Related Work

2.1 Introduction

The previous chapter gave description of motivation, aim and objectives of the project. In this chapter we discuss about the traditional methods, difference between the propose project and traditional methods and also about the existing similar systems.

2.2 Traditional systems

People are busy with their work and in modern world they have to run with the clock. Some people are used to buy and have their meals when travelling, while some visit restaurants or hotels. Present restaurant systems are arranged to facilitate the customers to those who visit their premises. Processes of customer inquiries, ordering or reservation of tables begin there.

At busy hours, customers have to join in a serving line for their turn. In this system there's no guarantee of availability of the specific food item that the customers desired until they reach to the cashier or discuss with the hotel steward. This leads to customer dissatisfaction. Customer would have to choose the item among the available items.

This ordering process is time consuming as well as people should have to visit place to place to seek availability of their requirements.

Web based ordering is another method which has developed to facilitate to order and reservation. Internet facility is widely spreading among young crowed and now most urban people are having computers. Number of web sites has developed related to this field. People can access more information and can login to different places through web. Then they can decide their requirement and place orders. There are many web sites for reservation of foods. Examples for web sites on table reservation and order meal are www.opentable.com , www.pizzahut.lk.....etc.

2.3 Proposed system

In the proposed system, it mainly focuses on introducing WAP enabled web base system for the restaurants management. It is expected to have an enormous shift to carry the goods and services towards the mobile phone uses. By providing the mobile computing facilities to the customers to those who have mobile phones, it would be able to win the large market share. Unlike the other devices mobile phone is always with the user. It is the tiny portable communication device in the world.

In the proposed system WAP enabled web base system has used. Customer is able to give the order directly to the chef and can confirm the ability of getting the order with in the short time period.
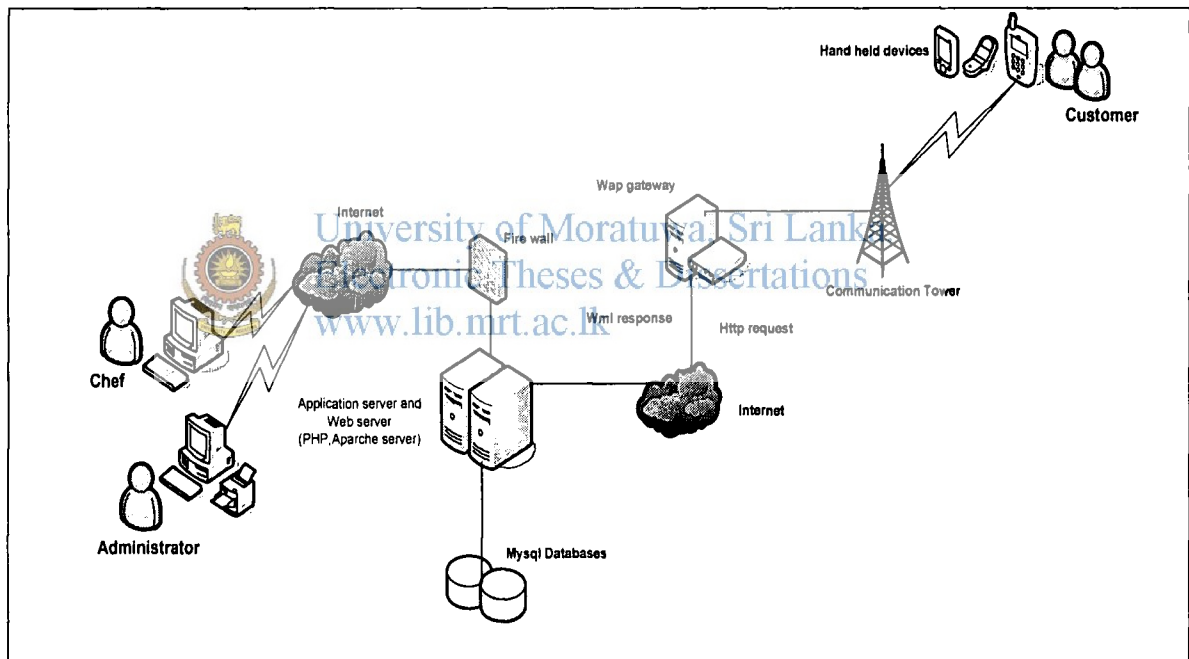

Figure 2.1 – WAP enabled web based proposed system

Comparison between the traditional systems and proposed system

Traditional systems	Proposed system
Customers must visit the restaurant to reserve or purchase at the operating time.	Customers will be able to place order or reserve from anywhere and anytime.
Customers are unaware about the availability of specific item or availability of tables until visit.	Customers will be able to check the availability very quickly.
At busy hours customers have to wait much time to order or reserve. This is time consuming.	There will be no delay in ordering or reservation.
Restaurant management has not enough time to cater customer need.	Restaurant management will be able to fulfill customer needs based on their requirement.
Difficult to achieve high customer satisfaction.	Will be able to get high customer satisfaction.
There is no better way to check the status of the customer order.	Customer will be able to check different stages of food preparation.
Customer is unable to forecast a time taken for their orders.	Customers will be able to visit the restaurant at the set time.
Customers do not have idea when to visit the restaurant to collect their order.	

Table 2.1 – Traditional systems and proposed system

2.4 Review of other systems

2.4.1 Hotel reservation system for WAP internet-enabled mobile phones

To search for hotel information, book hotel reservations and access guest loyalty programs using wireless and Internet-enabled Palm OS PDA's and WAP-enabled cellular phones there introduced software called IMScart® Voyager [3]. It is a total e-lodging

solution that and includes support for WAP (Wireless Application Protocol) mobile phones, offering customers of Hotels using efficiently [3].

'wireless guests' can access the services that ease their travel experience such as, room availability, room type, rates, creation, modification, or cancellation of reservations as well as hotels can offer 'wireless guests' and their corporate customers online bookings, instant confirmation and availability of contracted rates and build in a nice reward program as an incentive[3].

This web-based system enables travelers worldwide to make real-time booking directly from a hotel or resorts web site, online booking engine that streamlines the process of making business travel arrangements or a Reseller booking engine which allows a property's wholesale customers to check availability and book rooms online [3].

This system beneficial both customer and hotel with instant confirmation, time and money by reducing phone calls, employee time and faxing and gives the property the control to open and close inventory instantly for space-available customers, easily manages allotments and simplifies the booking process for the larger producers[3].

2.4.2 Online airline ticket reservation system

This project was developed to facilitate on line air ticketing for the normal passengers those who would like to travel by air. In addition, there is a system for comparing the fair based on their travel source and destination among various air lines.

This is basically a web based project which targets the travelers those who have internet access. By integrating the WAP technology it improves facilities in the site to accept requests from other alternative devices like PDA's and WAP-enabled browsers [4]. Apart from the ordinary PC based internet passengers, passengers using hand-held
devices are more encouraged to use the site.

2.4.3 WAP portal for mobitel mobile network

Mobitel WAP enable WAP users preview and download a variety of service on mobile phone. It includes following features and services.

- Images, ring tones, games, videos, themes etc.
- News Service, sports, entertainment.
- Configuration of top downloads for images, ring tones, videos and games etc [5].

2.4.4 WAP taxi booking system

The e-Comfort booking system was developed by taxi company comfort transportation and singtel mobile in singapore. The system is WAP base system provides facility to user to book taxies. The user has to register to the system before make a booking. Otherwise they have to do booking at several places such as international plaza, DBS tower 2, lucky plaza, marina square, republic plaza and the world trade center [6].

2.5 Summary

This chapter described difference between the propose system and traditional methods and also about the existing similar systems. On the next chapter, it will give fully description about technology uses to solve the problem under the heading of "Technology Adapted". It will give detail description about why and how technology is appropriate to solve the above stated problems.