

UNCLE JACK ONLINE FOOD ORDERING SYSTEM

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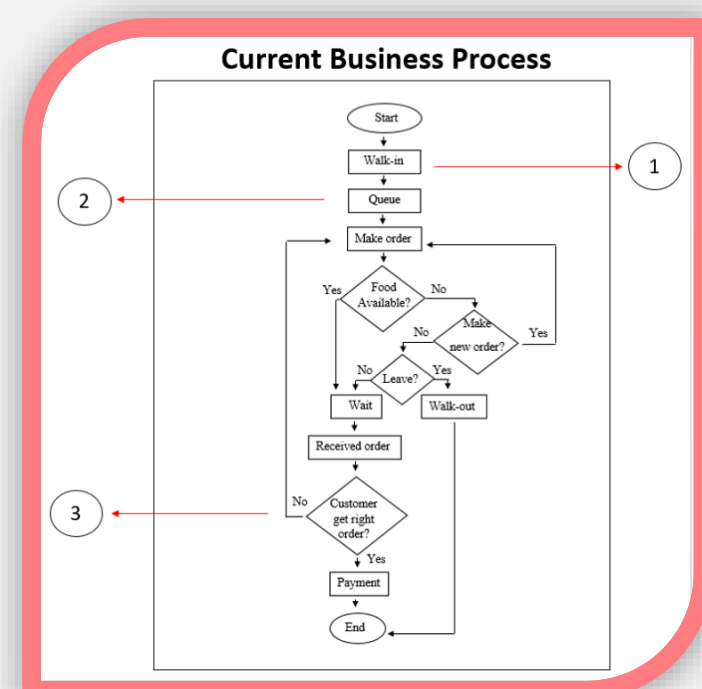
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ABSTRACT

E-commerce can be defined as the purchasing and offering of merchandise and benefits, or the transmitting of information, over an electronic system. Currently, the customers need to walk in Uncle Jack Restaurant to make the purchase. The problem arises when the current process brings to waste cost and money to reach there. So the solutions are, Uncle Jack Online Food Ordering System are developed to enable the public to make an online food ordering from Uncle Jack Restaurant. Furthermore, 10 Usability Heuristic Principles are used to give a guide in developing a good system. The theory is used to add more features such as similar size of each menu on electronic catalogues and comment page that enable the customers to give any comment regarding the services or products. The project uses the Adapted Waterfall Model that consists of Requirement, Design, Implementation, Verification and Documentation. The results show that the usability and design of the system is good since all the means are above 4.5. The limitation is the system does not detect automatic location's customer, the system does not provide any search engine as promised in Chapter 2 due to limitation of time and the system only provides the graph and report for the monthly and daily sales and does not provide for yearly sales. Some recommendations have been identified such as the locations system must be improved by providing automatic locations detector.

PROBLEM

1. Customers have to walk-in Uncle Jack Restaurant which will take cost to reach there
2. Customers have to wait for the order:
Settle and Alreck (1991) found that an individual finds lacking time as relative to the daily tasks of living.
3. Customers have to waste time in waiting a new order if wrong order is received due the current process does not make confirmation orders from customer.:
Ameritas(2017) found that a good customer service is needed to retain the customers.

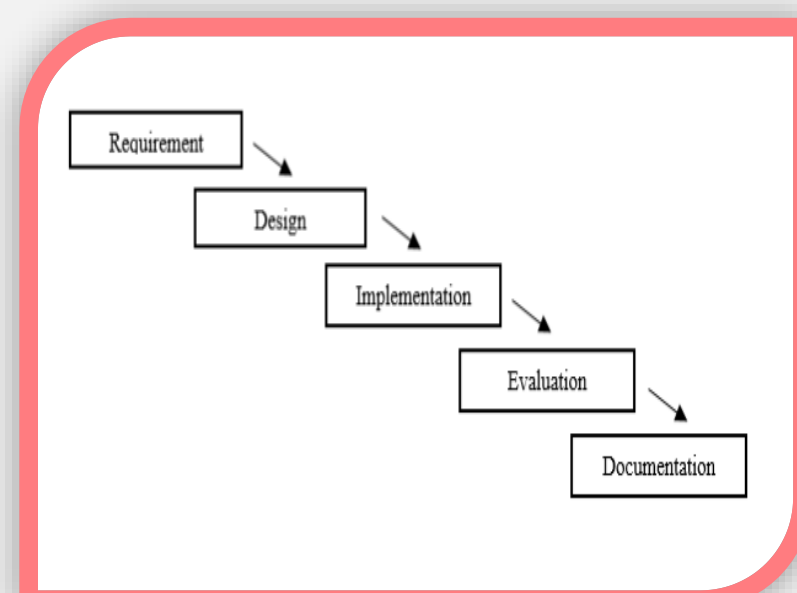


OBJECTIVE

1. To identify the current business ordering process and problem that had been faced by Uncle Jack Restaurant
2. To design and develop an online food ordering system for Uncle Jack Restaurant
3. To evaluate the functionality and usability of the proposed system

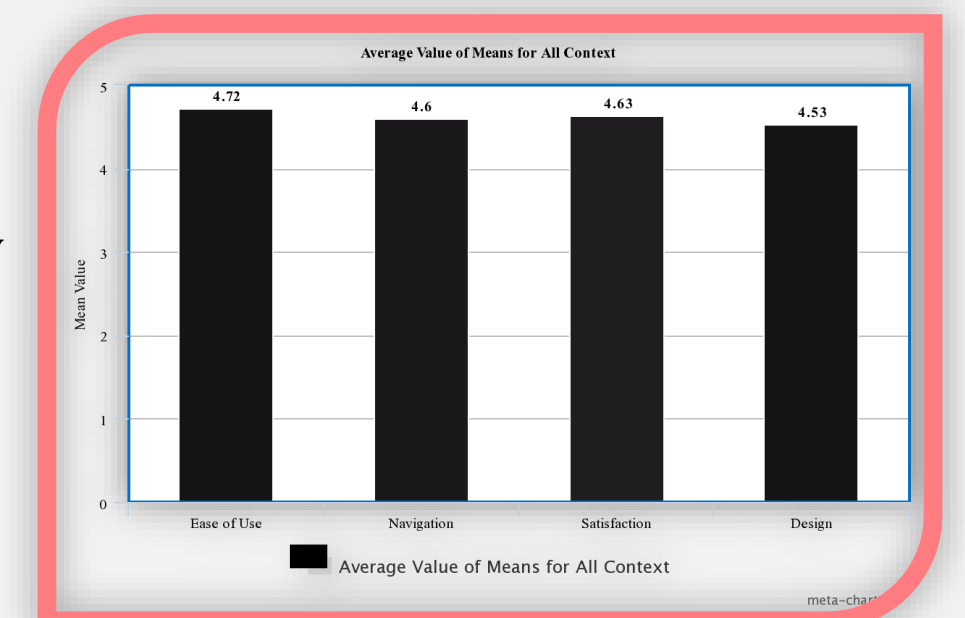
METHODOLOGY

Adapted Waterfall Model



FINDINGS & RESULT

All the means value are above 4.5, it shows the respondent Strongly agree with the usability of Uncle Jack Online Food Ordering System (UJOFOS)



BENEFITS

1. The customers can view the order and payment status by using the system. The customers also can view the products detail and thus make ordering and payment via online.
2. The system helps the manager can easily view the monthly report that generates by the staff.
3. The staff also can view and verified the order from the customer. It is very important to keep aware of the customer order. The system helps them to easily respond toward customer order.

NOVELTY

1. UJOFOS is a platform that is provided for Uncle Jack Restaurant to enable the customers make an online food ordering from Uncle Jack Restaurant.
2. The system use 10 Usability Heuristic Principles to guide in adding some features on UJOFOS that will increase the customers' satisfaction (Sonika, 2019)
3. First online ordering system of Uncle Jack Restaurant.

COMMERCIALIZATION

1. Provides Buy 5 Free 1 promotion that will attract more customers.
2. Provides a platform that make ease customers to make an online food ordering from Uncle Jack Restaurant.
3. Provides maps that assist customers to easily put deliver location

CONCLUSION

As conclusion, the developed Uncle Jack Online Food Ordering System receives a positive feedback as an online ordering platform that allowed the customer to make an online ordering from Uncle Jack Restaurant.