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Smart Billing and Order Management System for Restaurant

Sivabalan S [1], Mrs. Leena Sylviya S [2]

[1] Undergraduate Student [2] Assistant Professor Department of Computer Technology, Dr.N.G.P. Arts and Science College, Coimbatore, Tamil Nadu, India

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Abstract

The overall service quality and a customer's satisfaction can be affected when restaurants experience challenges with taking customer orders and generating bills in an efficient manner, especially during peak hours on busy days. In addition, the traditional method of taking orders, making bills by hand, and creating records can lead to inaccurate billing and a lengthy process for taking orders, creating and maintaining records.

The new service is called **Smart Billing and Order Management System for Restaurants** and will provide a new computer-based application to automate and simplify the process of taking customer orders, calculating bills automatically, and maintaining accurate records for every transaction in the restaurant.

Additionally, this system will allow restaurant employees to take customer orders quickly through the creation of the order electronically, calculate bills automatically, and maintain accurate inventory records.

The Smart Billing and Order Management System for Restaurants will also enable restaurant employees to manage and track all menu items in a timely and efficient manner, process customer orders through the creation of an order, and generate invoices in a timely and efficient manner. All the order and billing information will also be stored in a secure database storage system to provide restaurant owners with an easy way to track their daily sales and popular menu items along with analyzing how well the restaurant is performing.

Finally, this system will include many features that are of great help to restaurant employees and improve their quality of work such as order tracking, automated cost of bill calculations, and report creation. All of these features will help reduce manual labor performed, reduce the amount of billing errors, and to assist restaurants with improving the overall efficiency of their operations.

Keywords: Smart Billing System, Restaurant Order Management, Automated Billing, Restaurant Management System, Sales Data Analysis, Digital Order Processing.

INTRODUCTION

Proper order management and billing procedures, helps all restaurants operate successfully. However, there are a lot of small and mid-sized restaurants that still take orders on paper, calculate their bills by hand, etc. These types of methods can create many problems. These types of methods can be time consuming due to human error, plus it's hard to manage the orders taken during times when the restaurant is extremely busy. In addition, because of these types of manual methods, it takes a long time to deal with orders and customers, plus customers may receive the wrong bill and have their order mixed up.

In order to fix these types of problems, restaurants need a digital order-taking and billing solution to simplify the process by which they take and manage orders and generate bills. This Smart Billing and Order Management System for Restaurants is designed to automate restaurant operations and increase efficiency in providing service to customers. The Smart Billing and Order Management System will enable restaurant staff to quickly and easily enter customer orders, choose menu items, and automatically generate bills.

The Smart Billing and Order Management System will also allow restaurants to store their order and billing information in a secure manner and help restaurant owners with record management as well as tracking their daily sales. Additionally, the Smart Billing and Order Management System will have additional features, such as: menu management, order tracking, and report generation. These types of features will help automate the manual process and reduce billing errors.

Ultimately, the Smart Billing and Order Management System has been designed to help restaurants improve their operational efficiency, provide a better customer experience, and provide a reliable user-friendly restaurant management solution.

LITERATURE REVIEW

The rapid rise of digital technologies has dramatically changed how restaurants conduct their day-to-day business. Restaurants that use traditional manual systems to record orders and bill customers find that these types of systems can often cause delays, mistakes in calculations, and poorly managed records. Researchers have identified that using automated systems will allow restaurants to increase the efficiency of service and to reduce the incidence of human error in restaurant operations.

Early studies conducted by Laudon and Laudon, on the use of management information systems, highlighted the role of computerized systems in changing the business processes of companies by automating repetitive tasks and producing accurate records. Similarly, the authors O'Brien and Marakas suggested that digital information systems enable organizations to effectively manage their transactions and provide the facilities to produce reports to help make good decisions. These studies laid the groundwork for the creation of digital restaurant management solutions.

Recent studies confirm the advantages of using automated order management and billing systems to be more efficient in the hospitality industry. Kumar and Sharma identified that using computerized billing systems decrease the occurrence of human error and improve customer service by providing faster service. Patel and Desai both emphasize that database management systems are very important for storing and processing transactional data in an efficient manner.

These studies indicate that there is a strong need for a user-friendly and dependable restaurant management system. Therefore, an automated order management and billing system for use in restaurants was developed.

METHODOLOGY

The proposed Smart Billing and Order Management System for Restaurants has been developed using a systems development-oriented methodology composed of literature review followed by practical application. Relevant studies, technical articles, and research papers regarding Restaurant Management Systems, Billing Automation, and Database-Driven Applications were all located within the academic publication. The review focused on studies published between 2016 and 2024, thereby ensuring an up-to-date knowledge base regarding Digital Billing Technologies, Order Management Platforms, and Service Automation in the Hospitality Sector. The literature search was guided by keywords such as restaurant billing system, digital order management, restaurant automation, point-of-sale systems, and database management in restaurants.

The system development will utilize a standard Software Development Life Cycle (SDLC) approach which consists of five steps: Requirement Analysis, System Design, Implementation, Testing, and Validation. The key functional requirements identified during Requirement Analysis include order recording, automatic bill generation, menu management, and sales reporting. Based upon these requirements, the System Architecture was designed with multiple modules: User Interface Module, Order Management Module, Billing Module, and Database Management System.

The Application Architecture will be Database- Driven in order to securely store all the Menu Items, Orders, and Transaction Details. Automatic calculations will be performed to eliminate manual billing errors. All systems will need to be tested and validated to ensure compliance with all requirements.

WORKFLOW

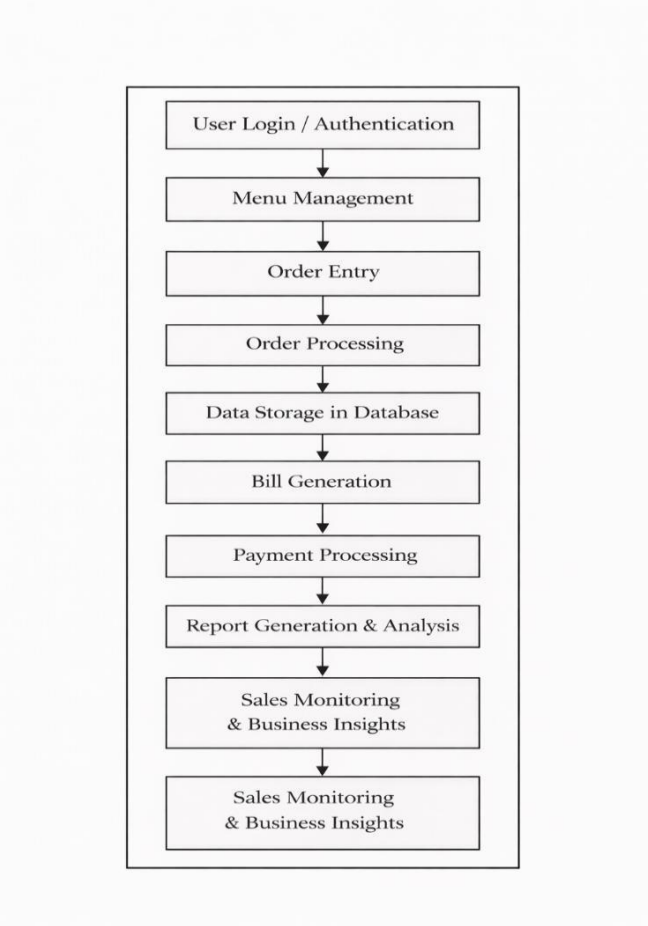

Figure 1: Work Flow of Smart Billing and Order Management System for Restaurants

The **Smart Billing and Order Management System's (SBOMS)** workflow is a systematic approach to managing restaurant orders, billing, and transaction records in an efficient manner. The first step in this process is user authentication by the restaurant staff/administrator using their secure credentials to log into the SBOMS system. Only those individuals who have been granted authorization will be allowed access to manage the restaurant data in the SBOMS system.

The next phase of the workflow is restaurant menu management (adding, modifying, and removing food items from the restaurant menu). The staff can take customer orders by selecting items directly from the SBOMS interface once the restaurant menu has been established.

Once a customer has placed an order, the SBOMS system processes the order and calculates the bill for the customer based upon the items selected and the quantity of each item selected. This automated order processing and order calculation help to decrease the risk of manual error, and they also allow for the delivery of food to the customer faster during peak business hours.

All transaction data and details will be securely stored in a centralized location (database) to provide an adequate form of record keeping and for easy access to the information at a future date. Once an order has been processed, the SBOMS system generates a digital copy of the customer bill.

Finally, SBOMS will provide the restaurant manager with a report summarizing the restaurant's daily sales (total and individual item sales) and will provide the restaurant manager with a summary of restaurant sales for every full month of operation, allowing the manager to track restaurant sales activity for the month, identify which menu items were popular, and assist in making sound business decisions to improve the overall performance of the restaurant.

CONCLUSION

The Smart Billing and Order Management System for Restaurants addresses the need for effective solutions for traditional restaurant operations' challenges by helping to simplify, automate and digitize order-taking, bill calculating and record keeping. Many restaurants continue to take orders and calculate bills manually which creates the potential for mistakes due to having multiple gaps in record keeping, difficulties in tracking customer orders and generating bills, and wasting time and labour to do everything manually. Additionally, restaurants may experience longer wait times at peak times because they do not use any technology when managing customer orders or lifecycle management of product or service offerings. Consequently, digital solutions should be available in order to streamline restaurant operations to improve the overall efficiency of restaurants.

The system provides a complete structured solution for restaurant personnel to record customer orders, automatically produce bills, and maintain secure transactional records in order to significantly reduce the number of man-hours required in order to complete each customer transaction. Using a user-friendly interface allows restaurant personnel to easily select menu items, enter order detail and complete payment in real-time. The system will automatically calculate the total amount of the bill by taking into consideration the price of each individual menu item, the quantity of each menu item ordered and typically reduces the errors associated with manual bill calculation and assists in significantly improving the speed of service.

In addition to calculating sales and generating daily sales reports, restaurants will have access to visual reports that allow for analysis of sales on a daily basis at the individual item level, provide restaurants reports on the number of daily/weekly/monthly customer transactions,report on sales trending up and/or down in sales, to see which menu items are the most popular by volume of sales, etc. With secure user authentication and reliable data storage, restaurants can confidently operate under strict policies regarding the protection and sensitivity of their confidential business information.

The improved operational efficiency will also lead to improved customer service.

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