

# **“Web Based Table Reservation Solution for Rawalpindi/Islamabad Restaurants”**



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## **ABSTRACT**

The evolution of restaurant industry from simply providing meal facility to an aggrandize combination of service related features can be traced back to past few decades. These features put accent on the satisfaction and needs of customers. Restaurants are businesses that provide the customer with ready to eat and gourmet food. In the current era this business has faced many flare in connection with the services.

People are now more aware of their needs and are concerned about variations and uniqueness that are provided in the services. One of the feature in which restaurants has tried to make their unique mark is the way they take orders. After the in-depth market analysis and cutthroat efforts we have devised a new web based system that would help the restaurants to collaborate with their customers more efficiently.

This project consists of two parts. In the first segment the report will enlighten the new idea that is devised by the team. And in the second part it will highlight the future aspects of the web based reservation system. The financials and the result of market survey are also mentioned in a fluent manner that would help the reader to better understand the concept of this unique and alluring idea. Secondly the communication problems, technological threats, and complications in implementation of the project are also incorporated in the project report.

## **ACKNOWLEDGEMENTS**

The consummation and completion of this project required immeasurable efforts and guidance from many people. We are lucky to have experienced and supportive people in our vicinity whose continuous efforts, supervision and untiring hard work helped us to achieve the task in timely and lucrative manner. Whatever we have achieved is due to this support and guidance.

First of all we are thankful to ALLAH ALMIGHTY for blessing us with such dexterity and courage to complete this project. We are pleased to pay our regards to our supervisor Mr. Osman Bin Saif for his valuable advice and supervision. We are also indebted to pay our regards to Ms. Nadia our beloved Head of the Department for her support and encouragement throughout the course of this degree.

We are gratified to recognize the efforts of our colleagues who helped us in the financials and market survey to complete the task. We are also thankful to the management of the restaurants whose kind support and believe in our idea made the completion of the project possible.

We are proud to pay our gratitude to our parents, siblings, and friends for believing in us. Without their co-operation and encouragement we would not have been able to achieve this glory of success.

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## **DEDICATION**

This project is devoted to our esteemed family, especially our parents.

# **CLIENT LETTERS**



Date: 4/27/2016

### To Whom It May Concern

The SAM'S GRILL® brand is the Pakistan's proud. We're to become the leading choice for people seeking quick, nutritious meals that the whole family can enjoy. From the Beginning, we had a clear vision for the future of the

SAM'S GRILL® brand. As we continue to grow, we are guided by passion for delighting customers by serving fresh, delicious, made-to-order foods.

It is Located in the Food Court of Safa Gold Mall, Jinnah Super Market Islamabad.

As the CEO of **SAM'S GRILL PVT (Ltd)®**, I allow the following students of Bahria University enrolled in the MBA course

1. Miss Alishibah Tahir
1. Miss Rabia Mehmood
2. Mr. Waqar Ali

To collaborate with us and work on providing the online solution of table reservation to customers. This project will provide ease to customers and restaurants by bringing them on one portal.

Through this website customers can reserve table online, can look into the menu's and get to know about the reviews of food quality at any place and time. We really appreciate the effort of these students in this regard.

Thanks

**MUHAMMAD SAMEER ARSHAD**

**CHIEF EXECUTIVE OFFICER**



Date: 4/27/2016

To Whom It May Concern

**Khyber Dodai serves authentic Afghani cuisines with an articulately designed theme based upon Khyber origins. Menu includes various traditional dishes, specially designed seating following orthodox pukhtoon culture on the rooftop with a clear sight view of majestic Margalla Hills.**

As the PRO of *Khyber Dodai*, I allow the following students of Bahria University enrolled in the MBA course

1. Miss Alishibah Tahir
1. Miss Rabia Mehmood
2. Mr. Waqar Ali

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Thanks & Regards

ZeeshanShafquat  
Public Relations Officer  
0322 516 8949

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**Khyber Dodai, Flat no. 3, Block no. 12, Super Market F-6 Markaz, Islamabad**

# La Montaña<sup>®</sup> Restaurant

www.lamontana.pk  
info@lamontana.pk  
Lamontanarestaurant

To Whom it May Concern

## Intro of Restaurant in 2, 3 sentences

As the DF of LA MONTANA RESTAURANT, I allow the following students of Bahria University enrolled in the MBA course

1. Miss Alishibah Tahir
1. Miss Rabia Mehmood
2. Mr. Waqar Ali

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Thanks & Regards

DF

**Date: 4/27/2016**



To Whom It May Concern

The Rewayat brand is the Pakistan's proud. We're to become the leading choice for people seeking quick, nutritious meals that the whole family can enjoy. From the Beginning, we had a clear vision for the future of the Rewayat brand. As we continue to grow, we are guided by passion for delighting customers by serving fresh, delicious, made-to-order foods.

It is Located in the Food Court of Safa Gold Mall, Jinnah Super Market and G-11 Markaz Islamabad.

As the Director of Rewayat, I allow the following students of Bahria University enrolled in the MBA course

2. Miss Alishibah Tahir
3. Miss Rabia Mehmood
4. Mr. Waqar Ali

To collaborate with us and work on providing the online solution of table reservation to customers. This project will provide ease to customers and restaurants by bringing them on one portal.

Through this website customers can reserve table online, can look into the menu's and get to know about the reviews of food quality at any place and time. We really appreciate the effort of these students in this regard.

Thanks

**Imran Raees**

**Director**

**Date: 4/27/2016**



**To Whom It May Concern**

The Captain Cod brand is the Pakistan's proud. We're to become the leading choice for people seeking quick, nutritious meals that the whole family can enjoy. From the Beginning, we had a clear vision for the future of the Captain Cod brand. As we continue to grow, we are guided by passion for delighting customers by serving fresh, delicious, made-to-order foods.

It is Located in the Food Court of Safa Gold Mall, Jinnah Super Market Islamabad.

As the Owner of Captain Cod, I allow the following students of Bahria University enrolled in the MBA course

1. Miss Alishibah Tahir
5. Miss Rabia Mehmood
6. Mr. Waqar Ali

To collaborate with us and work on providing the online solution of table reservation to customers. This project will provide ease to customers and restaurants by bringing them on one portal. Through this website customers can reserve table online, can look into the menu's and get to know about the reviews of food quality at any place and time. We really appreciate the effort of these students in this regard.

Thanks

**AHTASHAM  
SHEIKOWNER**



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