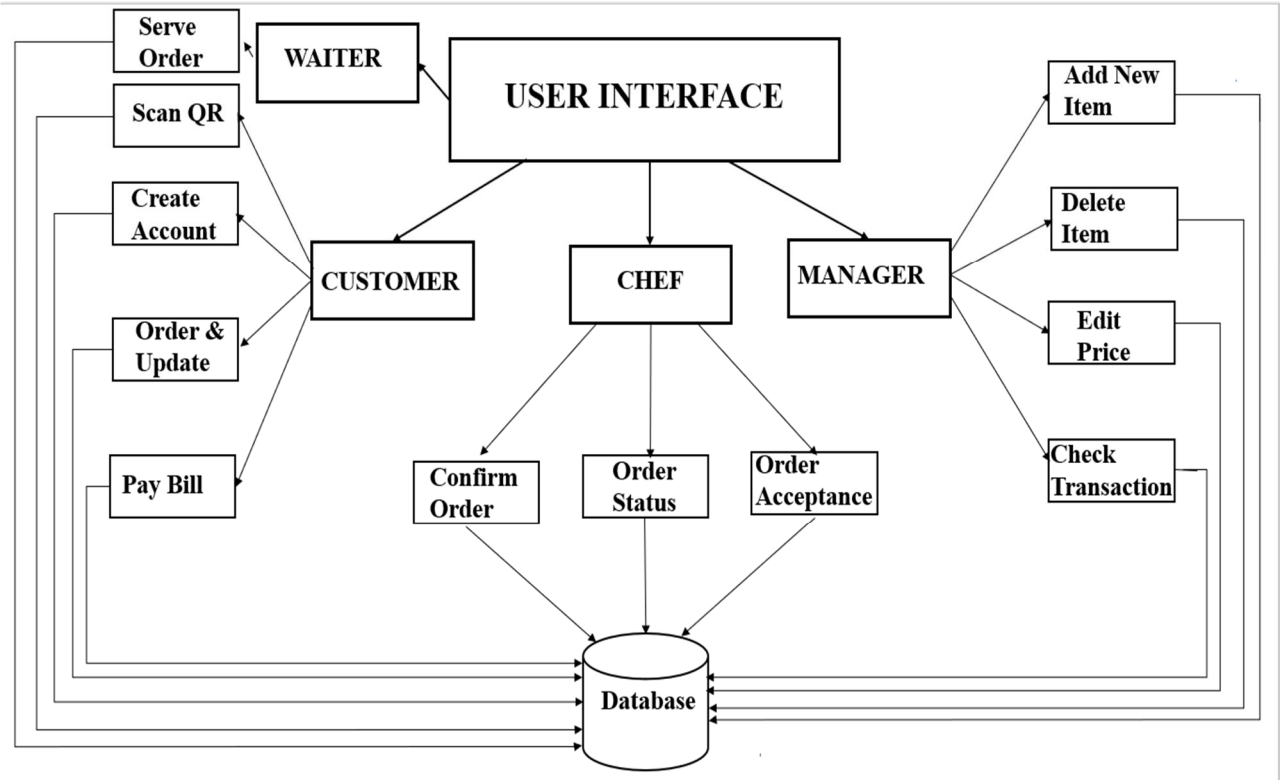


Fig 1: Block Diagram

III. SYSTEM ARCHITECTURE

Below figure shows how the customers, manager, cashier, kitchen, and waiter are connected. The proposed system would have its server running in a cloud (Microsoft Azure) and employees of the restaurant can access the website in their mobile phones via internet while customers can access the website by scanning a QR code which will redirect them to the website. Employees can access the system as long as they are authorized. Any menu changes made by the manager will be seen by the others. Customers account orders will not be deleted as long as the cashier does not clear their table orders, allowing the customers to connect and disconnect.

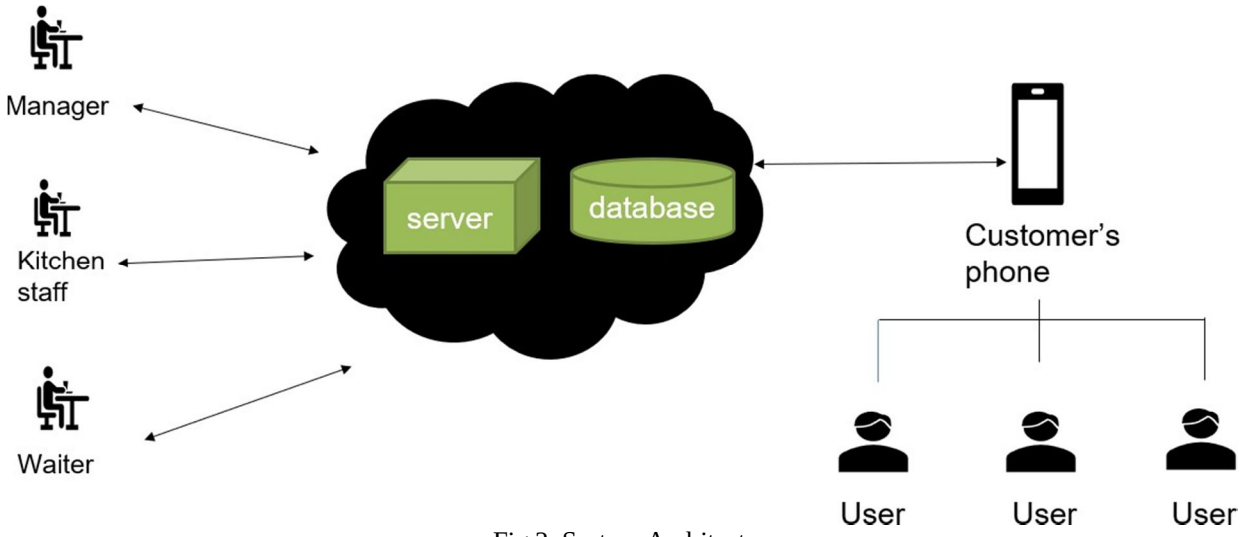
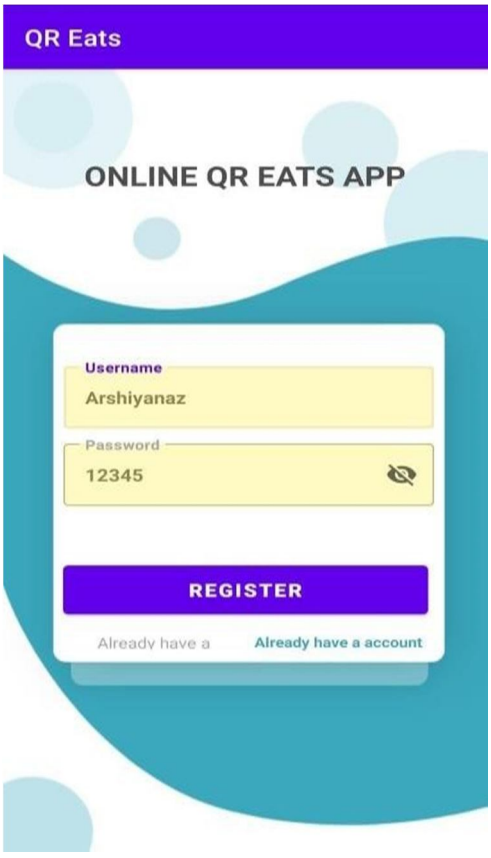
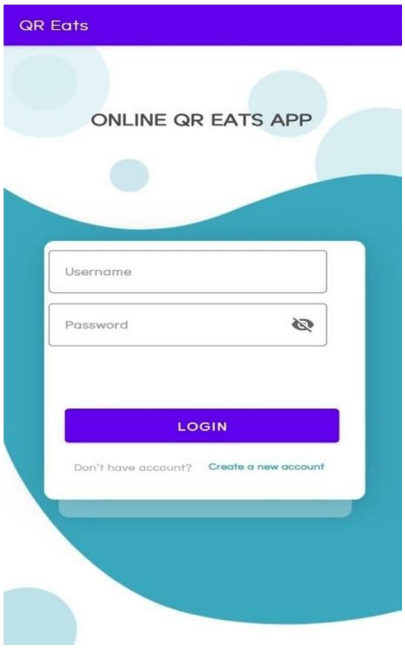
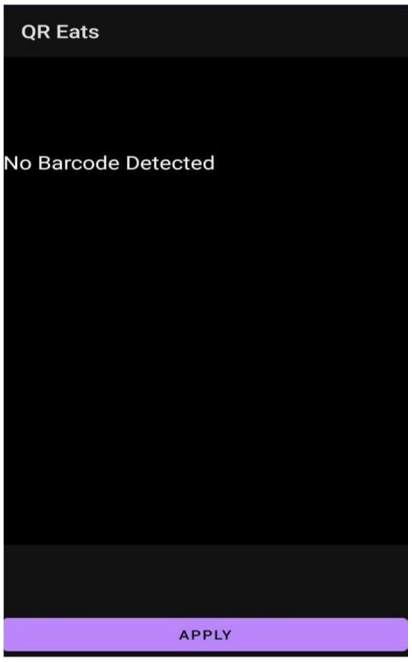


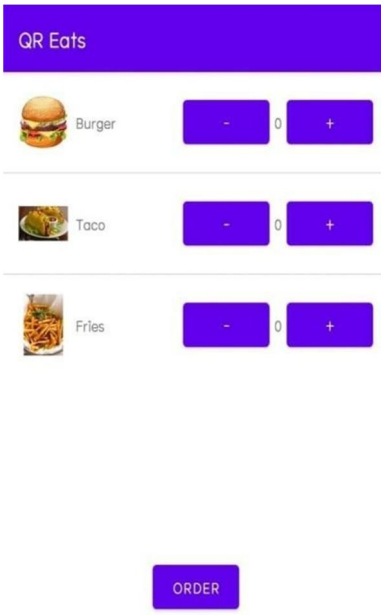
Fig 2: System Architecture

IV. RESULTS AND DISCUSSION









V. CONCLUSION

The researchers were able to develop an innovative KOT ordering system for restaurants to improve the service quality of a casual fine dining restaurant in terms of fast ordering and payment. Issues on Responsiveness will therefore be addressed. Errors in order taking maybe prevented. The reports that the system will generate will also aid the management in decision making as and plan for sales and marketing strategies.

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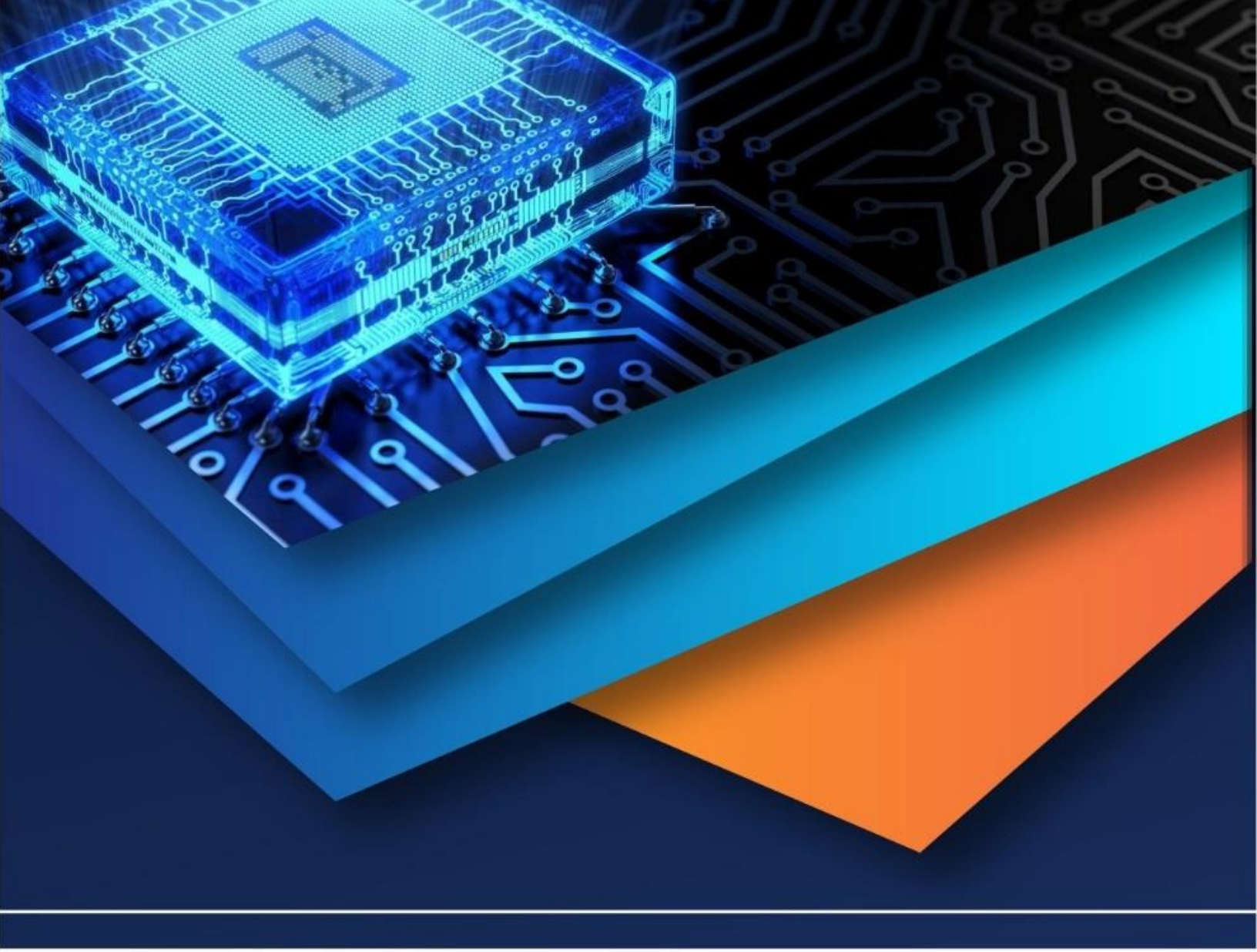

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