

DEVELOPING A MOBILE-BASED FOOD AND BEVERAGE ORDERING SYSTEM USING REAL-TIME DATABASE

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ABSTRACT

The traditional process of ordering food and drinks in restaurants or cafes often results in lengthy wait times for both customers and management staff. When customers are required to queue or wait for a server to take their order, the resulting delays can diminish customer satisfaction. However, technological advancements have transformed the operations of the food and beverage industry, particularly through the increasing adoption of mobile ordering systems. The study aimed to design a food ordering application with an Agile Development approach, explicitly using the Scrum framework. The case study was conducted at the Saku-Saku Japanese Food restaurant, which still uses a manual ordering system that often causes problems such as inefficiency and errors in the ordering process. To address these challenges, a food ordering application was developed that utilizes a real-time database. This study uses the Agile Development method through Scrum to create an innovative, efficient, and adaptable ordering solution to meet changing needs. The study spanned two months and encompassed all stages of development. BlackBox testing assessed the application's features thoroughly, resulting in highly satisfactory outcomes. The application's existing features facilitate the selection of available seats and ensure seamless access to restaurant menu information. The application is poised to enhance both customer experience and restaurant operational efficiency.

Keywords: *Agile Development, Scrum Framework, Real-time Database, BlackBox Testing, Mobile Applications*