



An-Najah National University
College of Engineering and Information Technology
Management Information Systems

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Graduation project : **Restaurant/Cafe ordering system (PalRestos)**

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PALRESTOS

PALRESTOS is a Palestine-based website that offers managerial solution services to Restaurants and Cafes by using QR codes to connect customers with the place they are visiting at that moment and letting them access all they have to offer.

Objectives:

- **Mission:**
- Upgrade the quality of services in the coffeeshops and restaurant to make it easier and less effort using QR menu for the customer.
- **Vision:**
- For PalRestos to be the first option for Restaurants and Cafes for providing the best managerial technical services.



Goals:

Tangible goals:

- Enable managers to easily update or modify their menu.
- Reduce human workforce.
- Increase efficiency of time management.

Intangible goals:

- A system for supervision of inventory.
- Increase customer satisfaction.
- Detailed reports of customer purchases.

How Restaurants and Cafes currently operate.

1. Customer goes to the place and needs to call the employee by shouting and waving at times to get their attention.
2. After receiving the menu from the employee and making their choice they have to call the employee again.
3. The employee then has to go to the cashier to give him the order and then he has to deliver it to the kitchen for the cooks to start cooking.
4. Every time the customer needs something or wants to edit their order they have to do the same process again.
5. After finishing their meal the customer either goes to the cashier to pay or he has to try and get the employee's attention another time so that he brings the bill to them.

The problems with the current process:

- The Customer has to take noise to order from the employees.
- The employee usually has other tasks to do like sending orders or cleaning tables.
- The wastefulness of time when the employee has to do all of these tasks together.
- The necessity to hire extra employees to fill all the needed roles.
- Every time the customer needs something the same messy process is repeated with all the aforementioned problems.
- The trouble customers have to reach the cashier to order, pay or even reserve, especially in crowded places.

The Solution:

Our website **PALRESTOS** allows the customers to see what the place they are sitting in offers and order them through their phone. As well as editing their orders to add or subtract from them in addition to conducting their payments through the website.

The Benefits:

- When ordering from **PALRESTOS** the customer doesn't have to make noise and signals in the restaurant to grab an employee's attention which reduces overall noise in the place.
- The employee can continue his work undisturbed, reducing the wasted time on sending orders and cleaning.
- PALRESTOS** reduces the need for a high amount of employees since there is less needed time for each of them.
- PALRESTOS** handles most of the repetitive and irritating tasks and leaves the important ones to the employees.
- PALRESTOS** handles the ordering and payment processes for the customer so they don't have to stand in line for long periods of time just to order food or pay for it.

How is it done?



PALRESTOS

PALRESTOS is built on WordPress as a website and is accessible from all platforms, the website provides the customer (restaurant/cafe owners) with an automated ordering system that is accessible through their phone by pointing it at a QR code on the table they are sitting on.

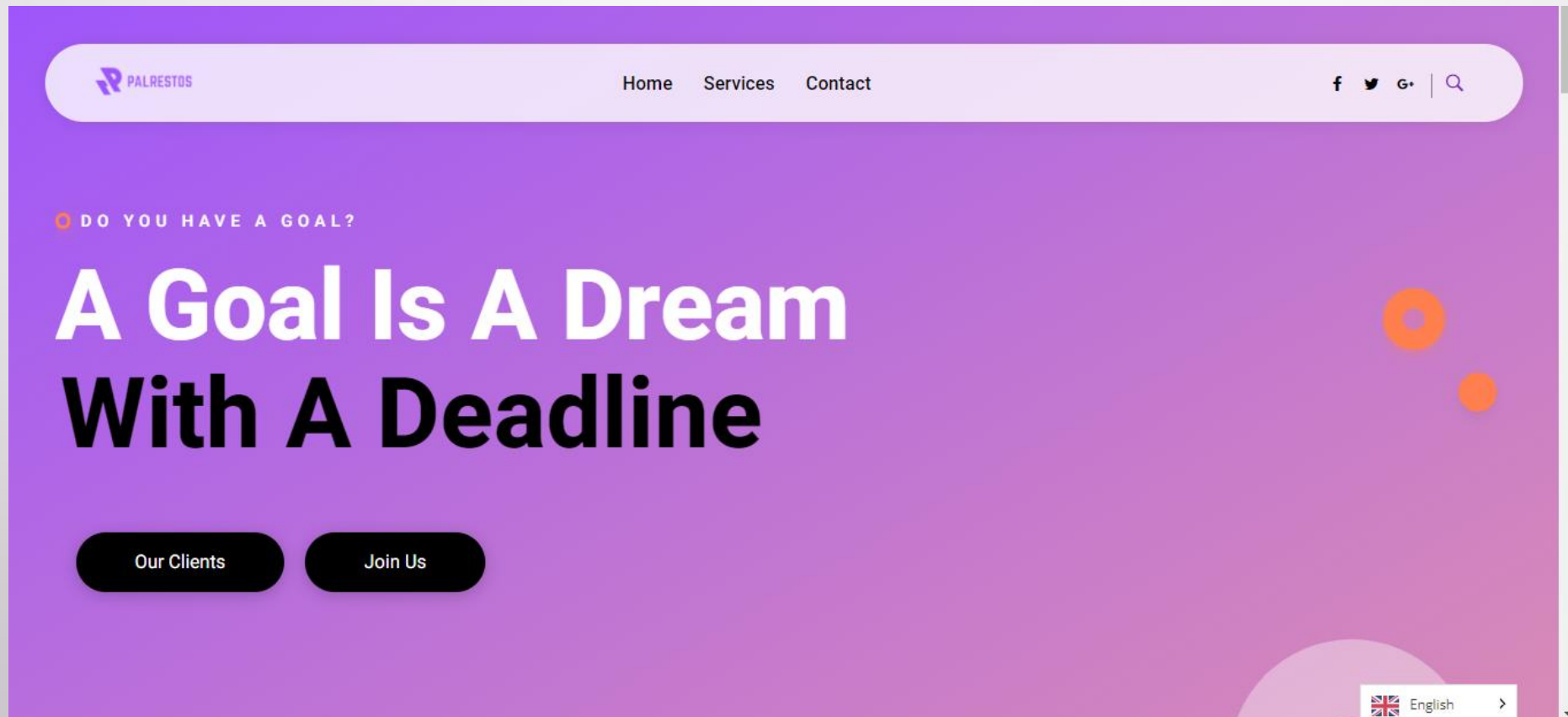
Why WordPress?

- Fast, optimized, and secure core software.
- Flexible and adaptable for changing needs.
- Plug-ins extend functionalities and allow us to do much more in a short amount of time.
- Can be audited regularly by a lot of developers.
- Websites built on it can be accessed from both PC/laptops and phones which is necessary for our project.
- Available support and tutorials which helps us immensely whenever we face roadblocks while developing the website.

Website Walkthrough

Home page:

Here the client can inquire about our service and contact us as well as access their page or website so they can review, maintain or edit it.



PRICING PANNEL:

PALRESTOS will use the periodic subscription revenue model to provide the service to the client with 3 available plans: Basic, Standard and Premium to suit the different needs of different clients.

PRICING

Pricing Pannel

Basic

\$2 / Month

Simple Mnue .

- ✓ Enabling Creative Design
- ✓ Use Vibrant Colors
- ✓ Attractive Design
- ✓ Menu Page Design Only
- ✓ Login With QR Code
- ✓ It Is Not Possible To Order Or Modify

Standard

\$7 / Month

Website.

Plus:

- ✓ Menu Page Design
- ✓ Login With QR Code
- ✓ Can't Order
- ✓ Restaurant Profile Page Design
- ✓ Brand Design
- ✓ A Site That Allows You To Edit And Add Employees

Premium

\$15 / Month

Order System.

Plus:

- ✓ Enabling Creative Design
- ✓ Use Vibrant Colors
- ✓ Attractive Design
- ✓ Menu Page Design
- ✓ Restaurant Profile Page Design
- ✓ Brand Design
- ✓ Login With QR Code
- ✓ Order Management
- ✓ Editing And Adding Food
- ✓ Analysis

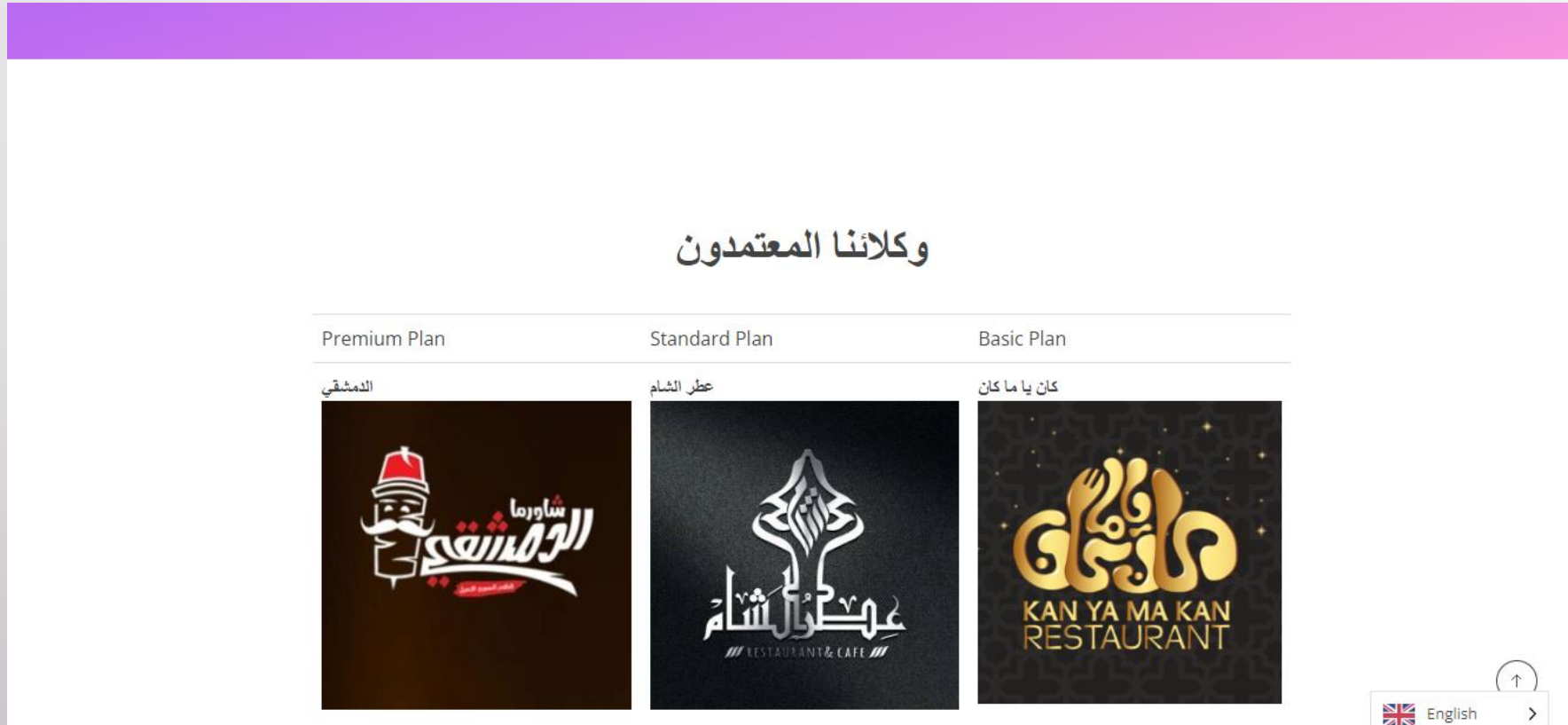
Cost Structure:

PALRESTOS's cost structure is comprised of:

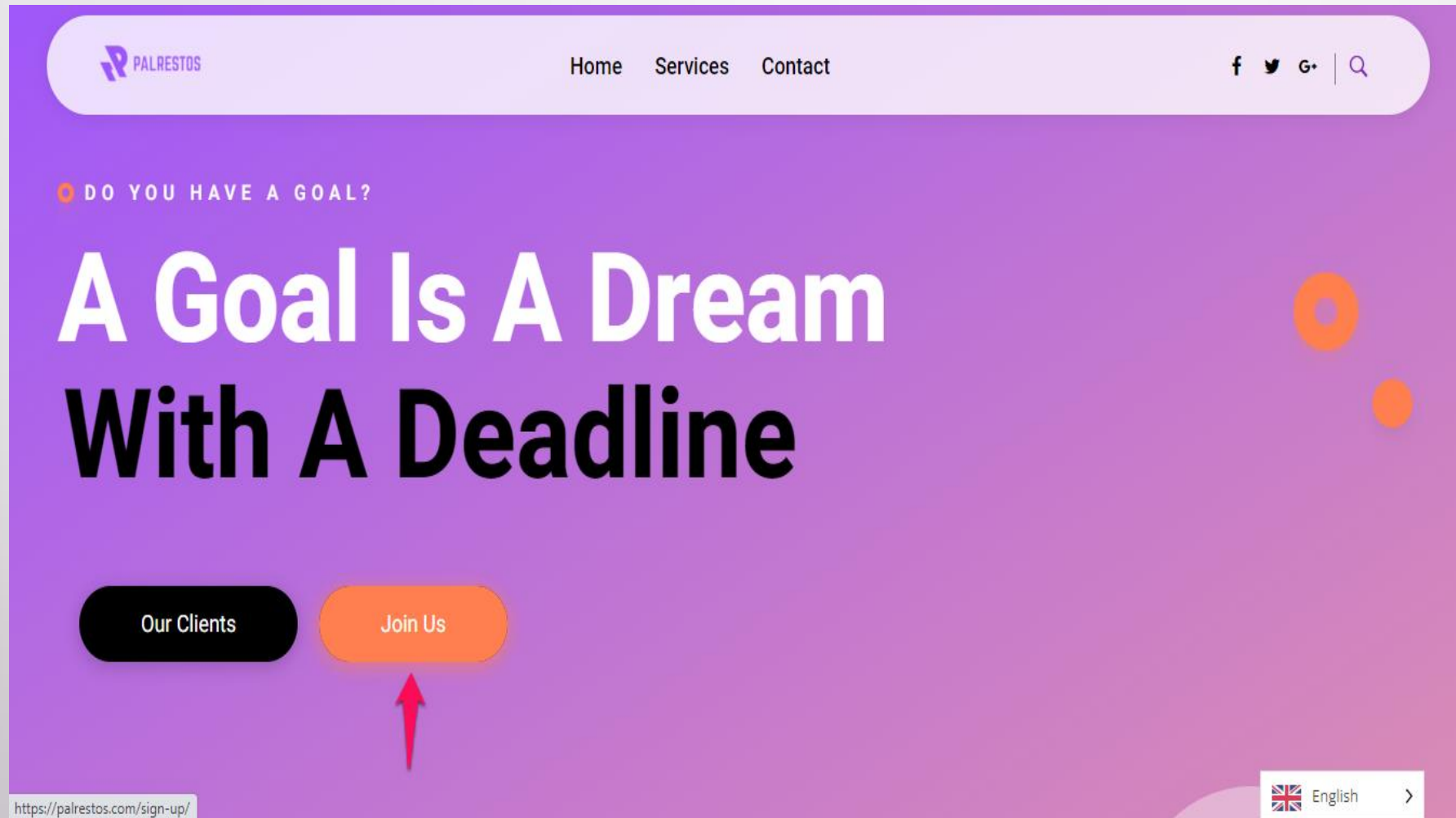
1. Website hosting fees, and as the number of clients increases the fees get more expensive as we have to host more websites.
2. Future Development costs: as we work to add new features we will require more resources and developers to develop and maintain them.
3. Employee salary: Developers, Maintainers, Support crew, Contact team.
4. Legal consultation will be needed constantly with each development and relationship established to ensure no laws are broken and that contracts are written properly.
5. Marketing costs.

“Our Clients” page:


Allows the visitor to browse through our clients' websites to view examples or let the client access their website to work on it.



Sign-up process scenario:



Sign-up process scenario:



Account


Restaurant Name *

First Name *


Last Name *

Email * Password *

Confirm Password *

 English >

Contact

City * Phone 

Country

Your Plan


Basic


Standard

Premium


ay


Upload Menu food


Drag and Drop (or) [Choose Files](#)

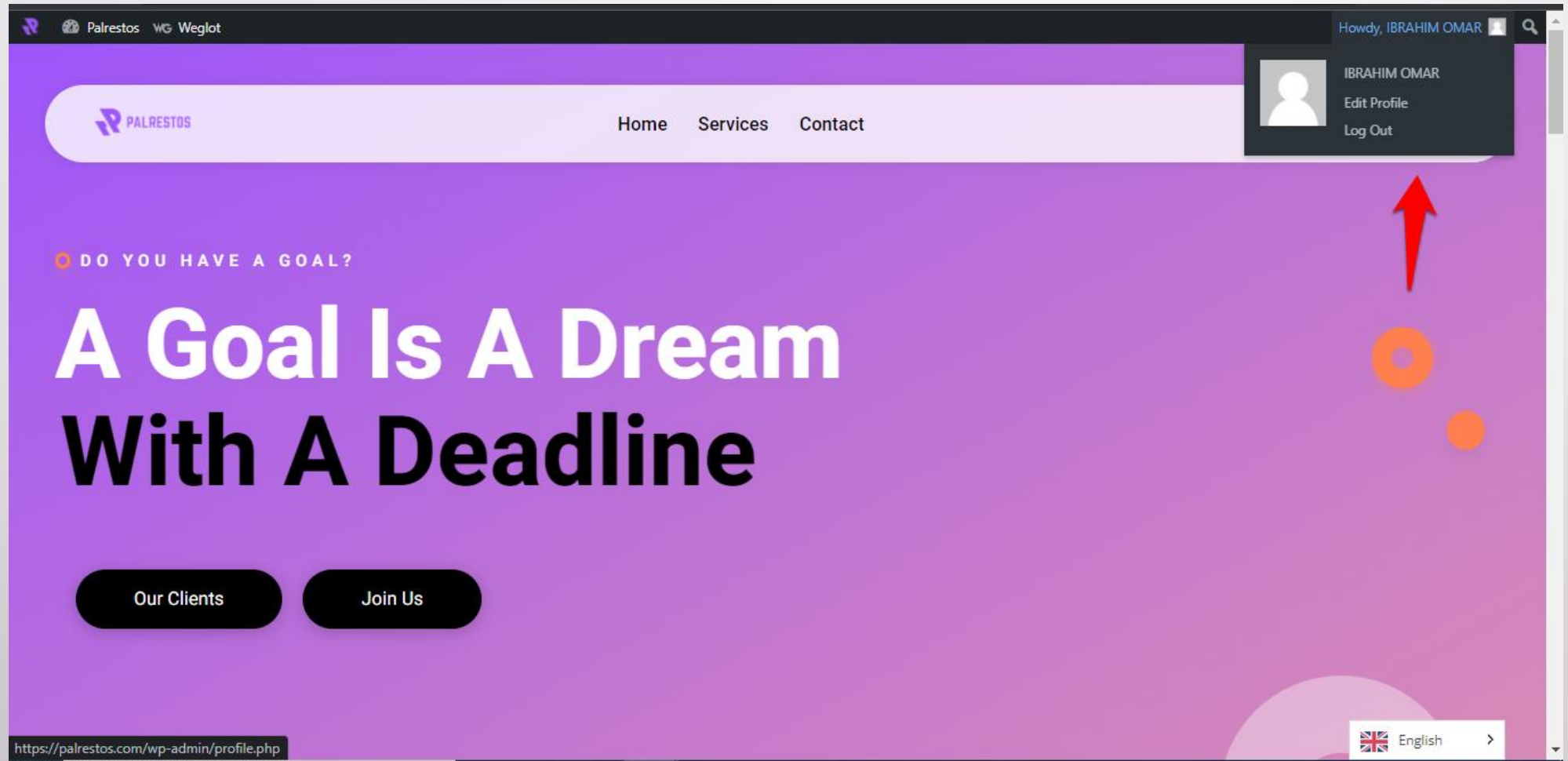
 Screenshot (7).png
113.99 KB

Consent
☒ Yes, I agree with the [privacy policy](#) and [terms and conditions](#).

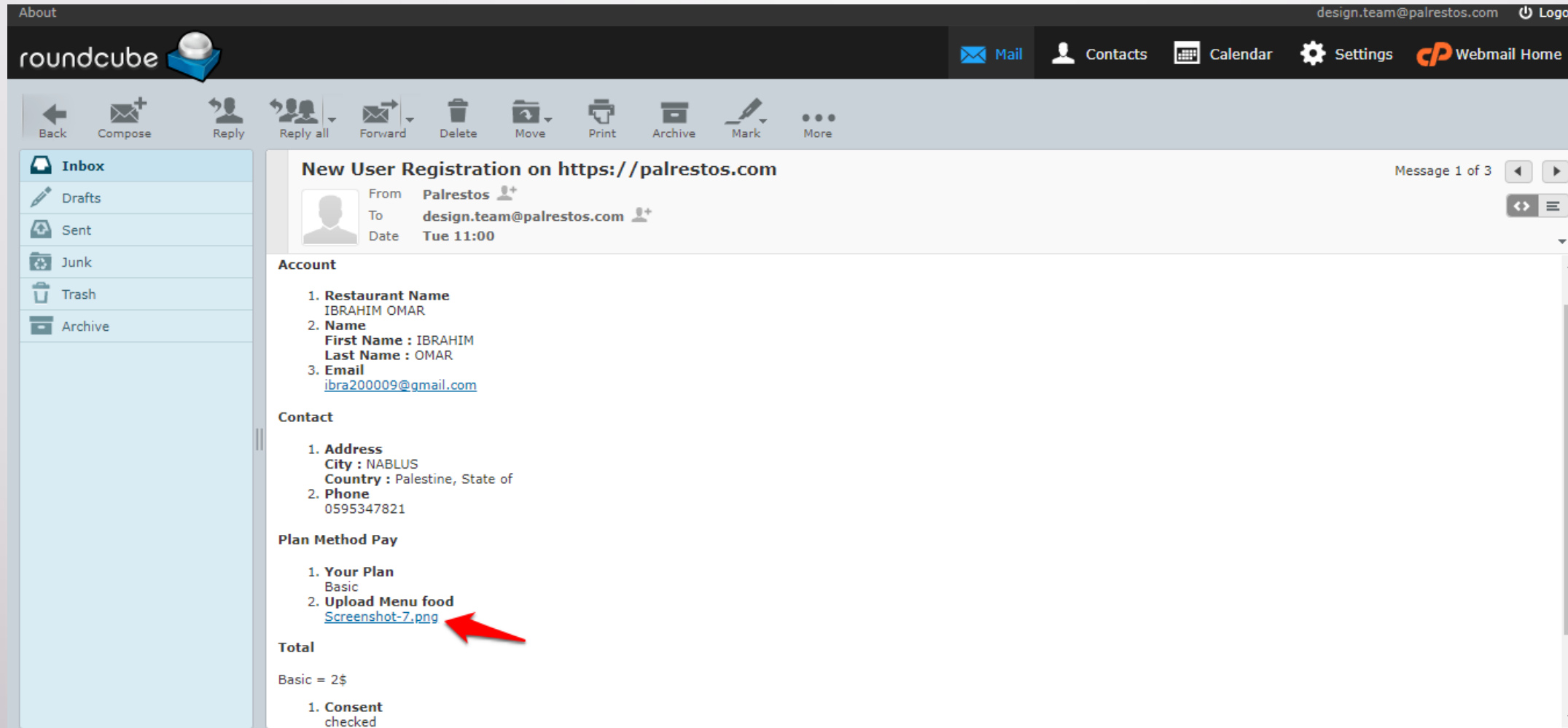


 English >

Login page:



Design team inbox



The screenshot displays the Roundcube webmail interface. The top navigation bar includes links for Mail, Contacts, Calendar, Settings, and Webmail Home. The left sidebar shows the email folder structure: Inbox, Drafts, Sent, Junk, Trash, and Archive. The main content area displays an email titled "New User Registration on https://palrestos.com" from Palrestos to design.team@palrestos.com, dated Tuesday at 11:00. The email body contains registration details for Ibrahim Omar, including his name, email address, address in Nablus, Palestine, phone number, and subscription plan (Basic). A red arrow points to the link "Screenshot-7.png" under the "Upload Menu food" section. The email also includes a "Total" section showing a basic fee of 2\$ and a consent check.

roundcube

design.team@palrestos.com

Mail Contacts Calendar Settings Webmail Home

Back Compose Reply Reply all Forward Delete Move Print Archive Mark More

Inbox Drafts Sent Junk Trash Archive

New User Registration on https://palrestos.com Message 1 of 3

From Palrestos
To design.team@palrestos.com
Date Tue 11:00

Account

1. **Restaurant Name**
IBRAHIM OMAR
2. **Name**
First Name : IBRAHIM
Last Name : OMAR
3. **Email**
ibra200009@gmail.com

Contact

1. **Address**
City : NABLUS
Country : Palestine, State of
2. **Phone**
0595347821

Plan Method Pay

1. **Your Plan**
Basic
2. **Upload Menu food**
[Screenshot-7.png](#)

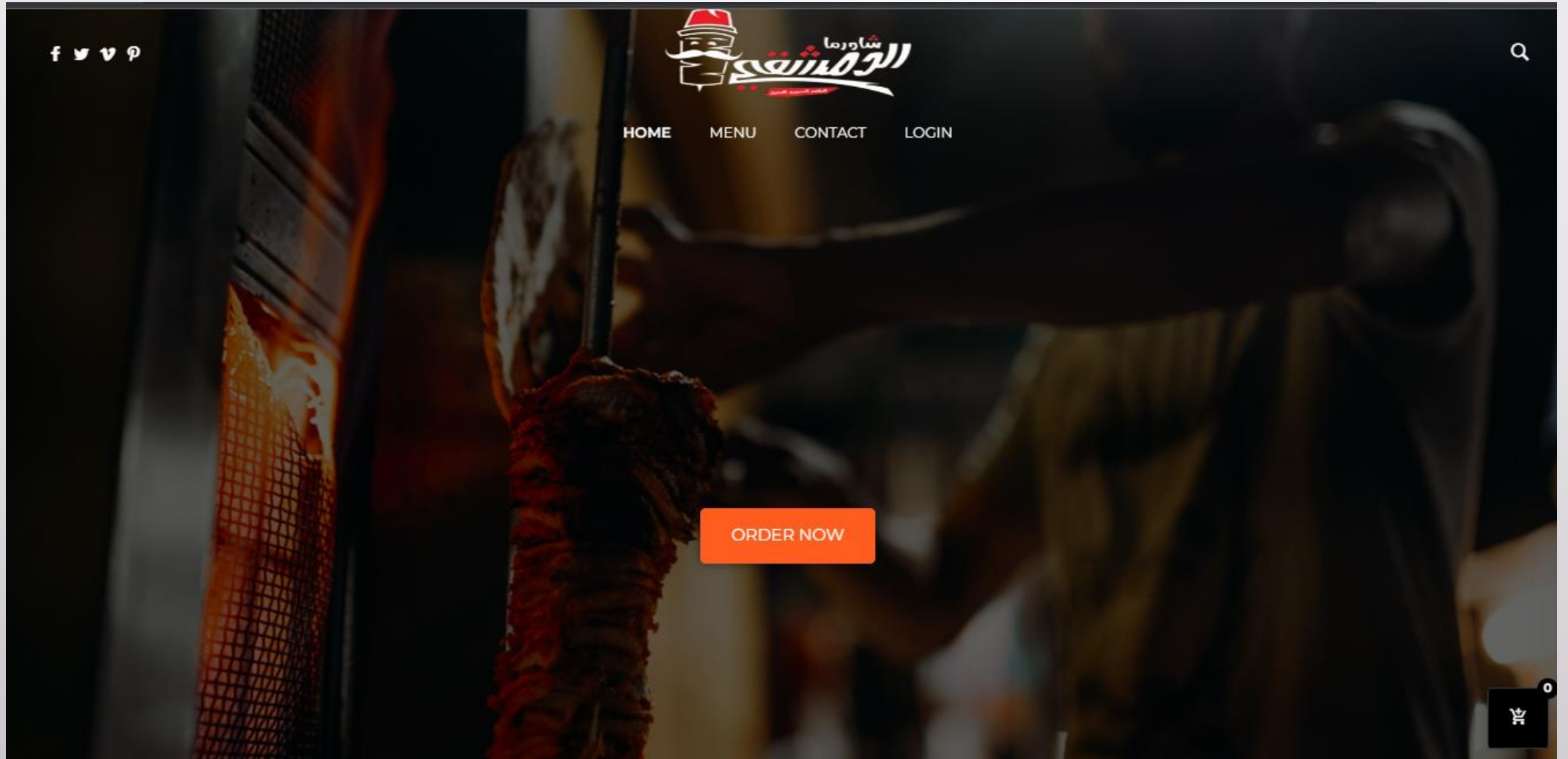
Total

Basic = 2\$

1. **Consent**
checked

Design team confirms the subscription and a message is sent to inform the client about the completion time

Example of our client's website designed by the team



Basic plan menu



بالشوكة

دجاج لحمه

20 18	كاسة شاورما
24 22	فتة شاورما
24 22	تشيلي فرايز

وفي مكان

8	علبة بطاطا ...
5	علبة بطاطا ...
6	علبة سلطة
5	علبة مخلل
3	كولا
2	مياه



سندويشات

دجاج لحمه

22 20	ساندويش باشكا + بطاطا
17 15	لفة شاورما
17 16	باجيت شاورما
15 14	برغر شاورما
9 7	ساندويش شاورما لبناني
12	ساندويش كبة

شاورما شراك

دجاج لحمه

7 6	ساندويش شراك ميني
11 10	ساندويش شراك عادي



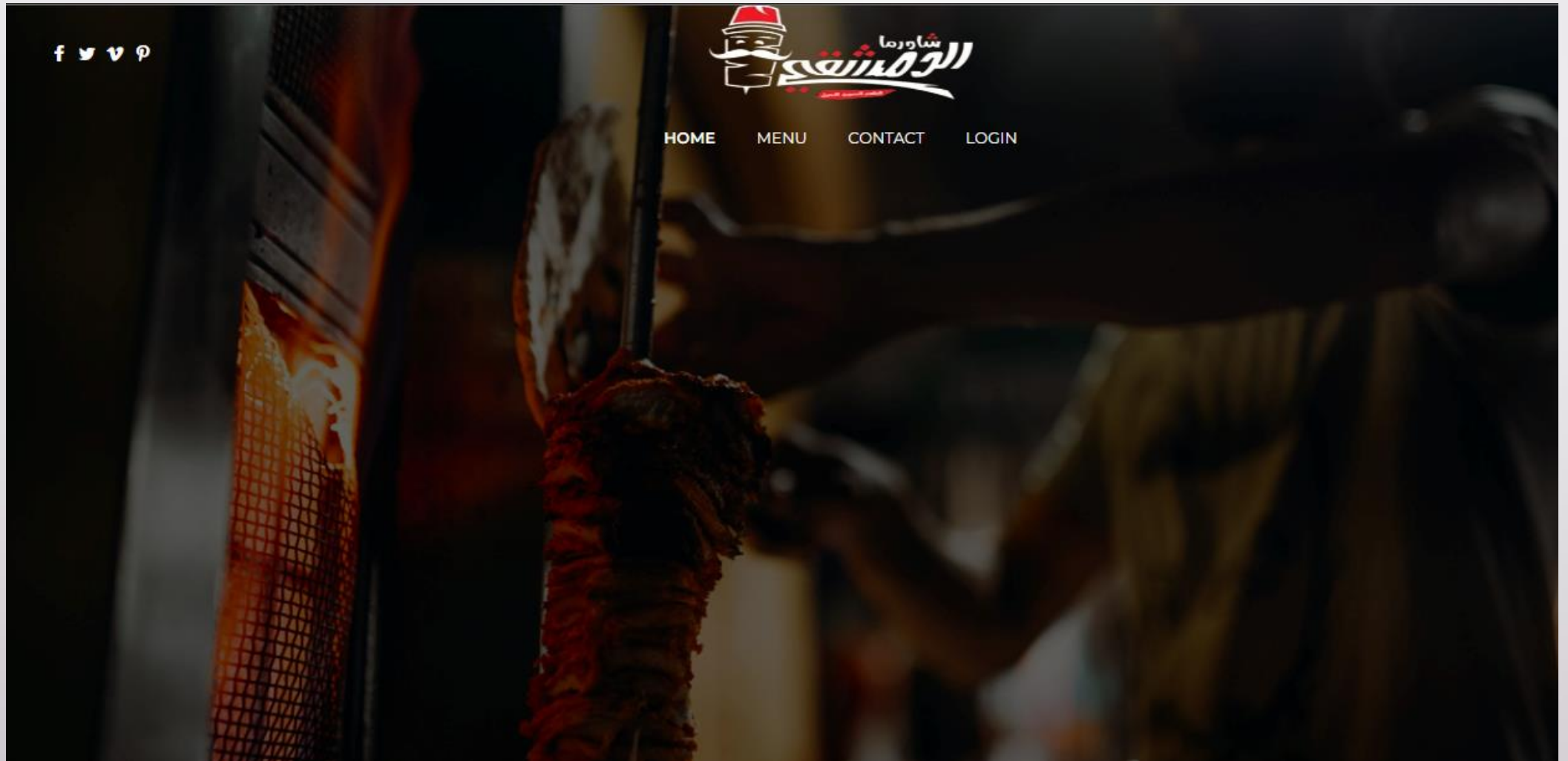
وجبات

دجاج لحمه مكس

17 18 16	وجبة شاورما عربي عادي
22 23 21	وجبة شاورما عربي سوپر
25 26 24	وجبة شاورما عربي دبل
35 36 34	وجبة شاورما عربي تريل
95 100 90	وجبة شاورما عربي عائلي
24 22	فطيرة شاورما بالفرن
24 22	وجبة شاورما مكسيكي (حار)

This menu page was created based on the actual menu in the restaurant in Nablus sent by the client before







Standard plan website



In this plan website & menu page were made but without ordering system

Premium plan menu

وجبات ساندويشات شاورما ثيراك الصقيحة بالشوكة اضافات

	وجبة شاورما عربي عادي وجبة شاورما عادي	16 - 18		وجبة شاورما عربي سوپر وجبة شاورما سوپر	21 - 23
	وجبة شاورما عربي دبل وجبة جاج دبل تلتحدي البرد والجوع والممل	22 - 24		وجبة شاورما عربي تربل	32 - 34
	وجبة شاورما عربي عائلي	80 - 90		فطيرة شاورما مع جبنة	22.00

<https://xle.gtl.mybluehost.me/product/وجبة-شاورما-عربي-دبل/>

In this plan website & menu page were made with ordering system

Example of Ordering process



Additional information

وجبة شاورما عربي دبل

22,00 ₪ – 24,00 ₪

النوع

لحمة

Clear

24,00 ₪


2

Add to cart ✓

SKU: N/A Category: وجبات




Checkout process

Cart (6 items) 


وجبة شاورما عربي دبل - لحمة

24,00 ₪ × 2


48


علبة بطاطا - صغير

5,00 ₪ × 2


10

مشروبات غازية

3,00 ₪ × 2


6

Subtotal:

64,00 ₪

Total (including all charges)

64,00 ₪


View Cart

Checkout

مراجعة طلبك

		Product	Price	Quantity	Subtotal
		وجبة شاورما عربي دبل - لحمة	24,00 ₪	<input type="text" value="2"/>	48,00 ₪
		علبة بطاطا - صغير	5,00 ₪	<input type="text" value="2"/>	10,00 ₪
		مشروبات غازية	3,00 ₪	<input type="text" value="2"/>	6,00 ₪
					<div>Update cart</div>

Cart totals

Subtotal	64,00 ₪
Shipping	Enter your address to view shipping options. Calculate shipping 
Total	64,00 ₪

Proceed to checkout

Place order

اتمام الطلب

Billing details

First name *

ahmad

Last name *

OMAR

Phone *

0595347821

Email address *

ibrahim.omar909@gmail.com

☐ Ship to a different address?

Order notes (optional)

كاتب زيادة لم سمحت

Your order

Product	Subtotal
2 * وجبة شاورما عربي دبل - اللحم	48,00 ₪
2 * علة بطاطا - صغير	10,00 ₪
2 * مشروبات غازية	6,00 ₪
Subtotal	64,00 ₪
Shipping	Enter your address to view shipping options.
Total	64,00 ₪

☐ Please fill in your details above to see available payment methods.

☐ I would like to receive exclusive emails with discounts and product information (optional)

Your personal data will be used to process your order, support your experience throughout this website, and for other purposes described in our [privacy policy](#).

Place order

Website analysis

Orders Add order						
All (21) Trash (3) On hold (2) Completed (17) Cancelled (2)						
Bulk actions ▼		Apply	All dates ▼	Filter by registered customer ▼	Filter	<input type="text"/> Search orders
				21 items	« < 1 of 2 > »	
<input type="checkbox"/>	Order		Date		Status	Total
<input type="checkbox"/>	#544 سعد سمير		3 hours ago		Completed	19,00 ₪ ILS
<input type="checkbox"/>	#542 Illasdfs amerds		3 hours ago		Completed	12,00 ₪ ILS
<input type="checkbox"/>	#541 محمد دويكات		4 hours ago		Completed	5,00 ₪ ILS
<input type="checkbox"/>	#537 محمد دويكات		4 hours ago		Completed	26,00 ₪ 23,00 ₪ ILS
<input type="checkbox"/>	#536 محمد رمضان		4 hours ago		Completed	114,00 ₪ ILS
<input type="checkbox"/>	#535 كريم معاذ		4 hours ago		Completed	30,00 ₪ 25,00 ₪ ILS
<input type="checkbox"/>	#534 كريم معاذ		4 hours ago		Completed	33,00 ₪ ILS
<input type="checkbox"/>	#533 علاء خالد		4 hours ago		On hold	50,00 ₪ ILS

Order preview

Order #537

Processing

×

Billing details

محمد دويكات


Email
pkslayer2@gmail.com

Phone
[0599335250](tel:0599335250)

Payment via
Cash on delivery

Note

زيادة مثوم



Product	Quantity	Total
مشروبات غازية	1	3,00 ₪
وجبة شاورما عربي سوپر - لحمة لحمة: النوع	1	23,00 ₪

Completed

Edit

Orders Activity

All (21) | Trash (3) | On hold (2) | Completed (17) | Cancelled (2)

Search orders

Bulk actions ▼ Apply All dates ▼ Filter by registered customer ▼ Filter 21 items « < 1 > »

Bulk actions
 Move to Trash
 Change status to processing
 Change status to on-hold
 Change status to completed
 Change status to cancelled

		Date	Status	Total
		4 hours ago	Completed	19,00 ₪ ILS
<input type="checkbox"/>	#542 lllasdfs amerds	4 hours ago	Completed	12,00 ₪ ILS
<input checked="" type="checkbox"/>	#541 محمد دویکات	4 hours ago	Completed	5,00 ₪ ILS
<input type="checkbox"/>	#537 محمد دویکات	4 hours ago	Completed	26,00 ₪ 23,00 ₪ ILS
<input type="checkbox"/>	#536 محمد رمضان	4 hours ago	Completed	114,00 ₪ ILS
<input type="checkbox"/>	#535 کریم معاذ	4 hours ago	Completed	30,00 ₪ 25,00 ₪ ILS
<input type="checkbox"/>	#534 کریم معاذ	5 hours ago	Completed	33,00 ₪ ILS


Orders status

Orders Activity

<input type="checkbox"/>	#547 محمد سمیر	5 mins ago	Processing	3,00 ₪ ILS
<input type="checkbox"/>	#544 سعد سمیر	4 hours ago	Completed	19,00 ₪ ILS
<input type="checkbox"/>	#542 lllasdfs amerds	4 hours ago	Completed	12,00 ₪ ILS
<input checked="" type="checkbox"/>	#541 محمد دویکات	4 hours ago	Cancelled	5,00 ₪ ILS
<input type="checkbox"/>	#537 محمد دویکات	5 hours ago	Completed	26,00 ₪ 23,00 ₪ ILS
<input type="checkbox"/>	#536 محمد رمضان	5 hours ago	Completed	114,00 ₪ ILS
<input type="checkbox"/>	#535 کریم معاذ	5 hours ago	Completed	30,00 ₪ 25,00 ₪ ILS
<input type="checkbox"/>	#534 کریم معاذ	5 hours ago	Completed	33,00 ₪ ILS
<input type="checkbox"/>	#533 علاء خالد	5 hours ago	On hold	50,00 ₪ ILS

Refund process

Edit Order




فتة شاورما - دجاج

Variation ID: 414


دجاج :النوع

22,00 ₪ × 2 44,00 ₪



مشروبات غازية

3,00 ₪ × 2 6,00 ₪



Local pickup

Items: فتة شاورما - دجاج × 2, مشروبات غازية × 2

0,00 ₪

Items Subtotal: 50,00 ₪

Shipping: 0,00 ₪


Order Total: 50,00 ₪ ILS

Add item(s)

Refund

Recalculate

Edit Order



فتة شاورما - دجاج


Variation ID: 414

دجاج :النوع

22,00 ₪ × 2 44,00 ₪

0

0




مشروبات غازية

3,00 ₪ × 2 6,00 ₪

1

3



Local pickup

Items: فتة شاورما - دجاج × 2, مشروبات غازية × 2

0,00 ₪

0

Amount already refunded: -0,00 ₪

Total available to refund: 50,00 ₪


⊖ Refund amount: 3,00

⊕ Reason for refund (optional):

Cancel

Refund 3,00 ₪ manually

Edit Order




مشروبات غازية

3,00 ₪ × 2 6,00 ₪

-1


-3,00 ₪



Local pickup

Items: فتة شاورما - دجاج × 2, مشروبات غازية × 2

0,00 ₪



Refund #549 - May 11, 2022, 7:52 pm by palrestos

-3,00 ₪

Items Subtotal: 50,00 ₪

Shipping: 0,00 ₪

Order Total: 50,00 ₪ ILS

Refunded: -3,00 ₪ ILS

Net Payment: 47,00 ₪ ILS

Add item(s)

Refund

Recalculate

Date range:

Month to date (May 1 - 11, 2022)
vs. Previous year (May 1 - 11, 2021)

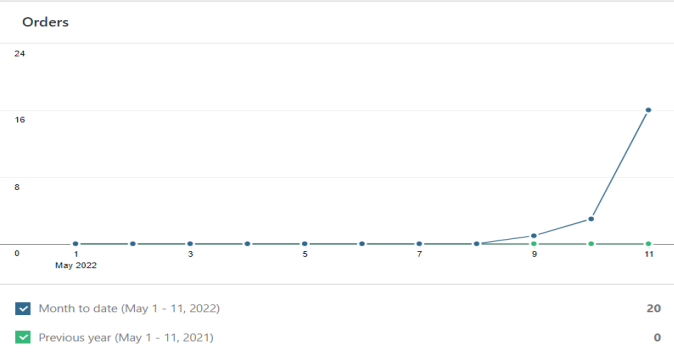
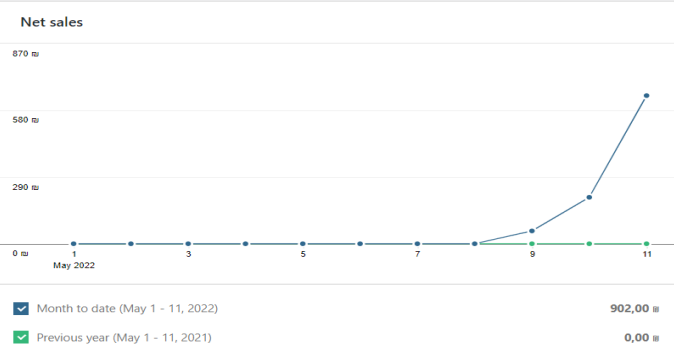
▼

Performance

Total sales	Net sales	Orders	Products sold
902,00 ₪	902,00 ₪	20	59
Returns	Visitors	Variations Sold	Views
65,00 ₪	25	31	287

Charts

By day



Leaderboards

Top categories - Items sold		
Category	Items sold	Net sales
إضافات	29	₪126,00
وجبات	26	₪722,00
الصفحة	2	₪40,00
بالشوكية	2	₪44,00

Top products - Items sold		
Product	Items sold	Net sales
مشروبات غازية	17	₪51,00
وجبة شاورما عريبي ديل	8	₪189,00
وجبة شاورما مكسيكي (حار)	7	₪164,00
علبة سلطة مشكل	6	₪36,00
علبة بطاطا	5	₪34,00

[illegible]



