Final Review

By Tanzeel Ahmad

A COMPARITIVE STUDY ON SOFTWARE USED FOR TAKING ORDER AND BILLING IN FOOD & BEVERAGES SERVICE OPERATIONS POST COVID-19.

Project Report submitted in partial

fulfillment for the award of the degree of

B.SC HOTEL MANAGEMENT

Submitted by

NAME: TANZEEL AHMED
(18GSOH1010060)

IN

PROJECT WORK

SCHOOL OF HOSPATILITY

Under the Supervision of

Mr. Rohit Jaswal

(Assistant Professor)

GALGOTIAS UNIVERSITY

(Established under Galgotias University Uttar Pradesh Act No. 14 of 2011)

May-2021

SCHOOL OF HOSPATALITY

BONAFIDE CERTIFICATE

Certified that this project report "A **COMPARITIVE STUDY ON SOFTWARE USED FOR TAKING ORDER AND BILLING IN FOOD & BEVERAGES SERVICE OPERATIONS POST COVID-19"** is the bonafide work of **"TANZEEL AHMED"** who carried out the project work under my supervision.

SIGNATURE   **SIGNATURE**

Dr. Rajiv Mishra   Mr. Rohit Jaswal

DEAN   **SUPERVISOR**

(Assistant Professor)

SCHOOL OF HOSPATALITY   SCHOOL OF HOSPATALITY

Approval Sheet

This thesis/dissertation/report entitled "A COMPARITIVE STUDY ON SOFTWARE USED FOR TAKING ORDER AND BILLING IN FOOD & BEVERAGES SERVICE OPERATIONS POST COVID-19" by 'TANZEEL AHMED' is approved for the degree of B.SC HOTEL MANAGEMENT (School of Hospitality).

Examiners

_____

_____

Supervisor (s)

Mr. Rohit Jaswal

Chairman

_____

Date: _____

Place: Galgotias University, Greater Noida (U.P)

Statement of Project Report

Preparation

1. Thesis title: **A COMPARITIVE STUDY ON SOFTWARE USED FOR TAKING ORDER AND BILLING IN FOOD & BEVERAGES SERVICE OPERATIONS POST COVID-19**

1. Degree for which the report is submitted: **B.SC HOTEL MANAGEMENT**

3   Project Supervisor was referred to for preparing the report.

4. Specifications regarding thesis format have been closely followed.

5. The contents of the thesis have been organized based on the guidelines.

6. The report has been prepared without resorting to plagiarism.

 7. All sources used have been cited appropriately.

8   The report has not been submitted elsewhere for a degree.

(Signature of the student)

Name: TANZEEL AHMED
Roll No. 18GSOH1010060

Statement of Preparation:

Every student has to submit the statement of thesis preparation

Abstract

A Software named "MY CHECK" is modern customized software which has the feature of ordering the food and beverage and billing as well. This software helps to run the Restaurant with Digital ordering using Desktop and Mobile app online & offline. From A software you can pre booked the table for your Dining. Software has User Friendly Design. Software is easy to Set Up. This Software also works offline without any internet connection. It has Advance Analytics we can see how are Business is going on a central business dashboard for are Restaurant. It also manages the inventory. My Check software has the Cash Management feature. This software also collects the data of Guest History. This software is very safe and secure in terms of security. After seeing all these features, we had decided to introduce this software in are Restaurant for the coming years.

TABLE OF CONTENTS

ACKNOWLEDGEMENT

The study was conducted with the assistance of MR. ROHIT JASWAL. I really appreciate their help and hereby thank them. I would like to give special thanks to the following people.

Firstly, I would like to thank the person who supervised the study and was in charge of the entire project. His presence and assistance were remarkable and so I am grateful to him.

Secondly, I would like to thank the hotel respondents who gave their consent to carry out the study. They took out time for their busy Schedules to help me proceed with my study. Their assistance was very significant in the completion of the project.

Finally, I would like to thank all other people who provided me with the resources to conduct my study their help and assistance was very valuable and so I would like to acknowledge as well.

Introduction: -

Pre COVID-19 we simply take order from the guest and accordingly serve the food to the guest and when guest eat whole meal and ask for bill, we simply print the bill and take signature in our bills copy. But post COVID-19 we are not placing the menu cards on the guest Table. We place a tag on which there are two QR CODE is their one for food menu and second is for Beverage menu. We are currently innovating a software (A SOFTWRAE) from which guest easily can place order for his choice of dishes and when his meal is over and he can easily know what he consumed accordingly they can generate the bills and pay from directly with the help of the software. This is a modern study of software used for taking order and billings in Food & Beverage Service operations. We just simply take order from the guest and put the data in the software according to the categories of food and then save check after this the order has been reach to the kitchen in form of KOT kitchen order ticket. We pick up the food of the guest from the kitchen by showing the KOT and then served to the guest. When the Pandemic is arrived, the COVID-19 all the hotels shut downed. After few months when pandemic situation is in under control the Hotels re-open again but the things are changed there is no menu card placed on the guest Tables in substitute of menu card the scan and order tags were placed on the table to reduce the touch ability and all the tables arranged 6 feet away from next table. Guest can simply scan the QR Code and place the order for Food & Beverages as well. The advanced technology and the hygiene standard are followed in the Restaurant of Crowne Plaza Gr. Noida. We can also manage order through order management system. Order management system can be stand alone system like Multi orders or modules of an ERP system such as Fishbowl. Another basic difference is weather the system is on-premises software or a cloud-based software. Their basic difference is that the on-premises ERP solution are installed locally on a company's own computer and server and managed by their own IT staff. Software is a collection of instruction and data that tell the computer how to work. This is in contrast to physical hardware from which the system is built and actually performs the work.

Objectives: -

1) To identify the new software's for order taking and billing in F & B Service.

2) To analyse new trends in F & B Service department Post Covid-19.

3) A comparative study on software used for taking orders and billings in Food &Beverages Service Operations pre and post Covid-19.

Literature Review

1) This research is written by M Cavusoglu - Journal of Hospitality and Tourism Technology, 2019 - emerald.com. From this research I get I know that on average, 37 per cent of companies' IT budgets were allocated to capital expenditures, which include investing in new technology, innovation.

2) This research is written by A Bhargave, N Jadhav, A Joshi, P Oke… - International journal of …, 2013 – Citeseer. Digital ordering system for restaurant using Android Eclipse Indigo is used as a Rapid Application Development Tool (RAD) or as an Integrated Development Environment (IDE) for coding the software.

3) This research is written by S Pieskä, M Liuska, J Jauhiainen… - 2013 IEEE 4th …, 2013 - ieeexplore.ieee.org. SMARTMENU SYSTEM AND EXPERIENCES The intelligent restaurant system consists of four software applications and two different device types. Applications are **used** on handheld tablet devices or desktop computers equipped with touchscreens …

Methodology

I used Quantitative methodology for my research and I prepare Questionnaire for the survey of my research and the questions will be given to the Guest, senior staff and Directors of the Department. When all the questions given to the concern persons then after we will evaluate. The sample size of survey taken is 60 people.

- **PRIMARY DATA SOURCE:**
  The manager and staff members help me to gather the information. And I will also be surveying and also, I will be using the information I will be gathering from the questionnaires.

- **SECONDARY DATA SOURCE:**
  From books and magazines, I take out some information and also from the internet.

QUESTIONNAIRES

Demographic Questions

❖ Name……………………………………………

❖ Date……………………….

❖ Age…………………….

❖ Gender………. Male Female   other

❖ Educational qualification………………..

Main Questions

1) Use of software is good for F & B Service Operations?

▶ a) Bad

▶ b) Good

▶ c) Very good

▶ d) Excellent

2) Is software good option for taking order and for accurate billing purpose?

▶ a) agree

▶ b) disagree

▶ c) strongly agree

▶ d) strongly agree

3) Should we use Application Software in F & B Service Operation?

▶ a) Bad

▶ b) Good

▶ c) Very good

▸ d) Excellent

4) What do you prefer A menu card or Application Software while placing food order?

▸ a) MY CHECK (Software)

▸ b) Menu card

▸ c) both a and b

▸ d) none of above

5) Software use in F & B Service is good option to solve multiple problems?

▸ a) agree

▸ b) disagree

▸ c) strongly agree

▸ d) strongly disagree

6) Are you aware of MY CHECK software?

▸ a) yes

▸ b) no

▸ c) not sure

▸ d) may be

7) How much you rate on MY CHECK app for F & B Service Operations Crowne Plaza Gr. Noida on scale of 1-10?

▸ 1-3

▸ 3-5

▸ 5-7

▸ 7-9

▸ 10

8) The software MY CHECK suitable to use and friendly in nature?

▸ a) Good

▶ b) Bad

▶ c) Average

▶ d) Not sure

9) MY CHECKS software is better then the /pre Covid trends of order taking and billing?

▶ a) yes

▶ b) no

▶ c) not sure

▶ d) may be

10) Which of these you would prefer the most to use?

▶ a) MY CHECK

▶ b) QR CODE

▶ c) all of the above

▶ d) none of these

11) Are QR CODE/MY CHECK/SOFTWARE easy to use?

▶ a) agree

▶ b) disagree

▶ c) strongly agree

▶ d) strongly disagree

12) How much ordering time on MY CHECK you spend as compare to pre COVID-19 ordering structure?

▶ a) Less than 2 min.

▶ b) Less than 1 min.

▶ c) More than 5 min.

▶ d) Not sure

13) Use of face cover/masks to be made Mandatory?

- a) Yes
- b) Mandatory
- c) Maybe
- d) No
- e) not sure

14) If would you like to add anything in my app for the pace of service?

- a) yes
- b) no
- c) sure
- d) not sure

15) Are you satisfied with hotel staff that they are following precautionary measures?

- a) agree
- b) disagree
- c) strongly agree
- d) strongly disagree

16) Would you prefer the services as pre COVID-19 situation?

- a) yes
- b) no
- c) never
- d) not sure

17) What would you prefer A-la-carte service or buffet service post COVID-19?

- a) A-la-carte
- b) buffet
- c) both a and b
- d) not sure

18) Did you like the contactless food delivery?

▸ a) yes

▸ b) no

▸ c) sure

▸ d) not sure
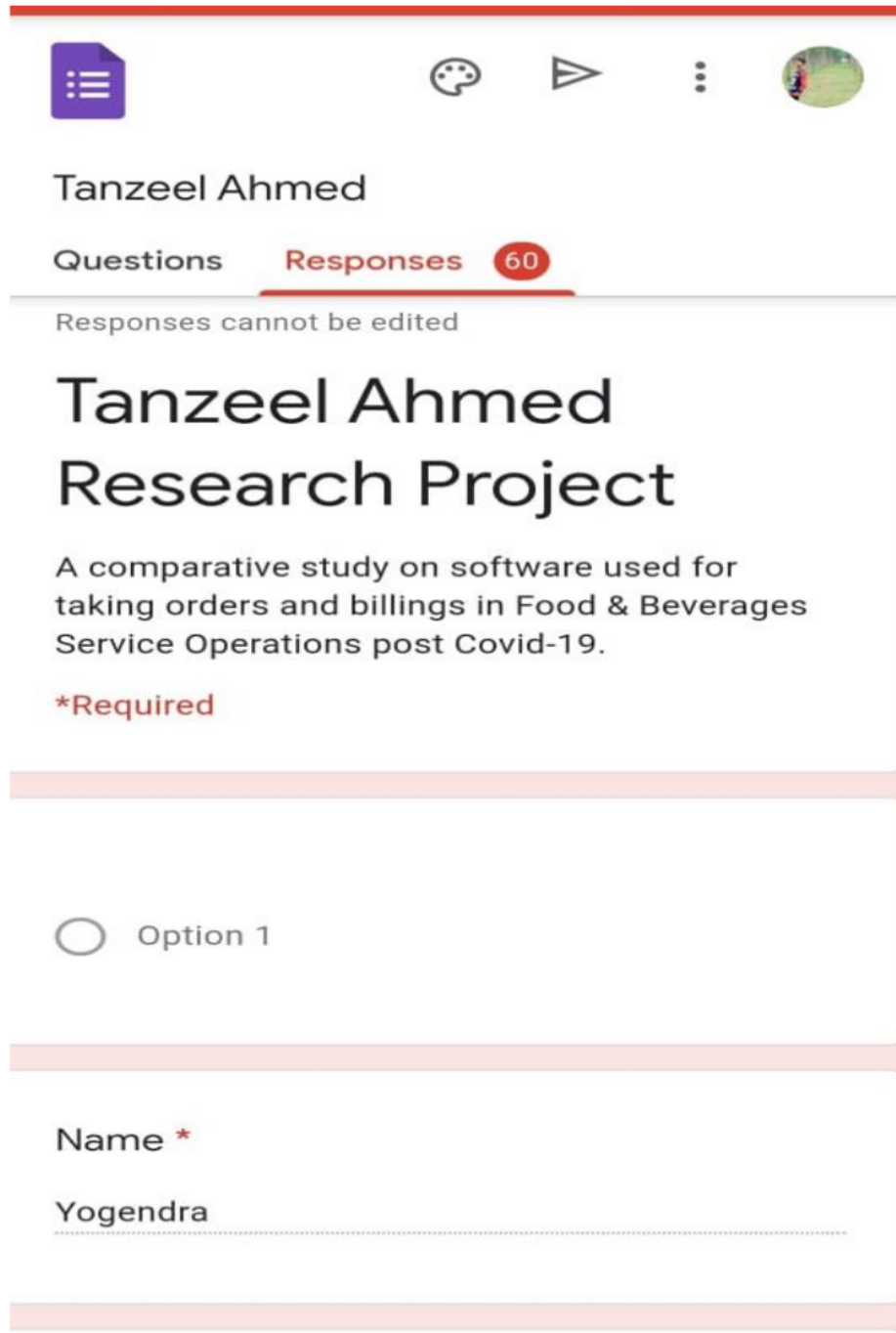
19) Do you like our Digital Menu as comparison to self service?

▸ a) yes

▸ b) no

▸ c) may be

▸ d) not sure

20) In your opinion the Artificial Intelligence (A.I) enhances the efficiency of the restaurant and ensure that service is best?

▸ a) agree

▸ b) disagree

▸ c) strongly agree

▸ d) strongly disagree

Tanzeel Ahmed

Questions   **Responses** 60

Date *

DD   MM   YYYY

05 / 04 / 2021

Age *

30

Gender *

🔘 Male

◯ Female

◯ Other

Tanzeel Ahmed

Questions   **Responses**   60

Education Qualification *

Post graduated

1) Use of software is good for F & B
Service Operations ?

○ Good

○ Bad

◉ Very good

○ Very bad

○ Excellent

Tanzeel Ahmed

Questions **Responses** 60

2) Is software good option for taking order and for accurate billing purpose ?

○ Agree

○ Disagree

◉ Strongly agree

○ strongly disagree

3) Should we use Application Software in F & B Service Operation ?

○ Good

○ Bad

◉ Very good

○ Excellent

Tanzeel Ahmed

Questions   **Responses**   60

4) What do you prefer A menu card or Application Software while placing food order ?

◯ MY CHECK software

◯ Menu Card

◉ Both A and B

◯ None of above

5) Software use in F & B Service is good option to solve multiple problems ?

◯ Agree

◯ Disagree

◉ Strongly agree

◯ Strongly disagree

Tanzeel Ahmed

Questions   **Responses**   60

6) Are you aware of MY CHECK software ?

○ Yes

○ No

⦿ Maybe

○ not sure

7) How much you rate on MY CHECK app for F & B Service Operations Crowne Plaza Gr. Noida on scale of 1-10 ?

○ 1-3

○ 3-5

○ 5-7

○ 7-9

⦿ 10

8) The software MY CHECK suitable to use and friendly in nature ?

○ Good

○ Bad

◉ Average

○ Not sure

9) MY CHECKS software is better then the /pre Covid trends of order taking and billing ?

◉ Yes

○ No

○ may be

○ not sure

Tanzeel Ahmed

Questions   **Responses**   60

10) Which of these you would prefer the most to use ?

○ MY CHECK

○ QR CODE

○ both A and B

○ None of these

11) Are QR CODE/MY CHECK/SOFTWARE easy to use ?

○ agree

○ Disagree

◉ strongly agree

○ strongly disagree

Tanzeel Ahmed

Questions Responses 60

12) How much ordering time on MY CHECK you spend as compare to pre COVID-19 ordering structure ?

○ a) less then 2 min.

○ b) less then 1 min.

◉ c) more then 5 min.

○ d) not sure

13) Use of face cover/masks to be made Mandatory?

○ Yes

○ Mandatory

◉ Maybe

25

Tanzeel Ahmed

Questions   Responses 60

14) If would you like to add anything in my app for the pace of service ?

○ Yes

◉ No

○ Maybe

○ not sure

15) Are you satisfied with hotel staff that they are following precautionary measures ?

○ agree

○ Disagree

◉ strongly agree

○ strongly disagree

Tanzeel Ahmed

Questions   **Responses**   60

16) Would you prefer the services as pre COVID-19 situation ?

◉ Yes

◯ No

◯ Maybe

◯ not sure

17) What would you prefer A-la-carte service or buffet service post COVID-19 ?

◯ A LA CARTE

◉ BUFFET

◯ Both A and B

◯ not sure

Tanzeel Ahmed

Questions   **Responses**   60

18) Did you like the contact less food delivery ?

◉ Yes

◯ No

◯ Maybe

◯ not sure

19) Do you like our Digital Menu as comparison to self service ?

◉ Yes

◯ No

◯ Maybe

◯ not sure

20) In your opinion the Artificial Intelligence (A.I) enhance the efficiency of the restaurant and ensure that service is best ?

○ agree

○ Disagree

○ strongly disagree

◉ strongly agree

DATA ANALYSIS & INTERPREATATION

I was able to get 60 responses filled by the Guest at the restaurant Mosaic, Crowne plaza Gr. Noida.

In the questionnaire I had 20 questions, each with multiple options. All the data was collected with the help of Google form. As per data collection out of 60 responses, 78.3% are male and 21.7% are female.

GRAPHICAL REPRESENTEATION

➤ **Guest Responses as per my survey:**

- ● Good
- ● Bad
- ● Very good
- ● Very bad
- ● Excellent
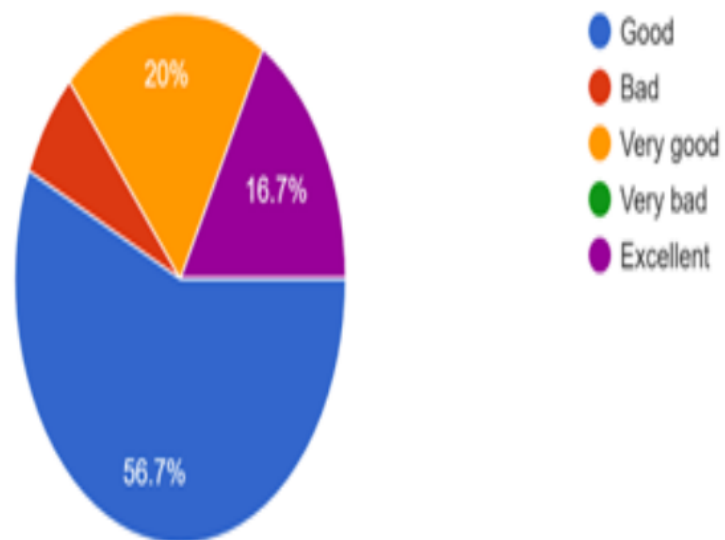
Pic.1

1) Use of software is good for F & B Service Operations?

The use of software in F & B Service is good because it saves our time and reduce the chances of mistake and we didn't have to remember that what the guest has order we just open the software and then we can see that what Dishes is ordered by the guest.

2) Is software good option for taking order and for accurate billing purpose ?

60 responses
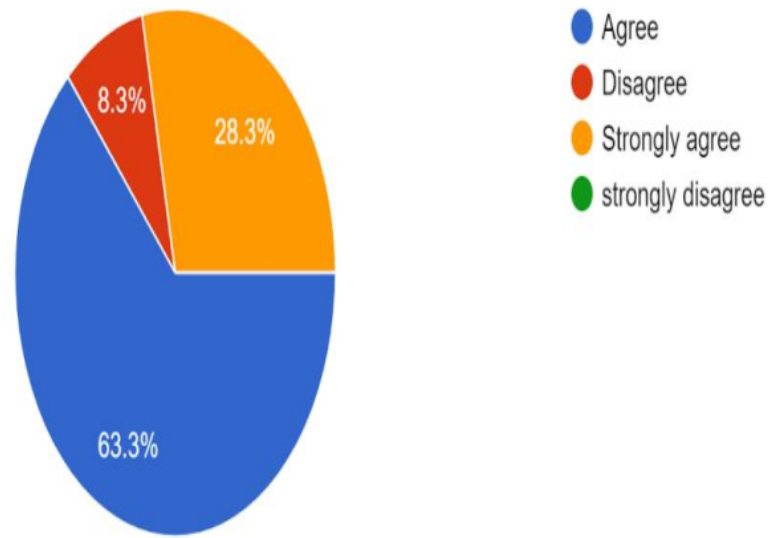
Pic.2

2) Is software good option for taking order and for accurate billing purpose?

Yes, the software is a very good option for taking order and for accurate billing purpose because it shows the price of selected dishes which is ordered by the guest. According to my survey 63.3% of peoples are strongly agree.

3) Should we use Application Software in F & B Service Operation ?

60 responses
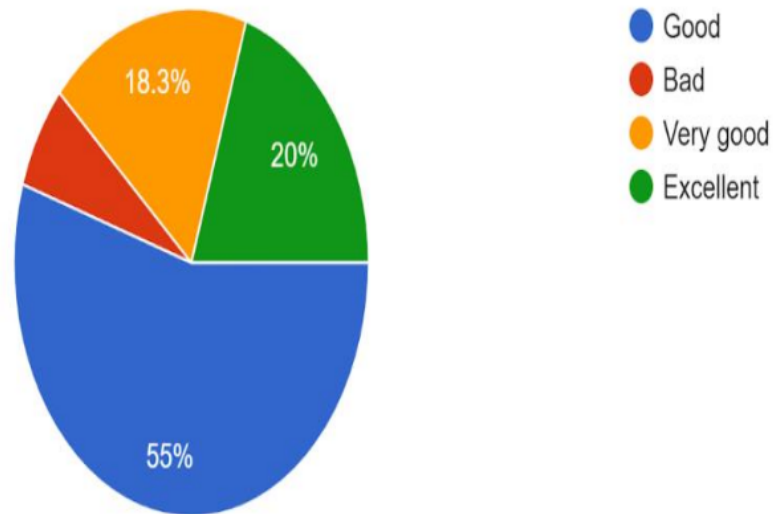
Pic.3

3) Should we use Application Software in F & B Service Operation?

We have to use software in F & B Service for better productivity as it will decrease the time of order taking and billing. Software plays an important role in current Pandemic situation because it ensures the contact less order and food delivery.

Count of 4) What do you prefer A menu card or Application Software while placing food order ?

Pic.4

4) What do you prefer A menu card or Application Software while placing food order?

According to your choice what do you prefer MENU Card or Application Software. From my survey I get to know that 58.3% of Guest wants to use A SOFTWRAE Application software and 11.7% Guest wants to use MENU card. Because of pandemic Guests are taking precautions against COVID-19 Pandemic.

5) Software use in F & B Service is good option to solve multiple problems ?

60 responses
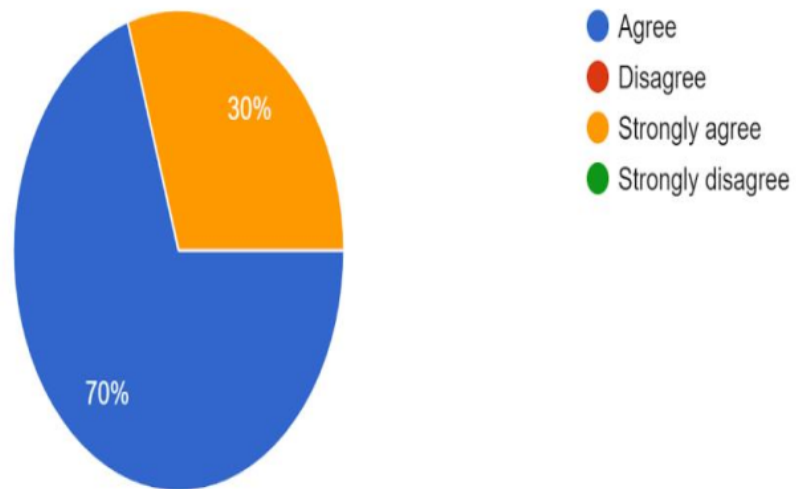
Pic.5

5) Software use in F & B Service is good option to solve multiple problems?

Yes, software use in F & B Service is a good option to solve multiple problems because the software never forgets what's the guest order and reduce the chance of mistakes. It also shows that in how much your food will be on your table so Guest never ask you that where is my food.

6) Are you aware of MY CHECK software ?

60 responses
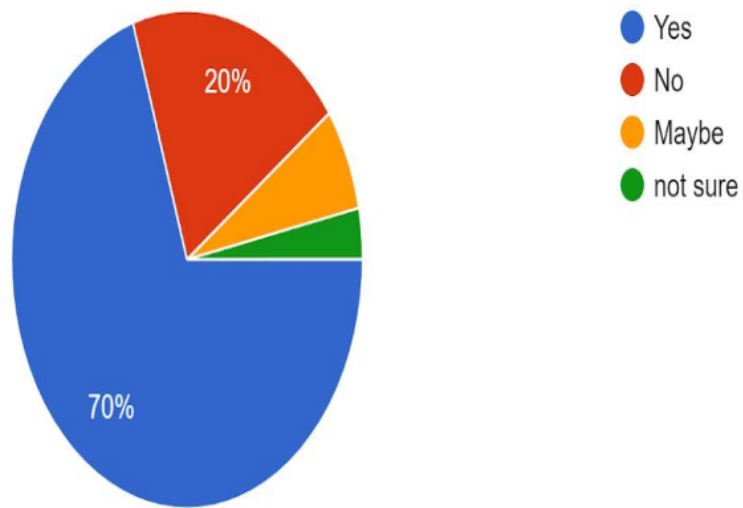
Pic.6

6) Are you aware of MY CHECK software?

Are you aware of A SOFTWRAE Software if yes, it's good if no I will say you should use at least one times for ordering food and beverages you will love A SOFTWRAE Software because it's easy to operate and work very smoothly?

7) How much you rate on MY CHECK app for F & B Service Operations Crowne Plaza Gr. Noida on scale of 1-10 ?

59 responses
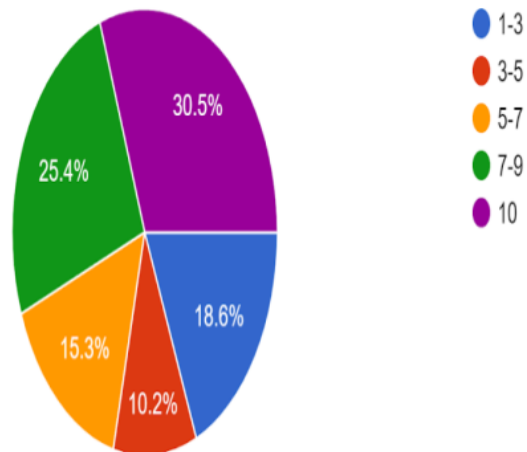
Pic.7

7) How much you rate on MY CHECK app for F & B Service Operations Crowne Plaza Gr. Noida on scale of 1-10?

According to my survey 30.5% of Guest says it excellent. But the question is how much you rate the A SOFTWRAE software for food and beverage service. If you rate it 3 it means that you didn't like the software.

## 8) The software MY CHECK suitable to use and friendly in nature ?

59 responses
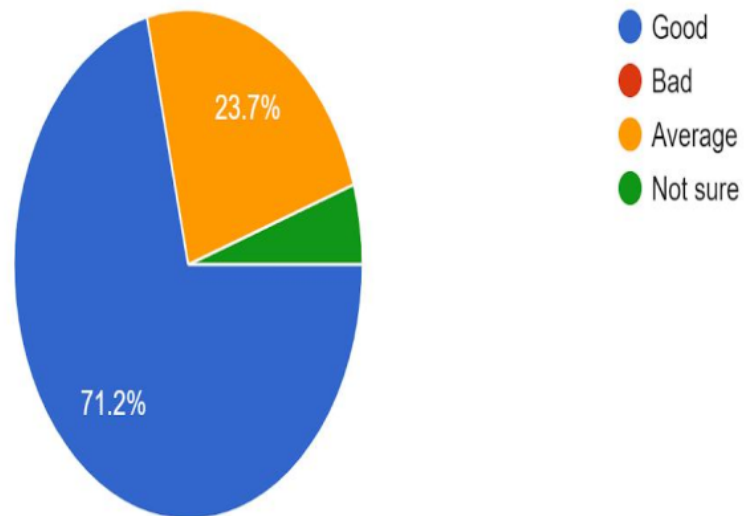
Pic.8

8) The software MY CHECK suitable to use and friendly in nature?

71.2 % of Guest says its good and the A SOFTWRAE software suitable to use and friendly in nature. But 23.7% Guest says software is average. Most of the guests are using A SOFTWRAE software for ordering food.

9) MY CHECKS software is better then the /pre Covid trends of order taking and billing ?

60 responses
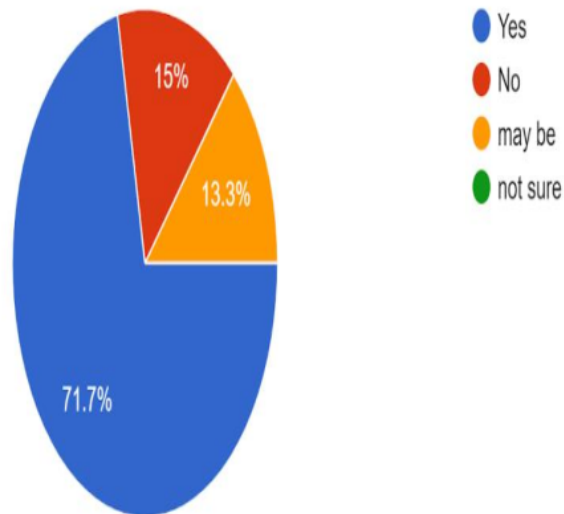
Pic.9

9) MY CHECKS software is better than the /pre Covid trends of order taking and billing?

Yes, according to my survey I get to know that A SOFTWRAE software is better than the pre COVID-19 trends of order and billing. Because it's software it takes 2 min to place an order and you don't have to call steward to come and take his/her order.

10) Which of these you would prefer the most to use ?

60 responses

MY CHECK
QR CODE
both A and B
None of these
My Check
QR Code
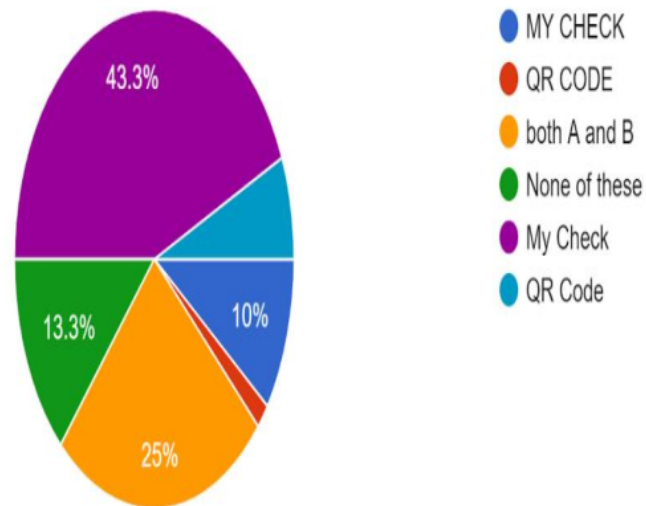
Pic.10

10) Which of these you would prefer the most to use?

According to my survey I get to know that most of the guest is using MY CHECH software instead of QR Code. It means that A SOFTWRAE is a good application software for the F & B Service/ taking order and for billing also.

## 11) Are QR CODE/MY CHECK/SOFTWARE easy to use ?

60 responses

- agree
- Disagree
- strongly agree
- strongly disagree

13.3%
23.3%
63.3%
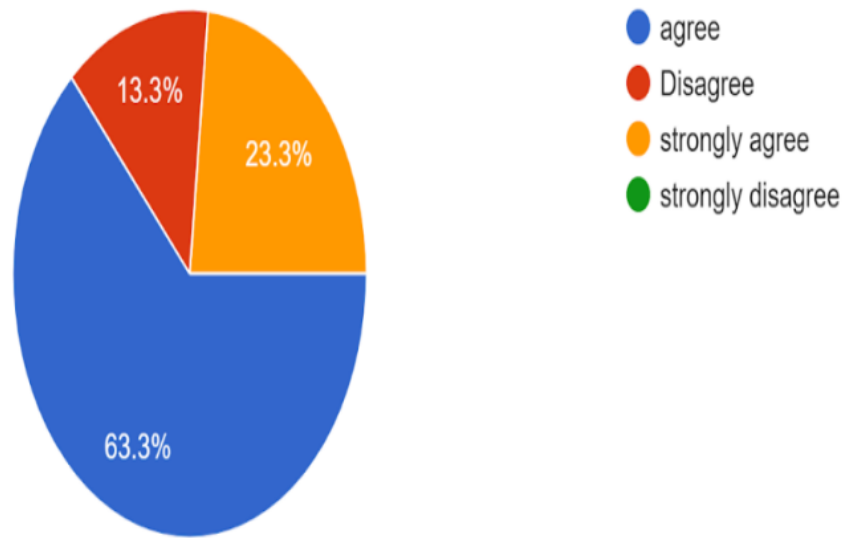
Pic.11

11) Are QR CODE/MY CHECK/SOFTWARE easy to use?

Pre COVID-19 Guest used to call a steward and then place a order and now after this pandemic situation we do have the application software which can perform several task at a same time. So QR CODE/A SOFTWRAE/SOFTWARE are very useful to use.

12) How much ordering time on MY CHECK you spend as compare to pre COVID-19 ordering structure ?

60 responses

- a) less then 2 min.
- b) less then 1 min.
- c) more then 5 min.
- d) not sure

36.7%
15%
18.3%
30%
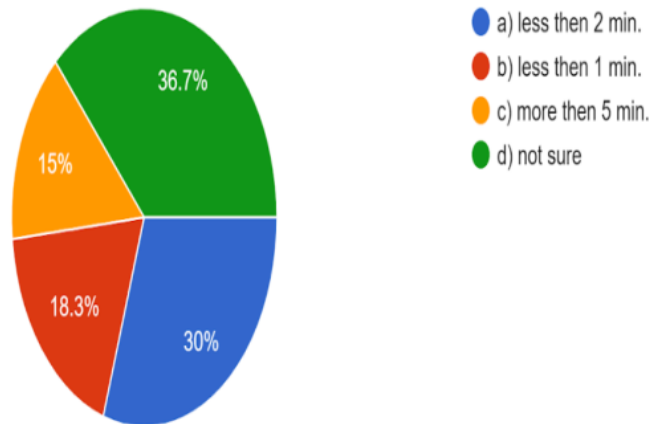
Pic.12

12) How much ordering time on MY CHECK you spend as compare to pre COVID-19 ordering structure?

While ordering the Food and Beverage from the MY CHECK app. How much times you spend? As we all know we read the menu and accordingly order the food or beverage. So, this all take some time to get to know what should we have to order and then we select some Main course, Soup, Dessert, or Beverages.

## 13) Use of face cover/masks to be made Mandatory?

60 responses
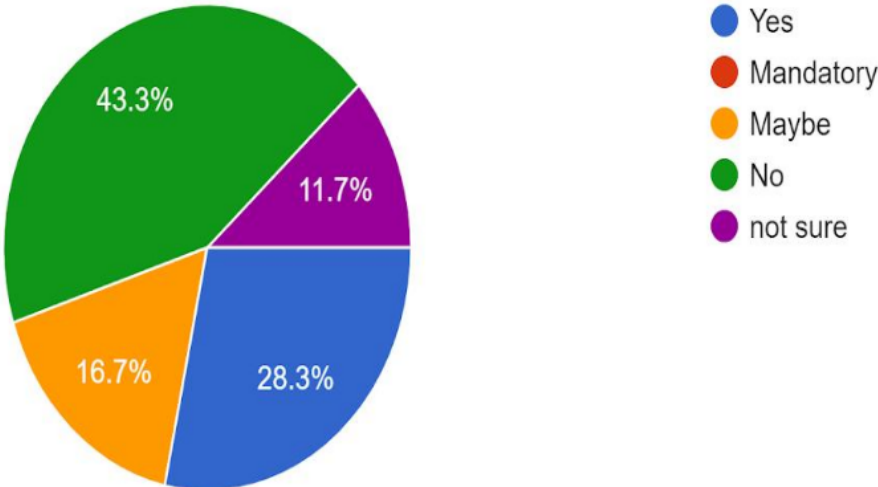
Pic.13

13) Use of face cover/masks to be made Mandatory?

As we all know that the Pandemic situation is going on so we should make the Face cover/Masks mandatory to fight with the COVID-19 and help in protect the others. And the face mask is also good because it also protects us from the Bacteria and from Pollutions as well.

## 14) If would you like to add anything in my app for the pace of service ?

60 responses
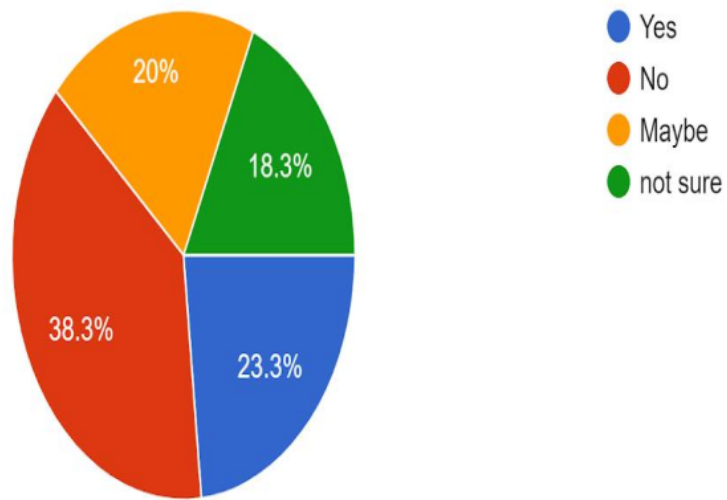
Pic.14

14) If would you like to add anything in my app for the pace of service?

As the speed of service in a fine dining restaurant is already very fast but if you would like to add anything its good for us because the A SOFTWRAE software is for your convenience.

15) Are you satisfied with hotel staff that they are following precautionary measures ?

60 responses
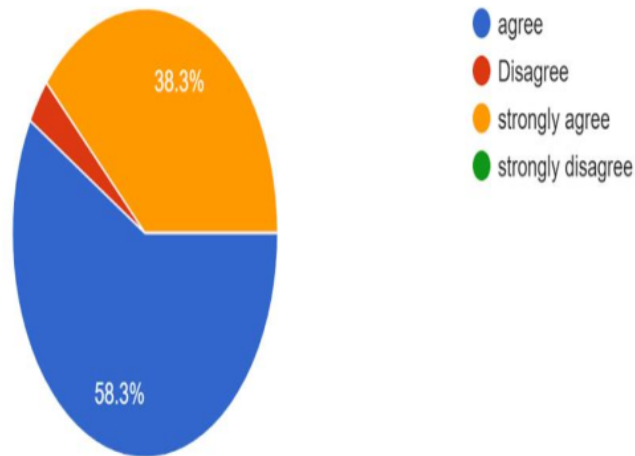
Pic.15

15) Are you satisfied with hotel staff that they are following precautionary measures?

As the Pandemic situation is going on so we should take precautions against COVID-19. According to my survey I get to know that all the guests are satisfied with hotels staff. All the employees are taking precautions against COVID-19.

16) Would you prefer the services as pre COVID-19 situation ?

60 responses

- Yes
- No
- Maybe
- not sure

23.3%

68.3%
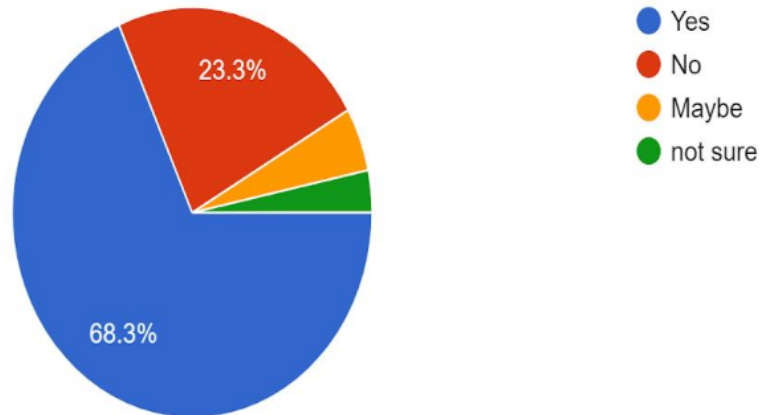
Pic.16

16) Would you prefer the services as pre COVID-19 situation?

The service is given pre COVID-19 is the service where a steward came towards you and takes order from you and when the food is ready, they serve to you and when you're done with the food, they get a bill for you.

17) What would you prefer A-la-carte service or buffet service post COVID-19 ?

60 responses
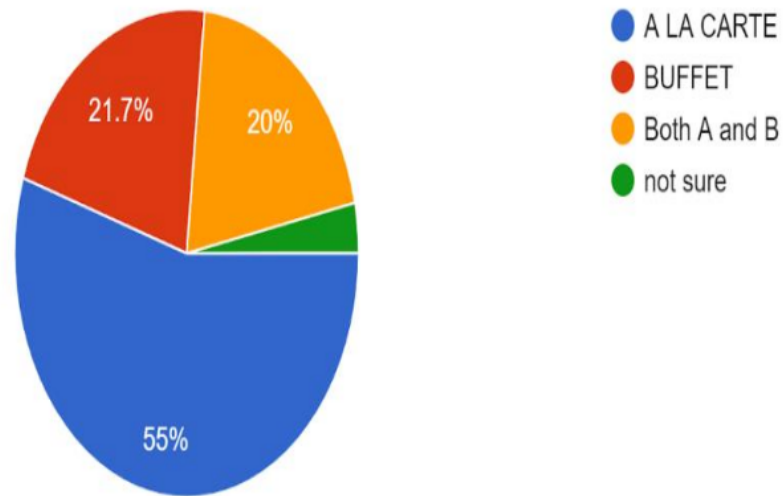
Pic.17

**17) What would you prefer A-la-carte service or buffet service post COVID-19?**

Post COVID-19 which service would you prefer A la carte/Buffet service. If you choose A la carte so a steward serves you the food which is not good in current situation. But if you prefer the Buffet service its good because the buffet service is totally Self Service you have to take Dinner plate and then food everything is comes under self-service. According to my survey I get to know that 55% of people prefer A la carte Service.

## 18) Did you like the contact less food delivery ?

60 responses

- ● Yes
- ● No
- ● Maybe
- ● not sure

93.3%
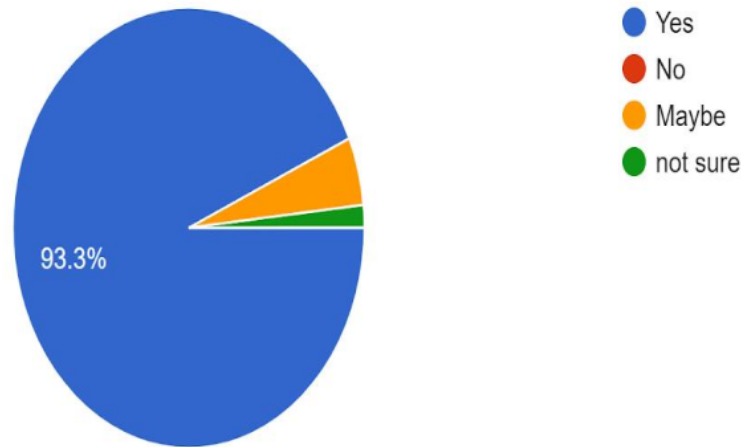
Pic.18

18) Did you like the contactless food delivery?

As we all know that the Pandemic Situation is going on so all the guest prefers the contact less food delivery. Like we can choose Buffet in substitute of A la carte Service which is good for our health and for other persons also. 93.3% Guest are satisfied with the contact less food delivery. It reduces the connection of steward and guest.

19) Do you like our Digital Menu as comparison to self service ?

60 responses


- ● Yes
- ● No
- ● Maybe
- ● not sure

11.7%

78.3%
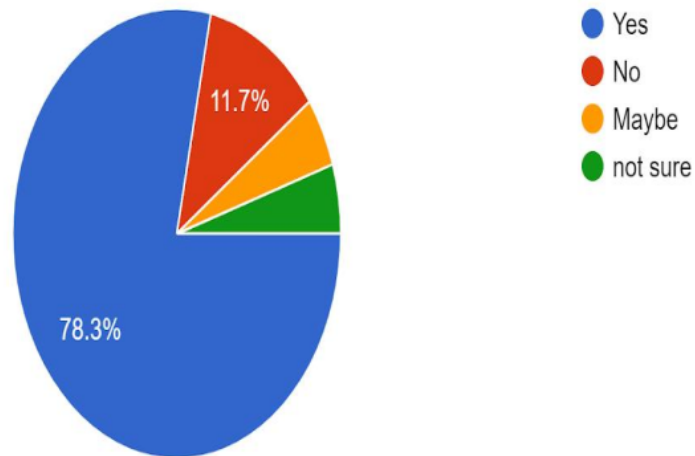
Pic.19

19) Do you like our Digital Menu as comparison to self-service?

The self service is the service where you have to take food by yourself like Buffet service comes under self-service. We have introduced a Software name (MY CHECK) in this software the menu is known as Digital Menu where you can select your choice of dish and order directly without taking help of any steward.

20) In your opinion the Artificial Intelligence (A.I) enhance the efficiency of the restaurant and ensure that service is best ?

60 responses

● agree
● Disagree
● strongly disagree
● strongly agree

43.3%

56.7%
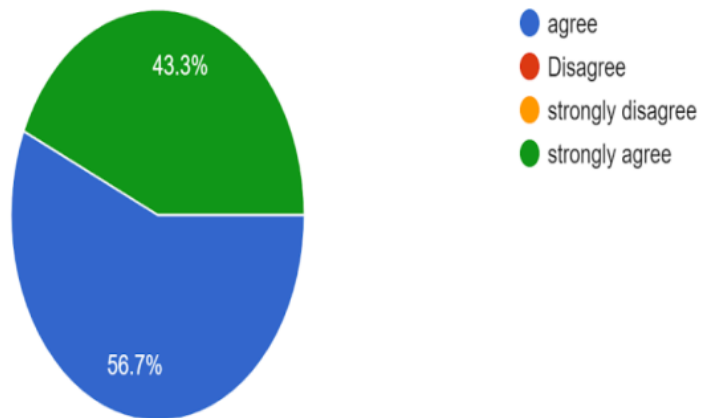
Pic.20

20) In your opinion the Artificial Intelligence (A.I) enhances the efficiency of the restaurant and ensures that service is best?

According to my survey 43.3 Guest are strongly agree and 56.7 Guest are Agree. Artificial Intelligence enhances the efficiency of the restaurant and ensures that service is best. In comparison of humans the Software works better faster. The Software reduces the chances of mistake and makes the way of taking order correct. It also improves the level of service.

Conclusion: -

The Hospitality industry plays an important role as we all know if a person goes out from his home and go for some business work so he needs a place to stay. The Hotel Industry provides the room for living and the food to eat and other services also at the same time. But now the situation is not so good because of COVID-19 all the hotels get closed by Government. We also know that Government imposed the Lockdown in the whole country that's why the movement of Guests is stopped.

The main factor is that the COVID-19 spreads all over the world that's why the International and Domestic both the flights are closed till the Pandemic is under control. By seeing this entire Guest has stopped going anywhere. This leads to loss the hotels have 20% occupancy hotels cannot run with 20% of Business.
But now the Pandemic Situation is in under control and all the Hotels are re-opened successfully and the Guest movement is started again. Now the Hotels is gaining the Business as much as they can.

Hotels are taking precautions for the Guest and for their staff as well from COVID-19. After seeing this Pandemic all the work is done through online like Booking of room is online, Payment is also made through UPI or Debit Card/Credit Card.
By seeing all this we introduced a Application Software named A SOFTWRAE for ordering food and for Billing purpose also. You can pre booked your Table from A SOFTWRAE and when you came and be seated you can order what you want to eat without calling any steward. The A SOFTWRAE software made the work very easy and contacts less.

The A SOFTWRAE software is very easy to set-up. And very friendly in nature. The Food& Beverage Service is a very crucial department as it serves the food to the Guest and the Pandemic Situation is going on.
 But the good thing is we didn't allow the Guest to take out the food from the Buffet without wearing the Disposable mask and Gloves, which makes the food utensils Dis-infected. Through A SOFTWRAE you can also order the food for you home as well.
It's good that we have software which works online. And you can see the MENU CARD as well.

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Final Review