PERANCANGAN SISTEM PEMESANAN MENU BERBASIS WEBSITE PADA NUMANI KITCHEN & COFFEE

Rahmanita Budiawanty

ABSTRAK

Numani Kitchen & Coffee menghadapi berbagai kendala operasional, terutama saat restoran ramai. Pelayan sering kesulitan mencari pesanan di setiap meja, menyebabkan keterlambatan pelayanan. Proses pembayaran juga lambat karena tagihan harus ditemukan secara manual, mengakibatkan antrian panjang. Selain itu, kesalahan pencatatan pesanan dan perubahan menu yang dinamis membuat pencetakan ulang menu menjadi tidak efektif, meningkatkan biaya, serta menyebabkan pemborosan. Dengan pembangunan lantai dua, pelayan harus naik turun tangga, semakin menurunkan efisiensi operasional. Tujuan dari penelitian ini adalah merancang serta menerapkan sistem pemesanan berbasis website untuk mendukung peningkatan efisiensi dan efektivitas operasional. Sistem ini mempermudah pelanggan dalam pemesanan dan pembayaran serta membantu admin dalam memproses transaksi dengan lebih cepat dan akurat. Metode yang digunakan adalah *Rapid Application Development* (RAD), yang mencakup perencanaan, desain, konstruksi, dan implementasi. Data dikumpulkan melalui observasi, wawancara, dan studi literatur, dengan analisis kebutuhan menggunakan metode PIECES. Sistem dikembangkan menggunakan Laravel sebagai *framework* web dan MySQL untuk pengelolaan data. Fitur utama meliputi pemindaian *QR Code* untuk akses menu digital, pemesanan mandiri, serta pembayaran non-tunai maupun tunai. Sistem juga menyediakan website panel admin yang mencakup fitur *dashboard*, manajemen menu, kategori menu, transaksi, laporan penjualan, serta pengelolaan akun admin dan karyawan. Evaluasi dengan *System Usability Scale* (SUS) menunjukkan peningkatan efisiensi transaksi, pengurangan kesalahan pencatatan, serta peningkatan pengalaman pelanggan. Dengan sistem ini, Numani Kitchen & Coffee dapat mengoptimalkan operasional dan meningkatkan kualitas layanan.

Kata Kunci : Sistem Pemesanan, Website, *QR Code, Rapid Application Development*

WEBSITE BASED MENU ORDERING SYSTEM DESIGN AT NUMANI KITCHEN & COFFEE

Rahmanita Budiawanty

ABSTRACT

Numani Kitchen & Coffee faces various operational challenges, especially during peak hours. Waitstaff often struggle to locate orders at each table, leading to service delays. The payment process is also slow, as bills must be found manually, resulting in long queues. Additionally, order recording errors and dynamic menu changes make reprinting menus ineffective, increasing costs and causing waste. With the construction of the second floor, servers must go up and down stairs, further reducing operational efficiency. The aim of this research is to design and implement a web-based ordering system to support improvements in operational efficiency and effectiveness. This system facilitates customer ordering and payment, and helps administrators process transactions more quickly and accurately. The method used is Rapid Application Development (RAD), which includes planning, design, construction, and implementation. Data was collected through observation, interviews, and literature studies, with needs analysis conducted using the PIECES method. The system was developed using Laravel as the web framework and MySQL for data management. Key features include QR Code scanning for access to digital menus, self-ordering, and both cashless and cash payment options. The system also provides an admin website panel that includes dashboard features, menu management, menu categories, transactions, sales reports, and management of admin and staff accounts. Evaluation using the System Usability Scale (SUS) showed increased transaction efficiency, reduced recording errors, and improved customer experience. With this system, Numani Kitchen & Coffee can optimize operations and enhance service quality.

Keywords: *Ordering System, Website, QR Code, Rapid Application Development*