DESIGNING A KIOSKS SELF-SERVICE ORDERING SYSTEM FOR ARYA'S CHILL AND GRILL

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In Partial Fulfillment of the Requirements

for the Degree of Bachelor of Science in Information Technology

College of Communication and Information Technology

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APPROVAL SHEET

This study, entitled **"Designing a Kiosks Self-Service Ordering System for Arya's Chill and Grill"** prepared and submitted by EJ O. Fallorin, John Carlos E. Mirador and Elson James A. Valencia in partial fulfilment of the requirements for the degree of **BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY** are hereby recommended for oral examination.

DARYL JOHN C. RAGADIO, MSCS
Adviser

Approved by the Panel of the Oral Examiners on June 21, 2023 with a grade of _____.

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Accepted and approved in partial fulfilment of the requirements for the degree of **BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY.**

12 AUG 2024
Date Signed

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Dean, CCIT

EXECUTIVE SUMMARY

This research investigates the implementation of Designing a kiosk self-service ordering system for Arya's Chill and Grill, a restaurant in Mabanglit, Cabangan, Zambales Philippines. The Philippines' strong food culture and prevalence of food stalls create a market for improved efficiency in ordering. The proposed web-based system utilizes a kiosk where customers can browse menus, customize orders, and pay directly, eliminating the need for cashiers or servers. The Rapid Application Development (RAD) model will be used for development. Customer and staff evaluations indicated positive feedback on the system's design, acceptability, and the restaurant's readiness for implementation. Both groups ranked "Performance" as the highest category, with customers perceiving it as "Excellent" and staff as "Very Good." The overall evaluation resulted in a rating of "Excellent" for customer design perception, "Highly Accepted" for customer and staff acceptability, and "Very Ready" for customer readiness and "Ready" for staff readiness. These findings suggest that the kiosk self-service ordering system is a viable solution for Arya's Chill and Grill, offering an efficient and convenient ordering experience for customers and improved operations for the restaurant.