

COMPUTERIZED RESTAURANT SALES AND STOCK MONITORING SYSTEM

A Thesis

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ABSTRACT

Food business is probably the most competitive and challenging industry. Beside food quality and environment, customer's satisfaction on dining experience become an essential factor in creating customer's loyalty and company image. In a small restaurant operation, the owner or the manager will be able to control the quality of food, processing time and operations easier in order to create good customer's dining experience, but when business grows bigger, the owner or the manager will face difficulties to control the entire operations and at the same time maintain the customer's satisfaction.

The purpose of this study is to determine and give solution to the problems encountered by the selected specialty restaurant in Iloilo City which uses the manual system. This study also sought to answer the following questions 1) What are the advantages using the POS System in the restaurant business? 2) Why stock monitoring important to the restaurant operations?

As we have conducted an interview to the owner and managers of the selected specialty restaurant and studied their present system we have observed that the manual billing and unmonitored stocks are the basic problems they encounter in their day to day operations, so we design a system that will give solution to these problems, a system that can provide security and privacy of each data encoded. A computerized POS and Stock Monitoring System that can easily adapt to the changing business environment, help to manage and grow sales while delivering good service and most importantly will improve the entire operation.