Industries / Hospitality

Simplifying Restaurant Management for Better Hospitality

Customer Overview

This desktop application, built for a leading hospitality industry client, streamlines restaurant management. From managing restaurant orders to invoices, this application helps the restaurant staff easily carry out their day-to-day work operations.

Project Features

Below are the basic features of the application that are available to the restaurant staff:

- Regular and master keys are available to the users using which they can login into the system. Master key is accessible to the restaurant super user whereas the regular key is accessible to the restaurant staff.

- The system has some categories and sub-categories in food section. Admin can add/update/delete these categories and sub-categories.

- User can reserve or book a table for any branch of the restaurant using this application.

- User can place and manage food orders. They can view their order and its details. User can also book orders for any other branch of the restaurant using this application.

- The system can manage online status of an order, like Start, In Processing, Delivered, Cancel, etc. User can check online status of the order.

- User can post customer comments for food, food order and service. Admin will manage all comment sections.

- Admin can view and manage paid and unpaid orders in the system.

- User can create and print invoice for an order.

- Twilio SMS API is integrated for managing user order payment link in mobiles.

Problem Statement

Here were the primary business requirements for the project:

- Customer can place food order.

- Provide Regular key and Master key to enable vendor login.

- View and track order.

- Check online status of order.

- Table Reservation and SMS Coin Balance.

- Enable user comments over order and restaurant.

- Print Invoice for order.

Challenges during implementation

We faced difficulty in configuration of MySQL Database with WPF application, and in managing diverse database tables, all of which contained at least some static value.

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CIS Solution

We removed all the static values from the database tables, created some new tables, and used dynamic data from those newly created tables.

Positive Outcome

The project was a success because following points were efficiently covered:

- Project scope was clearly defined.

- Outlined smart project goals and completed the project within time limit.

- Client was highly satisfied with our work, since we provided the exact solution which they wanted.

- Delivered a strong product to our client. We followed layered architecture during the development so that it is easy to modify application in near future development as well.

Technologies Used

Our Achievements

14+	YEARS IN BUSINESS
05	WORLDWIDE OFFICES
1000+	EXPERT TEAMS

12+ Yr	WEB EXPERIENCE
7+ Yr	MOBILE EXPERIENCE
7+ Yr	MARKETING EXPERIENCE
100+	WORLDWIDE CLIENTS

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