

E-Waiter Proposal

Our E-Waiter is an app aimed at simplifying the ordering system in a restaurant. Taking advantage of tech in the AI age to make daily business processes more efficient.

Our solution addresses a few **challenges** that we have noticed ourselves as customers:

- When the restaurant is full it can take time for the waiter to revisit the table to check on customers; whether need anything else. This can have an effect on the customer's experience and requires more waiters.
- Waiters may take an order that includes items that are not available in the kitchen anymore (out of stock). Waiters then find out from the kitchen and have to return to the table to inform customers and keep a mental note off all items that are on the menu but not available stock.

The E-Waiter Solution:

- E-Waiter will have a QR code on the table that displays the menu when scanned with a smartphone. This allows the customers to request a waiter via their phone when ready to order, while allowing them to still use a physical menu if they prefer. A request from the customer immediately pops up a waiter's tablet and they can attend to them.
- Waiters can send orders to the kitchen via the tablet. The app has a menu which allows the waiter to select the customer's order and send it to the



kitchen where the kitchen can receive the order.

- Kitchen staff can also update the inventory when certain ingredients/items are not available. The system automatically flags these on the menu for waiters to know immediately that a certain item is unavailable and inform customers before making their order. Saving time for the waiter making them more available.
- Once an order is completed and given to the customer the waiter who takes it to the table can mark it as complete and it no longer shows on the kitchen's orders interface

The system aims to save time for waiters, making them more available to cater to the customers. Ensure kitchen staff and waiters are in sync regarding available options on the menu. Ensure customers have a smooth, pleasant and seamless experience at the establishment.

We look forward to doing business with you and welcome any input or questions you may have.



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