

# **Automation and Optimization of the Order-Taking Process in the Food Service Business**

By: Monzer Allam, Juan Mauricio, and Juan Neibles

Company: Parthenon Café Restaurant

Industrial Advisor: Viola Farhat

Faculty Advisor: Gary Teng

## **Abstract**

The Parthenon Café is a casual dining restaurant. The restaurant seats sixty-five people and is staffed with fifteen people. The three services that the restaurant offers are: dine-in, carryout, and delivery. Our project encompasses all three aspects of the business but is focused on the delivery service.

The implementation of computer system will facilitate the order-taking process especially during delivery orders. As it stands all delivery orders are taken manually and require a customer to remain on the line will all information including address and phone number be written down. This is not only irritating to the customer but it is also time consuming. The inefficiency of the process has led the owner to try to find a way to improve this process.

Hence our project is born. It is our responsibility to find a solution to the problem at hand. Through research we have determined what the needed hardware and software are and have also located a contractor who will customize the software to meet the needs of the restaurant.

Once the software is ready and the hardware has been purchased we will need to install the system in the restaurant. During the installation period the phones will be transferred to cell phone so to not interrupt the business. Once installation is complete, we will need to train the employee on operation of the system.

We are now at a point where the contract is unable to meet our deadline for our project. It seems that another project had taken him out of state and has pushed back the rest of his obligations. Therefore, we are unable to analyze the results of our project.

We are certain that once this system has installed the business will be more efficient and the owner can continue the process of improve the restaurant and increasing sales. However, we are not trying to directly link the implementation of this system to an increase in sales; however it will certainly make it easier to handle an increase in business and facilitate the entire order-taking process.