IMPLIMENTSION OF A POINT OF SALE (P.O.S) SYSTEM AT THE BELMOPAN WING STOP

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Abstract

This research involves discovering how the POS system is effective and efficient to staff and customers of Wing stop. The goal is to identify if the business will perform effectively if the information system is installed and if they will have any problems after it is installed. This system has been installed amoung many restaurant in Belize and are performing perfectly. This research has been doe though a quantitative method by researchers to the respective participants. Upon examination of these participants, it was clear to the researchers that customers insisted or wanted this information to be installed at Wing stop. This information system will allow staff to run smoothly and effectively since the invoice order separet the orders will be send directly to the kitchen.

Introduction

A retail point of sale system typically includes a cash register which in recent times comprises a computer, monitor, cash drawer, receipt printer, customer display and a barcode scanner, and the majority of retail POS systems also include a debit/credit card reader. Implementing the system at Wing Stop is our primary goal. The main purpose of this system is to be more efficient in productivity and customer services. This system enable customer to order directly to the kitchen and the bar, reducing the delay of the customer attendance which when the order is ready it will just be delivered. This system will help to keep records of loyal customers which will be entered in the company's data base system to have information on all their customers to know what they like best, and have and create and uphold a bond with loyal customers. It reduce the delay system of payment and orders, you can pay with the use of credit or debit cards with the barcode system. The system also helps to reduce the level of theft because when a customer make an order they must pay, with the barcode scanner they we will be able to see what's the amount they purchase and pay an if they pay by cash or credit card, each customer will have a recipe book to enter orders or payment which will also be viewed with caution. This system is beneficial it improves the user's confidence in a number of ways. For instance, the waitress would not have to spend as much time memorizing product prices, there is a manually inputting vast amounts of data as they would be on a traditional cash register. The POS systems also offer merchants access to a variety of customizable reports. These reports can include critical information such as daily takings and outgoings, providing merchants with an understanding of the overall success of their business. This system will create loyal customers and endless pleasure of joy and comfort.

Literature review

A P.O.S is a system used by companies and organizations to help keep customers satisfaction to a specific standard on a restaurant. It is a system that helps facilitates operation in a much faster way so people don't get inconvenient waiting in a long line. The point of sale (P.O.S) system is a time and place where a retail transaction is completed. Point of purchase (POP) is the time and place where a retail transaction is completed. At the point of sale, the merchant would calculate the amount owed by the customer and indicate the amount, and will prepare an invoice for the customer, and indicate the options for the customer to make payment. This system helps to avoid the process or order delay. This system helps employees to order and the order will be sent directly to the bar or the kitchen depending on the nature of your order. This helps cooks to speed up their process rather than waiting for waitress® to come with order, is speeds up all process in which when items are ready to be serve the waitress® will just serve the food and wait for customer satisfaction and print the bill. This system will also recommend a credit card generator for customers who will pay with their bank card. The satisfaction of the customers through this process is splendid and pleasing.

Implementing a P.O.S system for Wing Stop will be beneficial for customer's satisfaction and customer services. This system will help facilitate and make orders and work much easier and efficient. This will enhance the process of orders and payment with the use of a credit card generator or in cash. This will allow customer to freely browse the menu to see what all is in the restaurant for drinks and food and there correspondent price of each item, this process will take place on a tablet or any other electrical device to order from. This will improve performance and the circulation of the work and being effective and efficient with customers which will improve customer satisfaction and generate more profit to the restaurant. This system helps to create customers loyalty and attract customers from just a mouth to mouth interaction. Improving customer satisfaction will give the people a feeling of love and appreciation and, this system fit just perfectly to needs of Wing Stop. After conducting the survey most of the people exclaimed "we will finally be able to be serve on time and not waiting long for a waitress to assist us."

TouchBistro Restaurant POS Software is an iPad-based point of sale (POS) solution for restaurants of all types. Specifically designed to meet the unique needs of the restaurant industry, TouchBistro comes complete with food service features and advanced management capabilities. The staff has the ability to take the iPad to the warehouse, which will allowed them to check out or purchase their goods using the system. The system allows staff to bring the register directly to the customers rather than having them to leave their table to do payments or place their order. This system helps the company to see which items are selling the best and also help cope with rushes and have a positive impact to the restaurant.

Breadcrumb Software is an iPad-based Point of Sale (POS) system designed for restaurants and bars by service industry veterans. With this cloud-based program, servers are able to view available tables,

modify menu items, and split checks and help managers access payroll information, time clocks, and real-time reports using iPads and accompanying hardware provided by Breadcrumb. With this system users can get a view of what is happening at every table. Waitress® can add or customize menus with just one touch and place an order quickly, being fast and efficient. The system also provides a constantly updated Bulletin Board for all employees to view shift notes, weekly specials, and 86'd items. This enhance and take customer service and satisfaction to another level, it is an amazing feeling or appreciation that customers fell by the use of the system and will keep them coming back. The iPod allow the waitress to have direct access to the kitchen or bar which will help their order to wont delay and will be taken care of immoderately, this system helps to use time efficiently and keep busy and moving to prepare the different orders for the amazing and loving customers.

"The newest POS offering is from Lightspeed, aptly named Lightspeed Restaurant, and delivers the same interface found in their flagship product for retail stores. Since it is a cloud-based, management can create schedules and track labor, build menus and monitor sales reports from anywhere. It links communication between the kitchens, waitress, hostess and staff in real-time." the system is extremely customizable. Users can build menus online that are complete with photos and descriptions. Order items have a "show & tell" which helps customer to see what they are buying. This system enhance the workers production and being more efficiency. Customer love to see what they would buy so they get the opportunity to see an image of the food or drink which is identical to what would be purchase.

Methodology

The study intended to be carried out will require a quantitative method of collecting data. The researchers will distributed twenty-five questionnaires to employees of Wing Stop and frequent customers. Collecting quantitative data is advantageous in our research because the questionnaire that is to be used can be administered and evaluated quickly in a SPSS. Using this method it is also beneficial to the researcher because by using questionnaires, it can be distribute to a large number of people including those who live thousands of mile away. In respect to the survey participant assure that their responses will be anonymous, the respondent will be more truthfully than in a personal interview. The residence of Belmopan will be helpful to paint a true picture if the POS (Point of Sale) system and it will be effective for the customers and staff of Wing Stop. The unit of analysis that will be study and investigate is the staff, frequent customers and waitress of Wing Stop, and our sample will varies from all ages. In order to ensure the validity and reliability of the data to be collected using the quantitative approach, the researchers will employ the systematic random sampling approach. These approach will be very useful since only a small portion of the population will be use; the approach will divide the population into small groups (strata). The strata will be formed base on members sharing attributes or characteristics. Since the population is already divided into strata the researcher will easily chose the strata of convenience. The data analysis technique will be SPSS (Statistical Package for the social science), the technique will be beneficial because the amount of data is very large. The data that is received from the collection from the questionnaire will be process using SPSS, then the SPSS will converted the data into statistically automatically by making it into a more meaningful manner.

## Data Analysis and results for customers and employees

The researcher gather information by distributing twenty eight survey question which base on the implementation of POS system at Wing stop. All the participants are gathered from Wing stop employees and frequent customers of the restaurant Wing stop. The tables and graphs below is the results on our questionnaire of implementing the information system to Wing stop.

Employee's Years working

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	3	23.1	23.1	23.1
	2.00	5	38.5	38.5	61.5
	3.00	4	30.8	30.8	92.3
	4.00	1	7.7	7.7	100.0
	Total	13	100.0	100.0	

Customers Visiting of WingStop

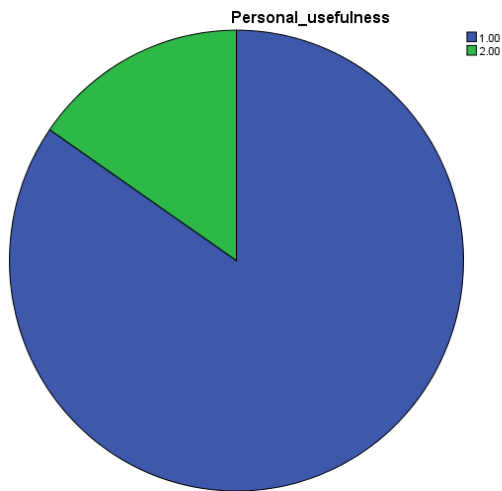|		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	4	26.7	26.7	26.7
	2.00	1	6.7	6.7	33.3
	3.00	1	6.7	6.7	40.0
	4.00	1	6.7	6.7	46.7
	5.00	3	20.0	20.0	66.7
	6.00	4	26.7	26.7	93.3
	7.00	1	6.7	6.7	100.0
	Total	15	100.0	100.0	

Years_shopping

Visiting of WingStop
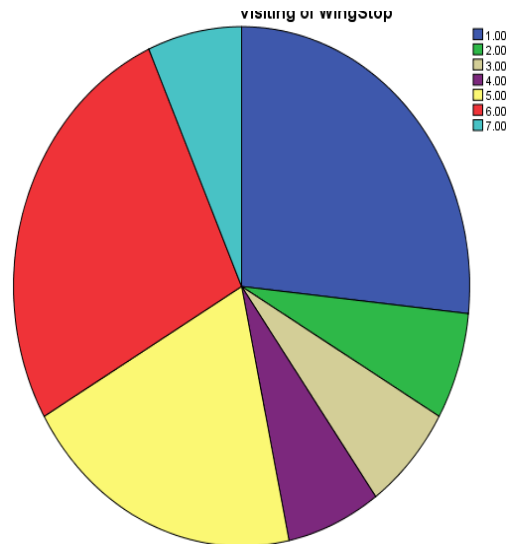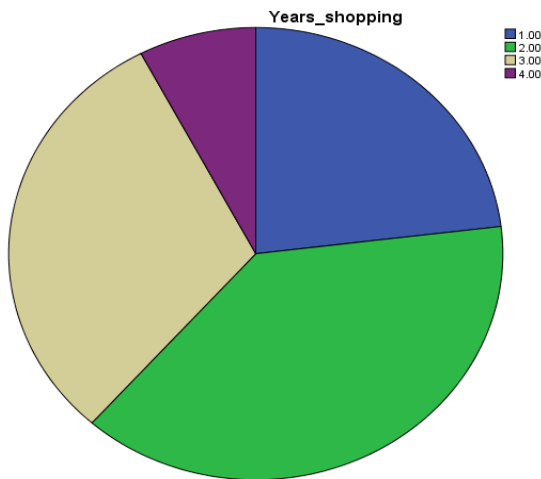
This two chart and table showing the employee and customer years of working, commonly visiting the restaurant respectively. It shows that the employees with the more years working have three years and customers who visit for six and one year are more frequently on the restaurant.

Personal usefulness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	11	84.6	84.6	84.6
	2.00	2	15.4	15.4	100.0
	Total	13	100.0	100.0	

Personal_usefulness

Overall Personal Usefulness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	6.7	6.7	6.7
	2.00	1	6.7	6.7	13.3
	3.00	2	13.3	13.3	26.7
	5.00	6	40.0	40.0	66.7
	6.00	3	20.0	20.0	86.7
	7.00	2	13.3	13.3	100.0
	Total	15	100.0	100.0	

Overall Personal Usefulness
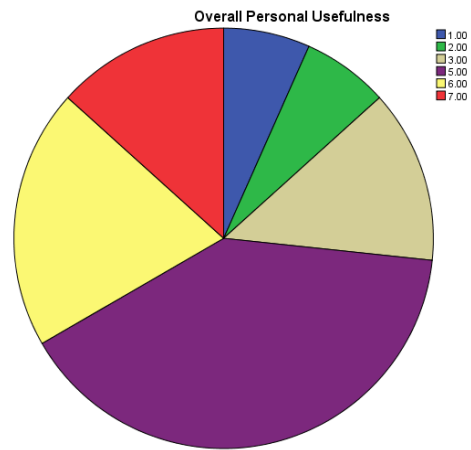
The usefulness of the system it shows that eight four percent of employees think that will help them be productive and when rating the customer forty percent believe is useful for the servers.
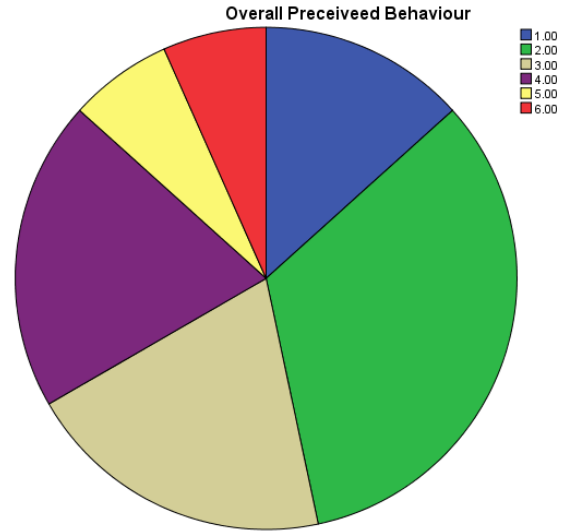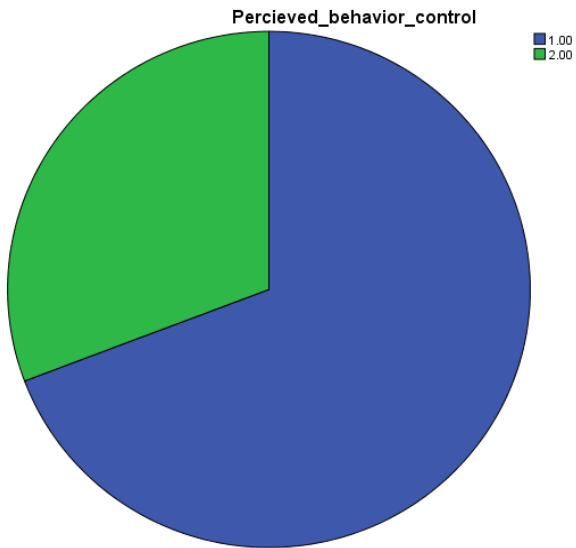
Perceived behavior control

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	9	69.2	69.2	69.2
	2.00	4	30.8	30.8	100.0
	Total	13	100.0	100.0	

Overall Perceived Behaviour

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	2	13.3	13.3	13.3
	2.00	5	33.3	33.3	46.7
	3.00	3	20.0	20.0	66.7
	4.00	3	20.0	20.0	86.7
	5.00	1	6.7	6.7	93.3
	6.00	1	6.7	6.7	100.0
	Total	15	100.0	100.0	

Percieved_behavior_control

1.00
2.00

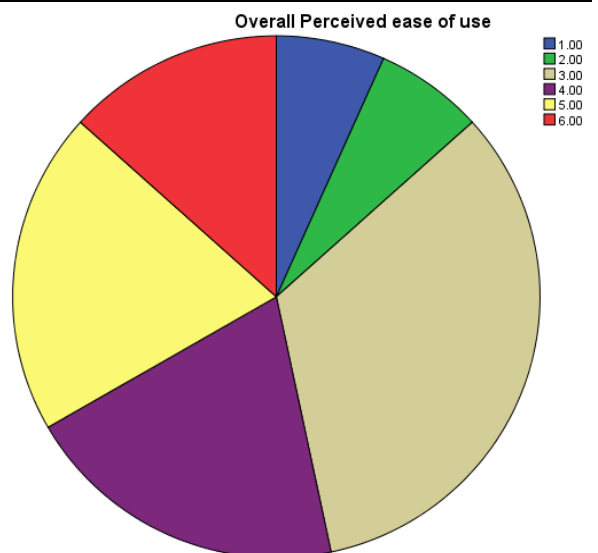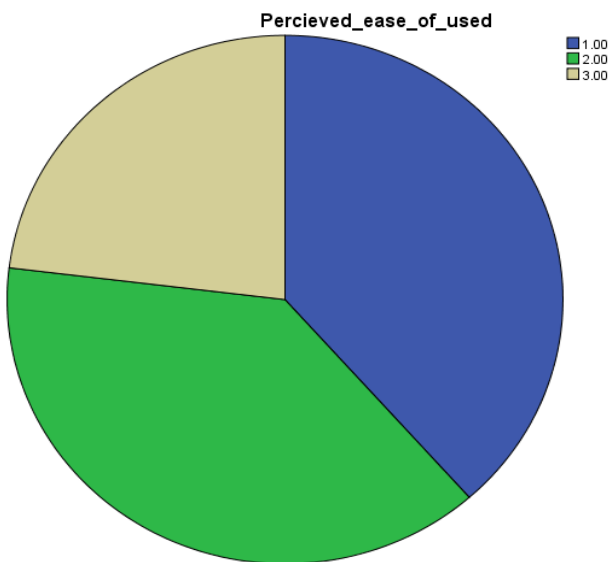Overall Preceiveed Behaviour

1.00
2.00
3.00
4.00
5.00
6.00

When it was ask to employees if they can manipulate the system the majority strongly agree with a sixty nine percent, the other hand when the question was ask to the customer about if the they believe that the waitress can manipulate the system thirty three percent just agree.

Percieved_ease of_used

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	5	38.5	38.5	38.5
	2.00	5	38.5	38.5	76.9
	3.00	3	23.1	23.1	100.0
	Total	13	100.0	100.0	

Overall Perceived ease of use

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	6.7	6.7	6.7
	2.00	1	6.7	6.7	13.3
	3.00	5	33.3	33.3	46.7
	4.00	3	20.0	20.0	66.7
	5.00	3	20.0	20.0	86.7
	6.00	2	13.3	13.3	100.0
	Total	15	100.0	100.0	

Percieved_ease_of_used

1.00
2.00
3.00

Overall Perceived ease of use

1.00
2.00
3.00
4.00
5.00
6.00

When the question about if the system is easy to used was ask to the employees thirty eight percent strongly agree and thirty eight too agree because it was rated from numbers with the range of 1 of strongly agree to seven disagree. When the question of easy to used was ask to the customer and the question was ask related to employee, thirty three percent agree according to the customers.

Discussion

This information system research was conducted to measure the success of a P.O.S system at the Belmopan Wing stop. The purpose of the survey was to see whether the customer would be more satisfactory with the wellbeing of a system to serve them with a better approach in satisfying their needs and wants. The overall survey shows us a result of a great technology which customers are deliberately waiting to make use with them and the service. They see the system as a way of promotion because the system upgrade to uplift the current system and customer service. It is a way of expanding a business and taking it to a next level, and Wing stop being very popular for their activities, the customers encourage this system to be implemented. We engaged our research in Wing stop for one main reason, over crowdedness. The aim was to satisfy customers by serving them and getting orders quickly. When it is crowded and can't deal with everyone at the same time. We analyse this problem and derive with the solution of implementing a P.O.S. system which will be beneficial to the business. Result came along positive for the implementation, people were glad that we come with the idea of the POS system and we hope that the business could take in consideration the system and how it will help. The overall result came back positive from the customers and the employee's perspective of the system. It will serve as a great advantage on the management system and help employees to be more effective and efficient in their working environment.

Limitations

- The manager didn't want to corporate with us because he says it is time consuming and that the system is impossible to be executed.
- The manager was always busy doing his daily activities and wasn't present at the work place several times.

- Had difficulty distributing the questionnaires to employees because of their working hours.

Conclusion

The analysis of the oval survey illustrate a result of a vast amount of the customer attending Wing stop regularly, encourage the implementation of the system. The reaction was nothing much surprising when they heard about our research. Customers were stunned and accept for it to be implemented. The majority of customers say that the system will be a great asset to the company, because most of the time the place is crowed and people can't get to order when they want. The usefulness of the system will allow them to be more efficient, productively and enhance the wellbeing of the customers to create a bond with them and satisfying the needs of customer. Which in returns to create loyal customers and a good face to face promotion. This research can be forded off with other Wing stop in Belize.

Reference

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