

# Case Study

# Food Court

Enigmaty Industrial Solutions



# Background

One of the food court, located in Rajkot, Gujarat, India, was looking for a solution that helped them manage their work instantly and efficiently. As well as to offer service as early as possible in order to satisfy the requirements of the customer.

## Problem Analysis

The owner of the food court observed a number of irregularities in the serving and process. So, here is an overview of some of the problems that the food court is undergoing.

- 1) The customer orders the food and one token number will be issued to them. They can sit on any table number in the food court with the token number given to them. When the food has been cooked, the waiter will search for the right token number to deliver the food. It often occurs that the waiter has checked the area 3-4 times search of the customer, but the customer with the right token number has not yet been found.
- 2) After several tries, the waiter has still not reached the customer. So, the waiter will come back without delivering food.
- 3) This will cause the late delivery of food and sometimes it tends to happen that the ordered food is completely cooled due to the late delivery of food.
- 4) Thus, the customer is screaming at the waiter and the manager because of the late delivery.

# Enigmaty Specification

Enigmaty Tech Solutions commented to offer the best possible solution to your problem in order to ensure the appropriate service and management. So, here's the solution needed to fix the problem.

- 1) Customer will receive one token number with which they can sit on any table number once the customer has ordered the food. Each token number will contain an RFID tag and the RFID reader will be held at some distance so the waiter can easily identify the location of the customer. When the ordered food is ready, the waiter check for the token number in the software given by Enigmaty Tech Solutions. They can get the exact location where the customer with the token number is seated.
- 2) The waiter can quickly locate the customer with the right token number. They have to enter the number of the token in the software and they can get the customer's correct location.
- 3) The RFID tag and the RFID reader will help to easily find the customer where they are sitting and help deliver the food on time.
- 4) The waiter has served the food at the proper time so the customer will be pleased with service and will come back again and again.

## Benefits

- 1) The waiter will use the software to identify the customer's location once the food is ready to serve. They will enter the correct token number in the software and will get the location of the customer where they are sitting in the food court. Each token number contains an RFID tag that helps to find the exact location of the customer. The RFID reader will detect the correct token number with the help of an RFID tag and the waiter will get the exact location.
- 2) It will help them deliver quicker and on time as well. So, there will no complaint from the customer side for the late delivery of food.
- 3) Customers will be pleased if they get food quickly, on time, and this software will certainly help the waiter deliver food faster.
- 4) With this software provided by Enigmaty Tech Solutions, the time of the customer would not be wasted due to the miscommunication of the waiter in the delivery of food.
- 5) Everybody likes to get food on time and if served hot. So, this will certainly satisfy the expectations of the customers, and they will come back again and again.