

Book Cafe Online Reservation System for Dino Bookcafe

Nurul Amani Mohd Roseli¹, Firkhan Ali Hamid Ali*¹

^{1,2} *Fakulti Sains Komputer dan Teknologi Maklumat*

Universiti Tun Hussein Onn Malaysia, Parit Raja, Batu Pahat, 86400, MALAYSIA

*Corresponding Author: firkhan@uthm.edu.my

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Abstract

DinoBook Cafe, a place that combines books and coffee, is improving its reservation system to address issues with the current manual method. The new web-based system aims to improve the customer experience by allowing easy table reservations, real-time table availability checks and event updates. The system, designed for multiple devices and browsers using HTML5, CSS3, JavaScript 4.0 and PHP, will replace manual systems to improve staff and customer satisfaction. Key features include user registration, easy booking management, digital menu, admin panel for customer management. The project anticipates increased productivity, fewer booking errors and better customer satisfaction and loyalty, positioning DinoBook Cafe as a leader in digital transformation in the cafe sector.

1. Introduction

The development of project aims to analyse and design an online booking system for Dino Book Café as cafe services are comparatively serene and friendly, and customers can drink and read books, magazines, or any other material sold in the cafe. However, the problem is that coffee shops' bases have become more overcrowded over the past few years. It is almost impossible to get a table and order the food and beverages with books one wants to read when attending these cafés. At the moment, Dino Book Cafe uses only a traditional reservation system when tables are reserved through the phone, by messages, or even in writing at a particular table by the café's workers. This conventional approach is time-consuming and improperly organised, giving room to operational inefficiencies and unsatisfactory customer experience. They suffer from difficulties booking a place, inquiring about the books, and getting information on the programs that may be updated. On the same note, cafe management complains about the absence of MIS, which provides real-time solutions, and the use of manual and time-consuming methods. In order to manage these issues, the following project is intended to establish an online reservation solution relevant to book cafes such as Dino Book

1.1 Problem Statement

The hospitality industry has evolved so much regarding reservation systems through the Internet to make and reserve efficient and convenient bookings for the customer. However, issues that book cafes encounter present solutions that could be more comprehensive and suitably solution-based, especially for Malaysia and a growing town like Kluang, where online systems are not widespread. Some include the outdated reservation method, which involves using a phone or directly coming to the place of business to make a reservation. It is tiresome, slow, and prone to errors such as concurrent bookings loss of bookings and financial losses.

Also, the current system is not easily accessible and convenient, as it only allows reservations within working hours and does not provide an option for impulsive or remote bookings, limiting the company's revenues. Besides, customer expectations encourage the development of an online platform through which customers can book a table, order food and beverages, and browse the cafe's books. The lack of such an elaborate network is a loss of business potential and a detriment to the customer experience. Improvements are required in the existing

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reservation mechanism to effectively look into the customers' experience. This existing system creates a standard service system that cannot accommodate customer preferences or special requests, thus, a lack of incentives for customers to stay loyal. Consistency is essential in formulating ways of enhancing friendly service. Therefore, there is a need to embrace personalization. Solving these concerns will help to update and improve the conditions in the cafe and meet the needs of the new clientele.

1.2 Scope

This project's scope is divided into four categories: Target Users or Stakeholders, explanatory Tools and Language, Analysis and Study domain, System Modules and function. First, the proposed system's target users are managers, employees, and customers. Secondly, the tools for running the system required a computer device such as a laptop, smartphone, or tablet with an updated OS (Windows 8. 1 and above) and any web browser compatible with HTML5 and CSS5. This website will be developed using HTML5, CSS5, JavaScript 4. 0, and PHP. Thirdly, the analysis and study domain will include research about similar issues in other online reservation systems, such as those supporting bookstores and restaurants. The first subject, under the supervision of the stakeholder Norhazreena binti Mohd Faudzi, the owner of Dino Book Cafe, will be the primary subject of the case study.

Finally, the system will consist of the following seven main modules, as depicted in Table 1.3 below:

Table 1 System Module and Functions

Module	Function	User
Registration module	Manage user to register account before login the system	Customer
Login module	Manage user to login before getting access the system	Admin
Reservation Management Module	Facilitate the booking of tables, modification, and cancellation of reservations.	Customer
Books and Menu module	Allow users to browse the cafe's books or menu and place orders.	Customer
Payment module	Allow users to make online payments where they make the payment through their bank, and users need to upload the receipt of payment to the system.	Customer
Administration Module	Provide cafe staff with a centralized dashboard to manage reservations, view analytics, and update menu items	Admin

2. Literature Review

2.1 Background Case Study of Current System at DinoBook Café

Dino Book Café, located in Kluang, Johor, combines a café with a bookstore, offering a relaxing environment for customers to enjoy drinks while reading. The café currently relies on a manual reservation system for table, book, and cake orders. Customers must contact the staff via message, phone, or in-person to make reservations, which are recorded manually in a ledger. This process is slow, error-prone, and unsystematic, leading to inefficiencies and potential service disruptions. The manual system also complicates tracking customer preferences, order history, and special requests, highlighting the need for a centralized digital system to improve operational efficiency and customer experience.

2.2 The Depth Study of Existing System Workflow Process at DinoBook Café

The workflow processes at Dino Book Café are entirely manual, leading to inefficiencies and potential issues like data loss. Analyzing these workflows helps design an improved online system.

2.2.1 The Workflow of Existing System for Table Reservation

There are three methods for table reservations: physical bookings, phone calls, and WhatsApp messages. Physical bookings require customers to visit the café and fill out a logbook. Phone reservations involve calling the café, but this method is prone to human error. WhatsApp reservations involve messaging the staff, but this method also has its disadvantages. Information collected includes customer details, number of guests, date, and time of reservation. These methods are prone to errors, making record-keeping improper and inefficient.

2.2.2 The Workflow of Existing System for Book Reservation

For book reservations, customers fill out a loan detail form via a Google Form, accessed through the café's social media or WhatsApp. Data collected includes personal details, reservation and return dates, and fee payment

information. All booking information is stored in Google Sheets, raising data security concerns and hindering integration into a single system.

2.2.3 The Workflow of Existing System for Cake Order

Cake orders are placed through WhatsApp conversations with the owner or staff. Information collected includes customer details, cake preferences, and delivery date. This method risks data loss as order details are only saved in WhatsApp chats. A more proactive order management system could reduce miscommunication and data loss prevalent in the current method.

2.3 The Study of Similarity System Related with Proposed Project.

Dino Book Cafe can glean valuable insights from existing related systems such as TableApp, Resy, and Bookshop.org. Bookshop.org, created as an alternative to major online book retailers, stands out for its user friendly interface and community-focused approach, supporting independent bookstores. Drawing inspiration from Bookshop.org's successful book reservation features, Dino Book Cafe can enhance its own system by adapting these functionalities to include not only book reservations but also table and cake bookings. This approach aligns with the proven efficiency of Bookshop.org and offers a robust foundation for creating an effective and seamless online reservation system tailored to the unique needs of Dino Book Café

2.3.1 Comparison with the Existing System

Table 2 below shows features of the existing systems and proposed systems.

Table 2 System Module and Functions

Features	Existing System DinoBook café	TableApp	Resy	Bookshop.org	Proposed System DinoBook café
Registration /Login	X	√	√	√	√
Reservation Functionality	Manual	√	√	√	√
User Feedback & Review	X	√	√	X	√
Menu Catalog	X	√	√	X	√
Development System	Manual process	Web-based	Web-based	Web-based	Web-based

3. Methodology

The present software development project for Dino Book Cafe will utilize the Agile Model, a more flexible approach, as illustrated in the figure below. The Agile development life cycle is based on an iterative model of planning, designing, development, testing, and maintenance to reach a successful result. This approach helps to be more flexible, improve the developments constantly, and include stakeholders from the beginning. Initially, the project only requires a planning stage, followed by design, implementation, and check-in short iterations. This makes it possible for initial goals to be realized and assessed as early as possible. Ideas for each iteration are revised in successive cycles, thus enabling improvement and adjustment according to new conditions. Intermediate results are modified iteratively, guaranteeing that the system continually adapts to user feedback and any new needs. Last but not least, after the continuous cycles of improvement and iteration process, the project achieved its final result and contributed to a functional, efficient online reservation system for Dino Book Cafe and its customers.

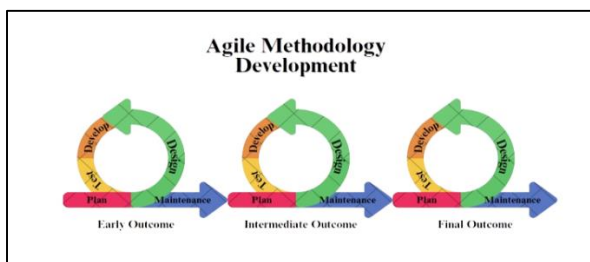


Fig. 1 Agile Model

In the visual representing the Agile methodology at Fig 1, cycles emphasize the process’s focus on gradual enhancements, stakeholder engagement, and adaptability across the project.

3.1 System Development Workflow

In this system development workflow of the Book café Online Reservation System intricately integrates with Agile model that consist with 6 phase which is planning phase, analysis phase, design phase, implementation phase, testing phase and deployment phase. Activity specification that conducted in each phase during system development is shown in Table 3.

Table 3 Phase and Activity During System Development

Phase	Activity	Deliverables
Planning Phase	<ul style="list-style-type: none"> - Define project scope and objectives. - Create a comprehensive product backlog. - Establish project timelines 	Prioritized product backlog
Analysis Phase	<ul style="list-style-type: none"> - Gather and prioritize requirements - Formulate user stories. - Engage stakeholders for feedback 	Refined user stories
Design Phase	<ul style="list-style-type: none"> - Develop flexible system architecture. - Create wireframes and mock-ups - Align design with evolving requirements 	Iterative design adjustments
Implementation Phase	<ul style="list-style-type: none"> - Code development and sprints - Implement continuous integration 	Incremental releases
Testing Phase	<ul style="list-style-type: none"> - Conduct manual and automated testing - Implement user acceptance testing (UAT) - Ensure system reliability 	<ul style="list-style-type: none"> - Identification and resolution of defects - Validation against predefined criteria.
Deployment Phase	<ul style="list-style-type: none"> - Incremental release of the system - Establish continuous monitoring. - Respond to emerging issues swiftly. - Conduct user training session - Set up responsive user support system 	<ul style="list-style-type: none"> - Phased deployment. - Feedback loops for adjustments

4. Analysis and Design

4.1 System Requirements Analysis

The system requirements specification is analysed to better understand the user requirements for a system, which is subsequently transformed to fit the Bookcafe Online Reservation System requirements for Dino Bookcafe.

4.1.1 Functional and Non-Functional Requirement

Functional Requirement define the functions a software must perform, including inputs,behavior and outputs. This requirements as outline key features for the Bookcafe Online Reservation System as shown in table 4 below.

Table 4 Functional Requirements

No.	Requirement	Description
1	- User Registration and Authentication	Users can register accounts and log in securely using credentials.

Table 4(Continue) Functional Requirements

No.	Requirement	Description
2	- Table Reservation Management	Users (customers and staff) can initiate, modify, or cancel table reservations.
3	- Menu Exploration and Ordering	Customers can browse the cafe's menu, and the system facilitates the ordering of food and drinks.
4	- Book Collection Information	- Users have access to information about the cafe's book collection, allowing exploration of available books.
5	- Administration Dashboard	- Staff and administrators have access to a centralized dashboard for managing reservations, analytics, and menu updates.

4.1.2 System Requirements Analysis

Non-Functional requirements are vital for software development as they define quality attributes that enable the software to function effectively. They represent a set of standards to judge the operation of a system, including performance, scalability, reliability, security, and maintainability. By addressing these requirements, developers can create high-quality systems that meet user needs.

Table 5 Non- Functional Requirements

No.	Requirement	Description
1	Usability	The system has a user-friendly interface, ensuring ease of navigation for users.
2	Performance	Efficient handling of concurrent user requests with minimal response times.
3	Reliability	The system ensures data accuracy, reliability, and consistent availability with minimal downtime.
5	Usability	The system has a user-friendly interface, ensuring ease of navigation for users.
6	Performance	Efficient handling of concurrent user requests with minimal response times.
8	Security	User data, including personal information and payment details, is secure with encryption protocols.
9	Scalability	The system is scalable to accommodate a growing number of users and increased data.
10	Compatibility	The system is compatible with various devices and accessible across different web browsers.

5. Implementation And Testing

5.1 User Interface Design

Book café Online Reservation System for Dinobook Café is developed using Visual Studio to integrated development environment (IDE) while the PhpMyAdmin is used to operate the system database. During the implementation process, HTML5, CSS, JavaScript, and PHP as programming languages are used to develop all interfaces, modules and system functions. The user interface implementation process that involved are based on the requirements and design created in the analysis and design phase. In this section, the final user interface will be discussed on the both the customer interface and the administrator interface. For the general background of this interface, the first thing that user will be displayed is the index page had shown at the figure 2 is the Dinobook Cafe's Index Page, which contains images and links to different sites that interest coffee enthusiasts and diners.

This is true because the homepage of Dinobook Café seems more appealing and cheerful because of its use of pink colour. Strangely enough, the area at the top of the web page contains the café’s logo and the search bar with options such as Home, Reservation, All Menu, and All Books. There are two link buttons labelled Log in and Register, respectively, and a link to the admin page. The next part is the hero section located directly below the navigation bar, where a café’s name is placed in big, playful letters, and a short slogan about the café is placed. The page contains photos of food sold, a Facebook icon, and a map displaying the location of the café business.

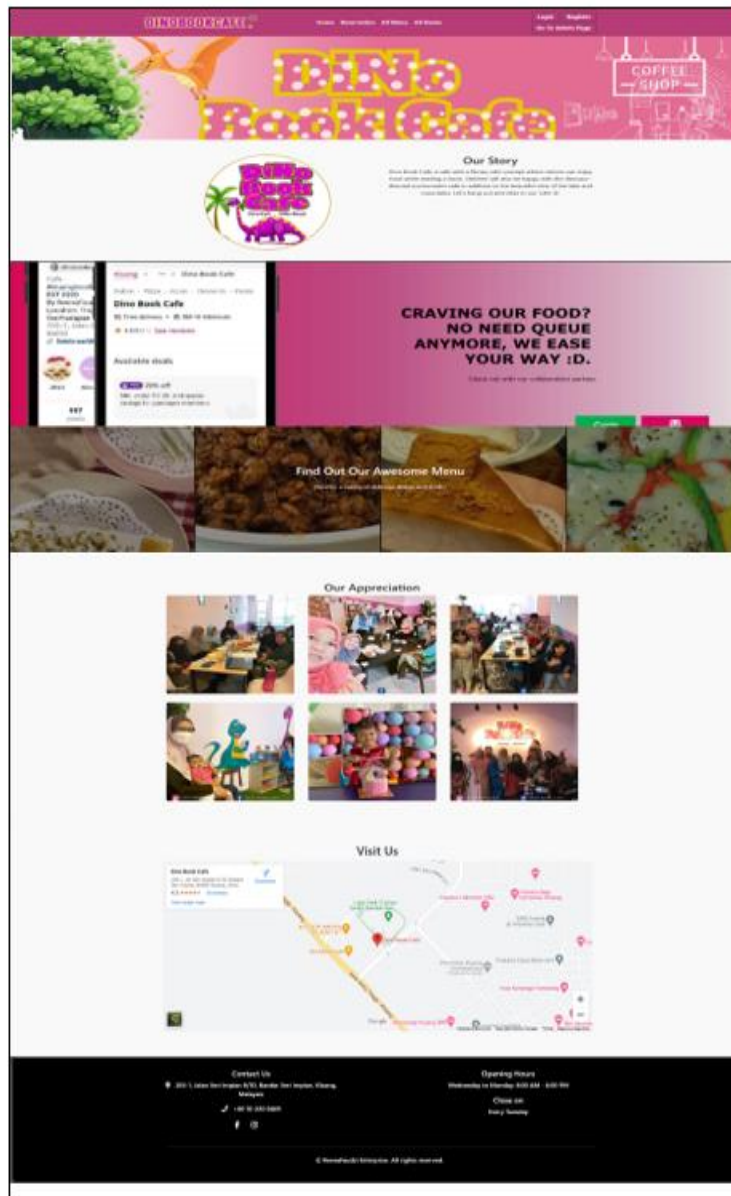


Fig. 2 Index Homepage of Dino Bookcafe's

Additionally, based on the figure 2 above, there also implementation of slideshown , a few banner as the advertisement about the café current event and maps where user able to see the location of café . This material are implemented in the design to understand the idea of attracting the audience, as this website addresses public users, not any organization. Besides, other user interface designs can be referred to in the APPENDIX starting from Figure A5 to A18.

5.2 User Acceptance Test

User Acceptance test was conducted verify user feedback on the interface and system modules involved in the Book Café Online Reservation System for DinoBook Café. The purpose of this testing is to identify existing problems in the system. The user test was conducted and a total of 12 respondents were involved in this testing and their feedback was recorded through questionnaires using Google Form. Table 5.6, Table 5.7, Figure 5.28 and

Figure 5.29 shows the results of evaluation for user experienced and system functionality according to Likert scale that has been set namely 1 (Strongly disagree), 2 (Disagree), 3 (Neutral), 4 (Agree) and 5 (Strongly agree).

Table 5.6 : User Experience Evaluation Result

No	Question	Scale					Total
		1	2	3	4	5	
1	How easy was it to register for an account on the DinoBook Café website?				5	5	10
2	Were the registration fields (e.g., Name, Email, Password) clear and straightforward?				5	5	10
3	How would you rate the login process?				4	5	9
4	How easy was it to navigate to the reservation section of the website?				4	5	9
5	How would you rate the table reservation form in terms of clarity and ease of use?				5	5	10
6	How easy was it to make a book reservation?				5	5	10
7	How easy was it to make a cake reservation using the provided form?				4	5	9
8	How would you rate the payment method options available?				4	5	9
9	How would you rate the overall design of the DinoBook Café website?				4	5	9
10	How visually appealing did you find the website's colour scheme and layout?				4	5	9
11	How would you rate the admin dashboard in terms of functionality and ease of use?				4	5	9
12	How easy was it to register for an account on the DinoBook Café website?				5	5	10

Fig. 3 Graph Bar for Interface User Experience Evaluation Result

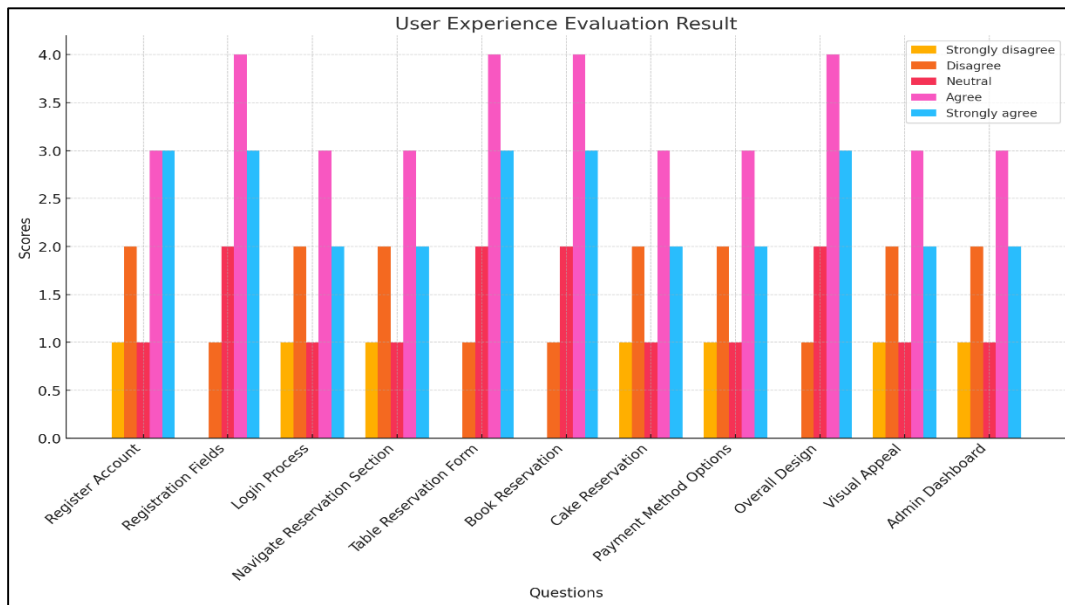
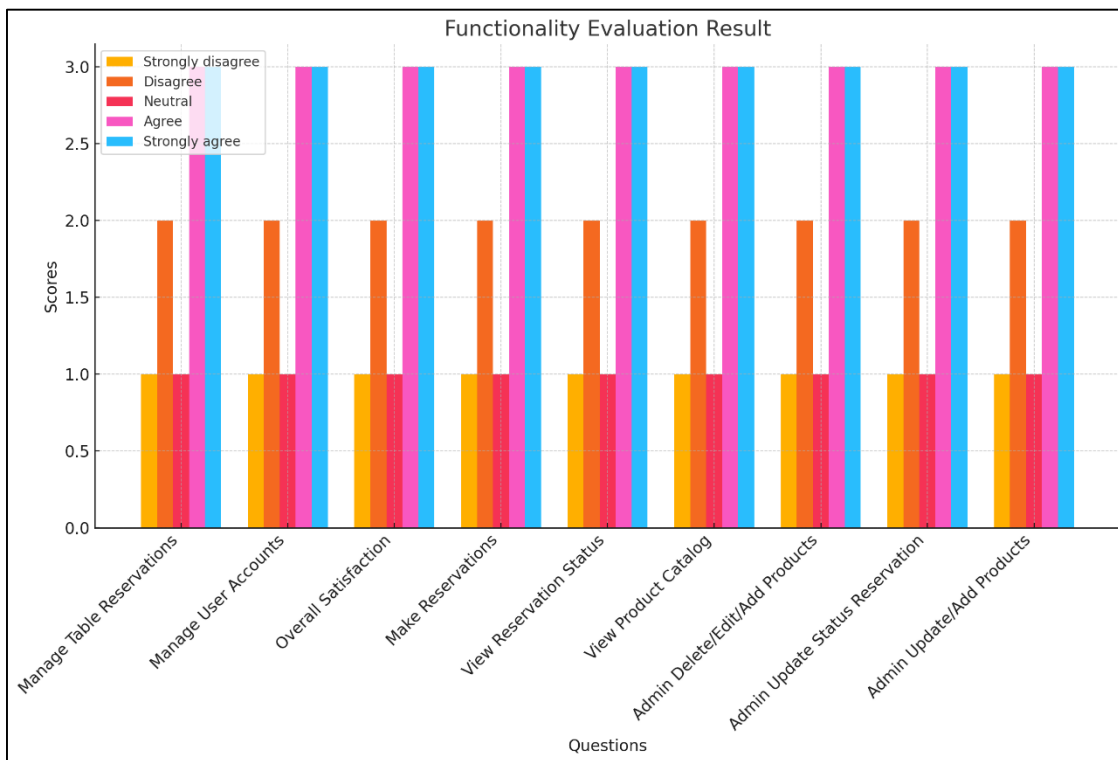


Table 5.7 : System Functionalities Evaluation Result

No	Question	Scale					Total
		1	2	3	4	5	
1	Was it easy to manage table reservations through the admin interface?				5	5	10
2	How easy was it to manage user accounts?				4	5	9
3	How satisfied are you with the DinoBook Café Online Reservation System overall?				5	5	10
4	User can make reservation for table, book, and cakes				5	5	10
5	User can view their own reservation status				4	5	9
6	User can view product catalogue i.e., Menu, Cake, Books				4	5	9
7	Admin can delete, edit, and add products				5	5	10
8	Admin can update status reservation				5	5	10
9	Admin can update and add products				5	5	10

Fig. 4 Graph Bar for Functionality System Evaluation Result



6. Conclusion

This chapter will discuss the conclusion of the project. Section 6.1 will summarize the output achievement of the Overall Objectives. Section 6.2 will list out the advantages of the system, while Section 6.3 will discuss the disadvantages of the system. In Section 6.4, some features and recommendations about the system will be discussed in detail.

6.1 Achievement of the Overall Objectives

The project's milestones are relevant to the overall aims identified during the brainstorming stage. The main goals were to create, implement, and evaluate an online reservation system for Dino Book Café's website. Significant achievements include:

- Designing an Online Reservation System Accessible Through Dino Book Café's Website.
- Creating a user-friendly interface for customer and administrator ease.
- Developing a functional web-based reservation system using HTML5, CSS, JavaScript, and PHP.
- Implementing robust backend data management with PhpMyAdmin.
- Conducting extensive user acceptance testing to ensure usability and performance

6.2 System Advantages

The Book Café online reservation system offers several benefits:

- **Convenience:** Customers can make reservations online anytime, reducing the need for physical or phone bookings.
- **Efficiency:** Reduces the workload on café staff by automating reservations.
- **User-Friendly Interface:** Simplifies the reservation process with an intuitive design.
- **Real-Time Updates:** Notifies customers about their reservation status automatically.
- **Comprehensive Management:** Provides administrators with tools to manage reservations, products, and users efficiently.

6.3 System Disadvantages

The Book Café online reservation system also has several weakness that has found in development system:

- **Technical Issues:** System glitches, server downtime, and software loading problems can frustrate users and affect reliability.
- **Learning Curve:** Users with limited tech knowledge may struggle, requiring detailed manuals and responsive support to minimize confusion.
- **Security Risks:** Handling personal user data necessitates constant updates and strong security measures to prevent data breaches.
- **Lack of Functionalities:** Missing features like advanced search criteria, recommendation systems, and real-time live chat can reduce user satisfaction.
- **Non-Responsiveness Across Devices:** Limited mobile compatibility can hinder accessibility and user experience for mobile and tablet users..

6.4 Features and Recommendations

Future improvements to the Book Café Online Reservation System may include:

- **Mobile App Development:** Opening of a new restaurant and trying to improve the existing one by developing a new mobile application for easy booking and for better experience.
- **Enhanced Security Features:** Some measures to improve the security include the following: Improving on the two-factor authentication security, using data encryption, conducting regular security audits, and making improvements on the checklists that are used.
- **Customer Feedback Module:** Include a feedback elicitation mechanism that utilizes questionnaires, rating scales, and cans with comment cards in order to capture clients' feedback.
- **Loyalty Program Integration:** Give a loyalty card system to motivate customers to come back to the shop and which will make them loyal customers.
- **Responsive Design:** Most crucially, since a proper mobile optimization should not only consider responsiveness, test it on different devices and platforms.
- **Advanced Functionalities:** Such utilities as recommended lists with movies, TV shows, products, etc. ; additional filters for search queries; instant messengers, implying online support for customers.
- **Upgraded Payment Methods:** Include PayPal, Stripe, credit/debit cards, digital wallet, installments, and secure payment method.
- **Management System with Sales Reporting:** Create a management system for a whole picture of the sales, receipts, and detailed information concerning the behavior of consumers and business.

Conclusion

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Conflict of Interest

Authors declare that there is no conflict of interests regarding the publication of the paper.

Author Contribution

The authors confirm contribution to the paper as follows: study conception and design: Nurul Amani Binti Mohd Roseli, Dr.Firkhan Ali Bin Hamid Ali, data collection: Dr.Firkhan Ali Bin Hamid Ali;; analysis and interpretation of results: Nurul Amani Binti Mohd Roseli, Dr.Firkhan Ali Bin Hamid Ali, A draft manuscript preparation: Nurul Amani Binti Mohd Roseli, Dr.Firkhan Ali Bin Hamid Ali.All authors reviewed the results and approved the final version of the manuscript.

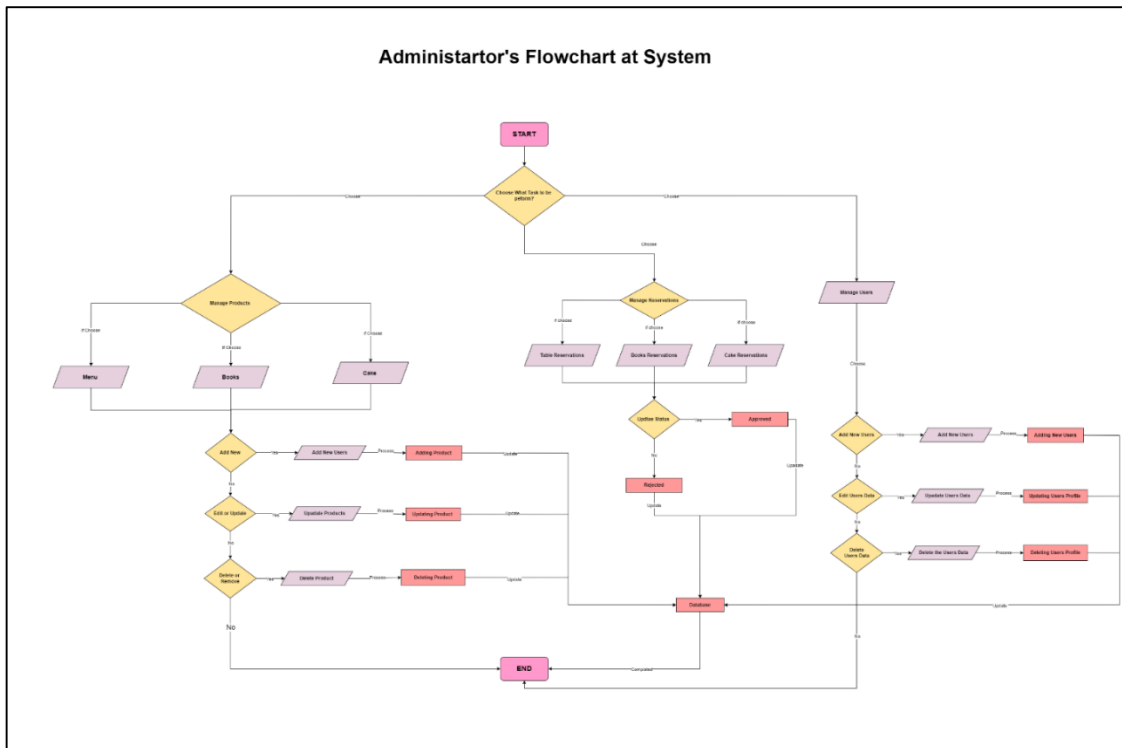
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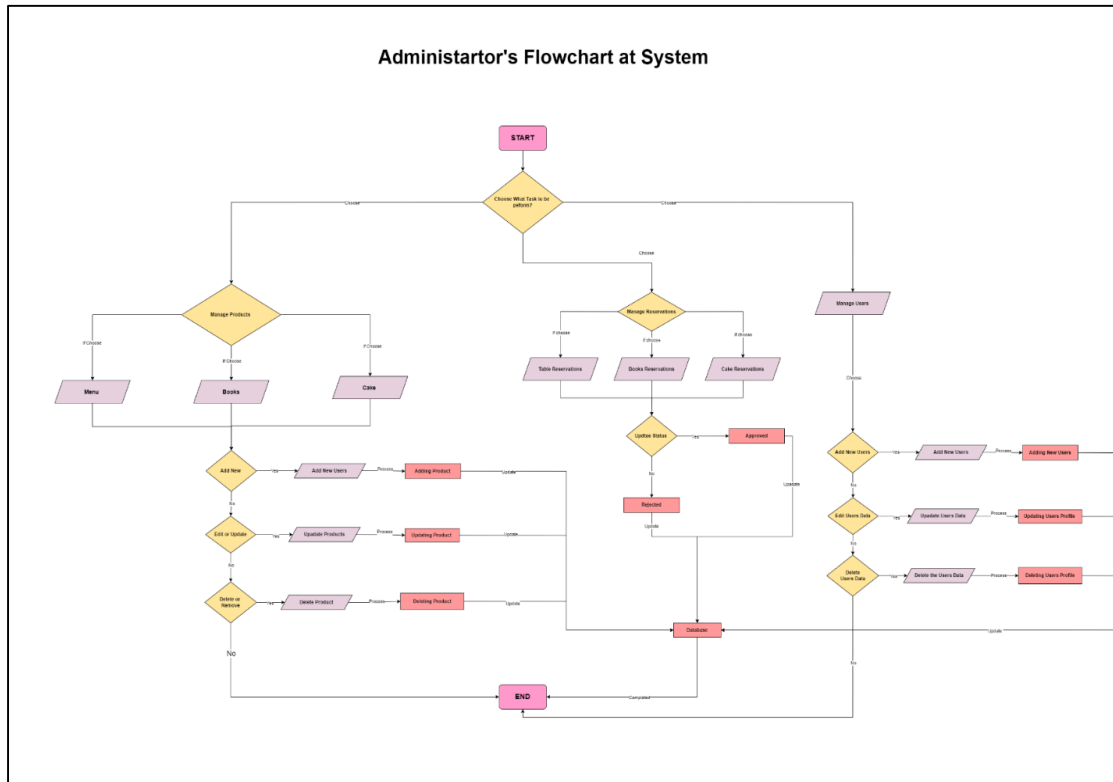
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Appendix A: Related Diagrams

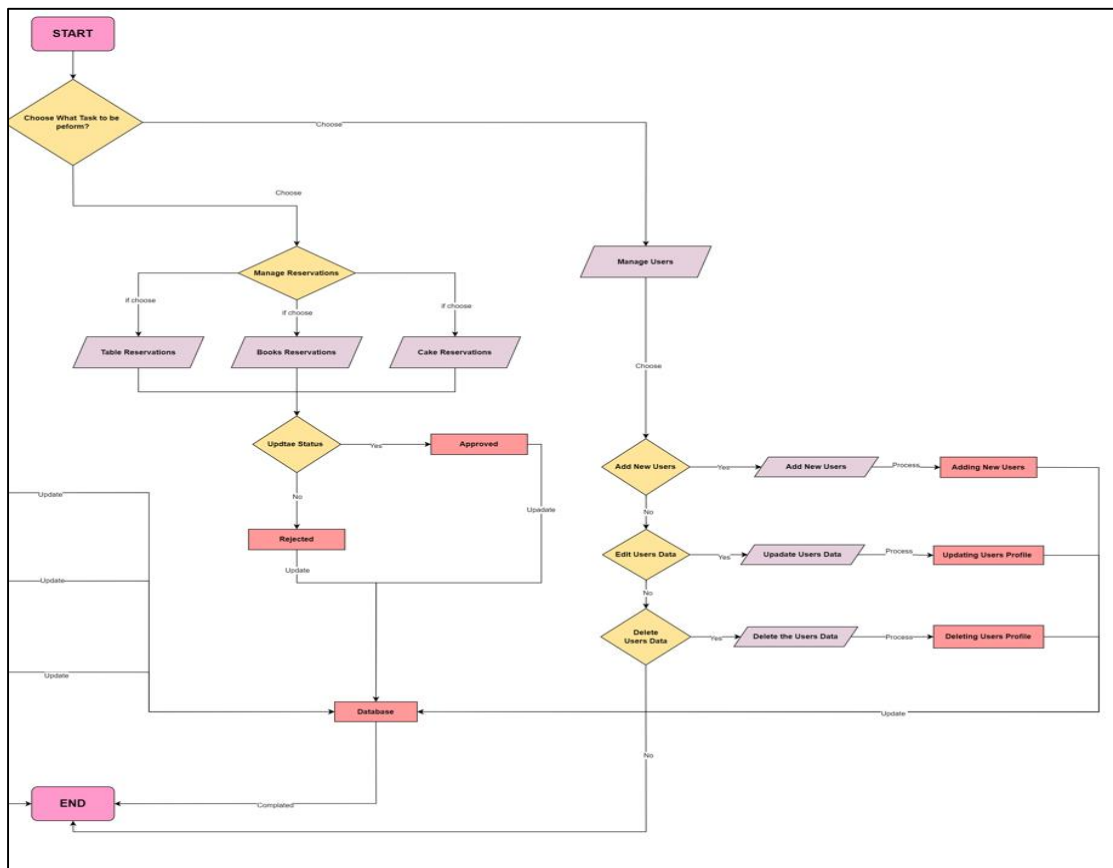
A1: Flowchart of administrator and staff for DinoBook café Online Reservation System.



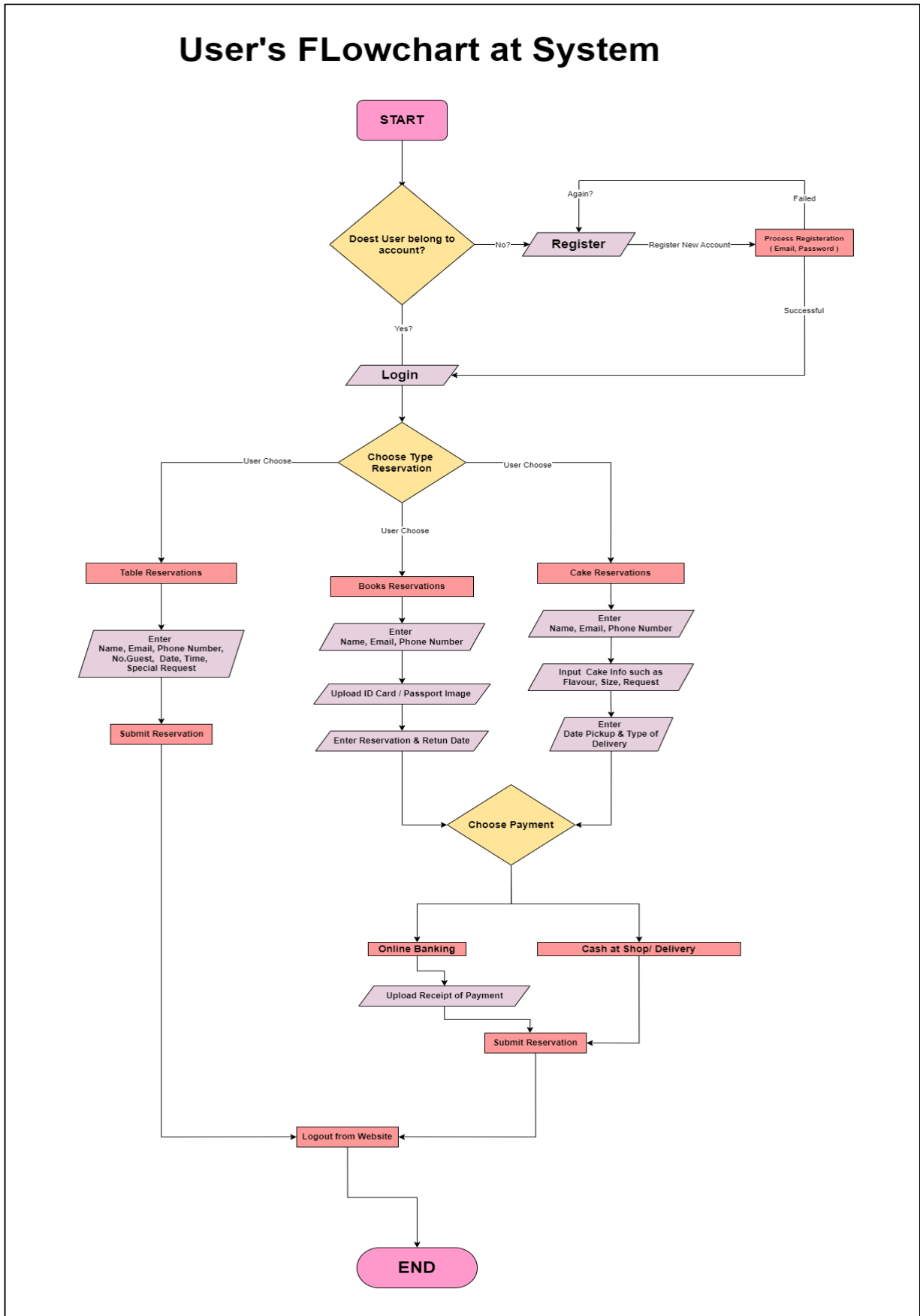
Zoom Version 1



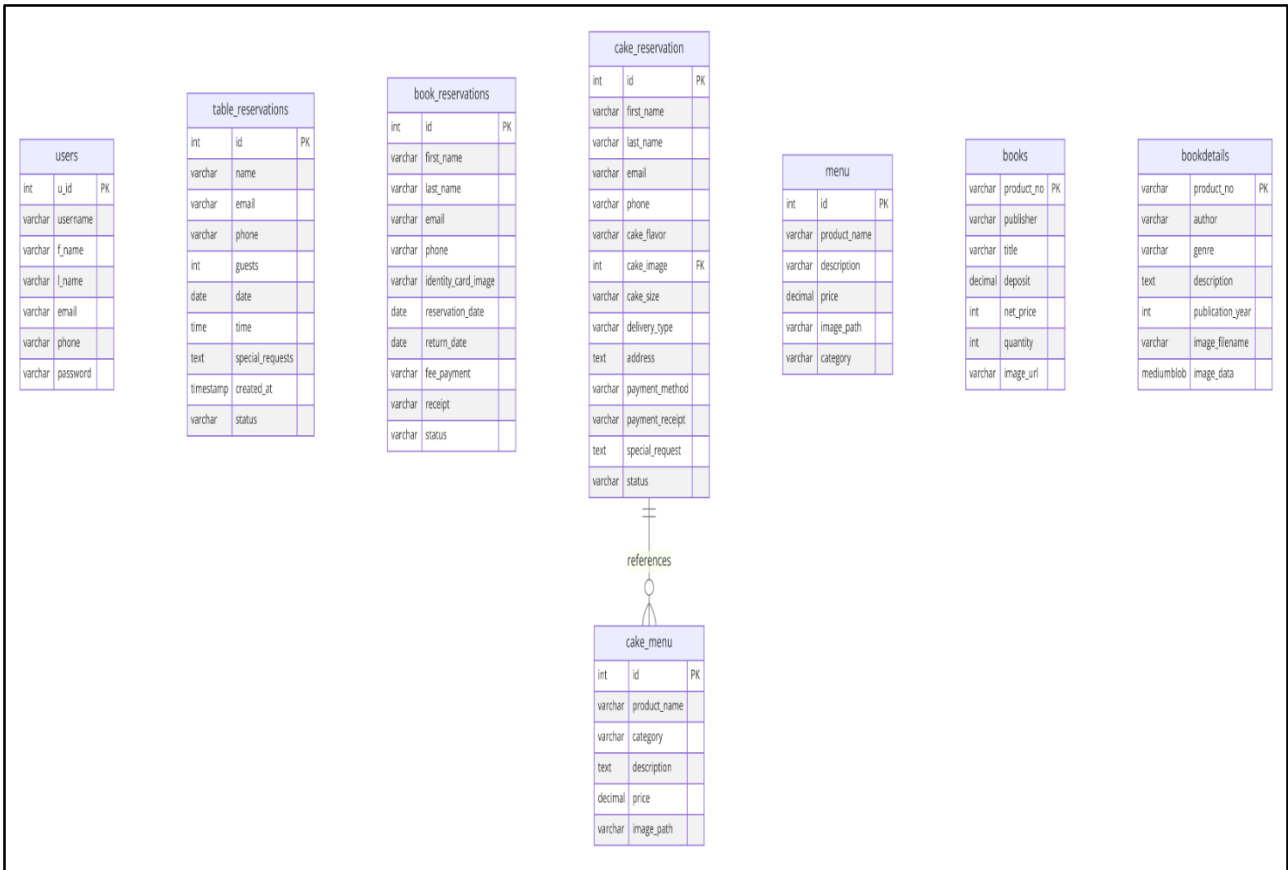
Zoom Version 2



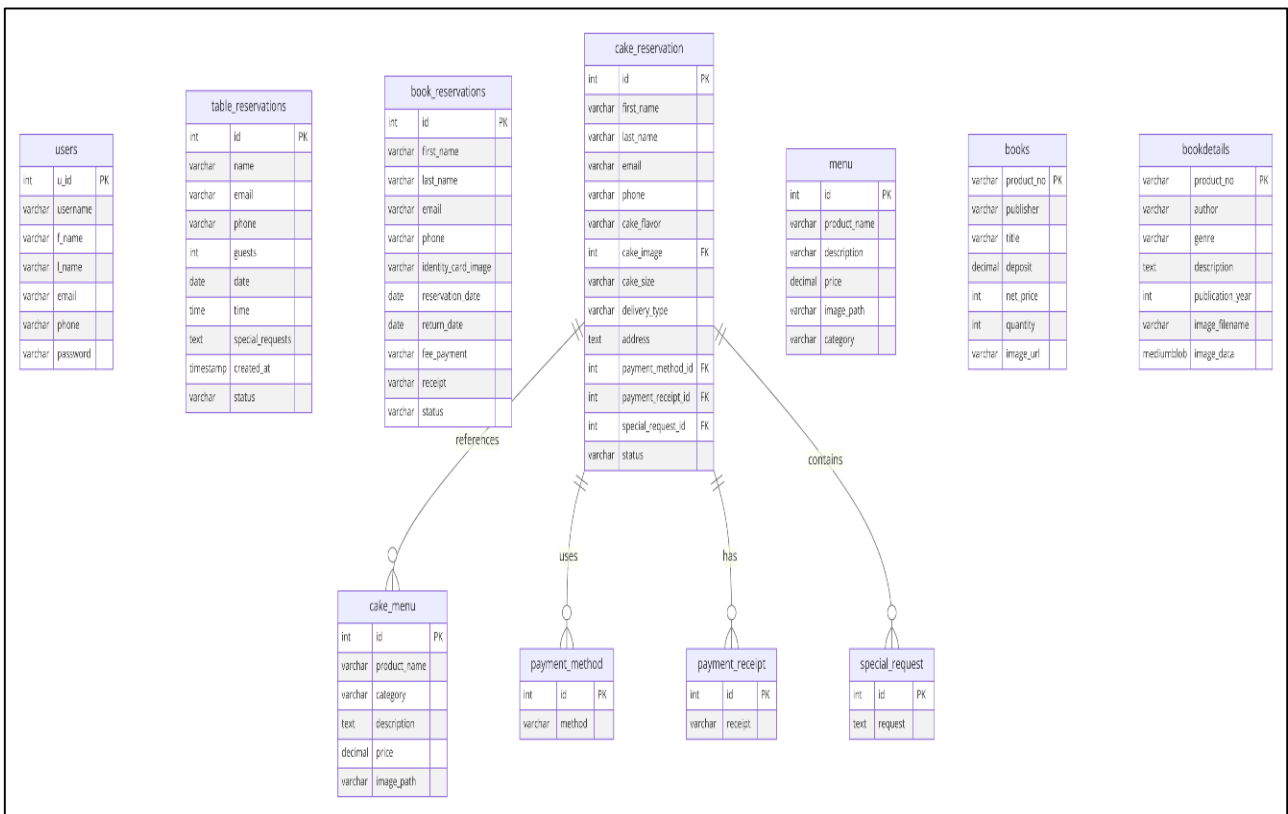
A2: Flowchart of user or customer for DinoBook café Online Reservation System



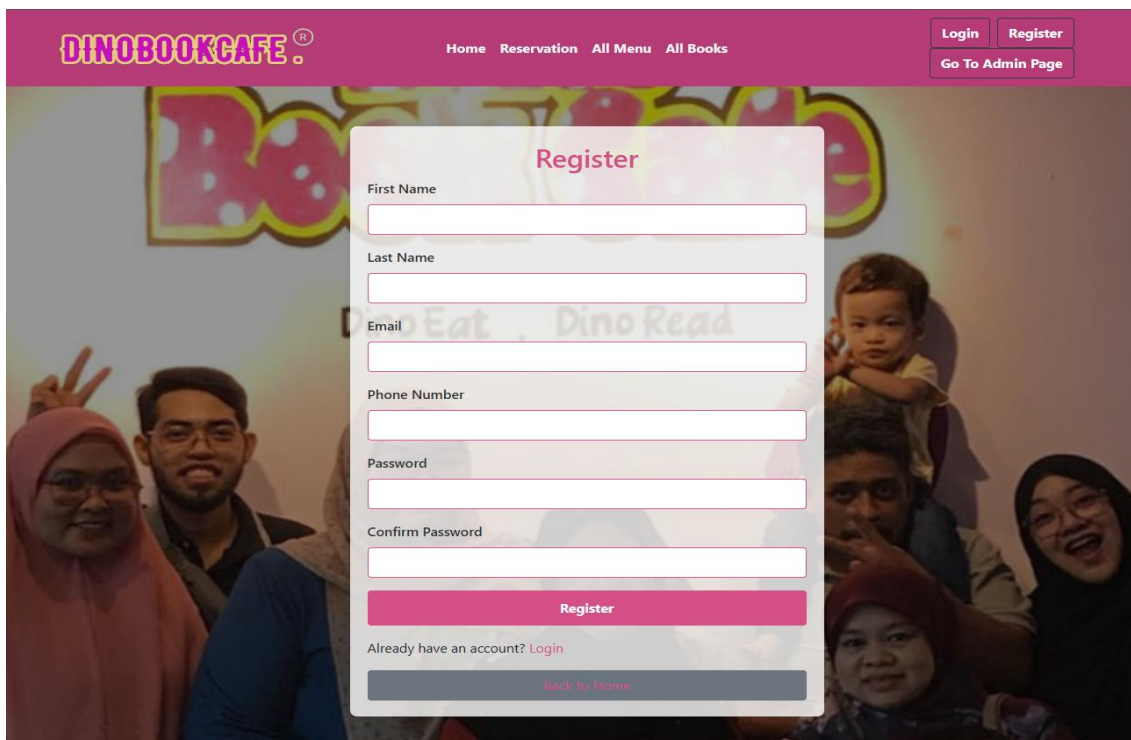
A3: Entity Diagram for Dino Bookcafe System



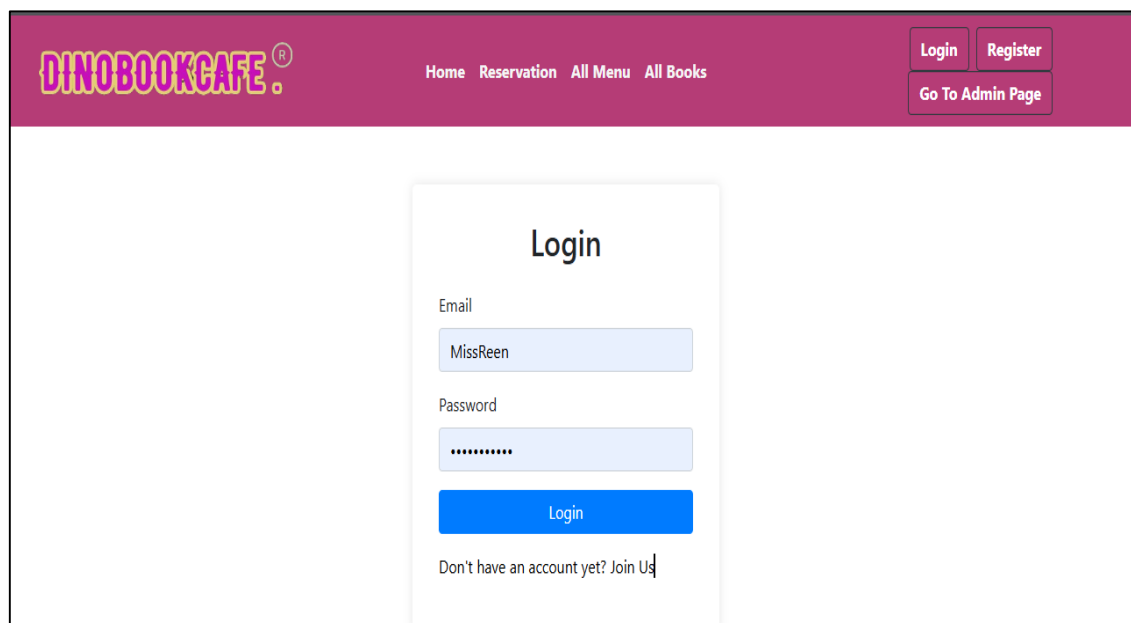
A4: Entity Diagram for Dino Bookcafe System (Normalize)



A5: User's Registration Module Interface



A6: User's Login Module Interface



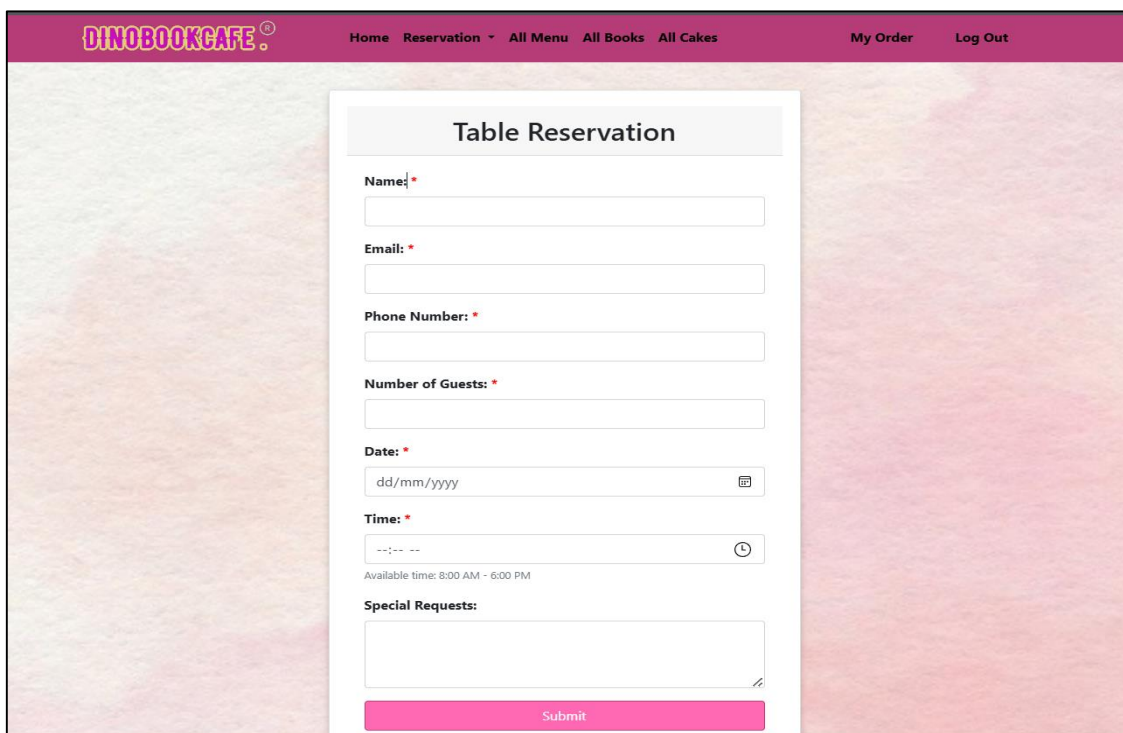
A7: User's Login Admin Module Interface

Admin Login

Username:
rayyan@gmail.com

Password:
.....

[Login](#) [Go to Customer Page](#)

A8: User's Table Reservation Module Interface

DINOBOOKCAFE® Home Reservation All Menu All Books All Cakes My Order Log Out

Table Reservation

Name*

Email*

Phone Number*

Number of Guests*

Date*
dd/mm/yyyy

Time*
--:--

Available time: 8:00 AM - 6:00 PM

Special Requests:

[Submit](#)

A9: User's Book Reservation Module Interface

The screenshot shows the 'Book Reservation Form' on the DINOBOOKCAFE website. The form is centered on a pink background and includes the following fields: 'Name of Renter' (text input), 'Email' (text input), 'Phone Number' (text input), 'Identity/Passport Card Image' (file upload button labeled 'Choose File' with 'No file chosen' text), 'Select Book' (dropdown menu), 'Reservation Date' (calendar date picker), 'Return Date' (calendar date picker), and 'Fee Payment' (dropdown menu with 'Cash at Shop' selected). A blue 'Submit' button is at the bottom.

A10: User's Cake Interface

The screenshot shows the 'Cake Reservation Form' on the DINOBOOKCAFE website. The form is centered on a light grey background and includes the following fields: 'First Name' (text input), 'Last Name' (text input), 'Email' (text input with 'rayyan@gmail.com'), 'Phone Number' (text input), 'Flavour of Cake' (dropdown menu), 'Types of Cakes' (dropdown menu), 'Cake Size' (dropdown menu), and 'Date' (calendar date picker). There is no submit button visible on this form.

A11: Interface System of User's View Reservation

DINOBOOKCAFE® Home Reservation ▾ All Menu All Books All Cakes My Order Log Out

My Orders

Table Reservations

ID	Email	Reservation Date	Reservation Time	Number of Guests	Status
27	rayyan@gmail.com	2024-06-23	14:00:00	4	Pending

Book Reservations

ID	First Name	Last Name	Email	Phone	Reservation Date	Return Date	Status
5	Rayyan	Ziqri	rayyan@gmail.com	+6011-1234 5678	2024-06-18	2024-06-14	Pending

Cake Reservations

ID	First Name	Last Name	Email	Phone	Cake Flavor	Cake Image	Cake Size	Date	Delivery Type	Address	Status
1	Rayyan	Ziqri	rayyan@gmail.com	+6011-1234 5678	Vanilla		0	2024-06-23	pickup		

A12: Admin Dashboard Interface

DINOBOOKCAFE® Home / Admin Dashboard Log Out

Welcome to Admin Dashboard

Total Users

1

Total Table Reservations

1

Total Book Reservations

1

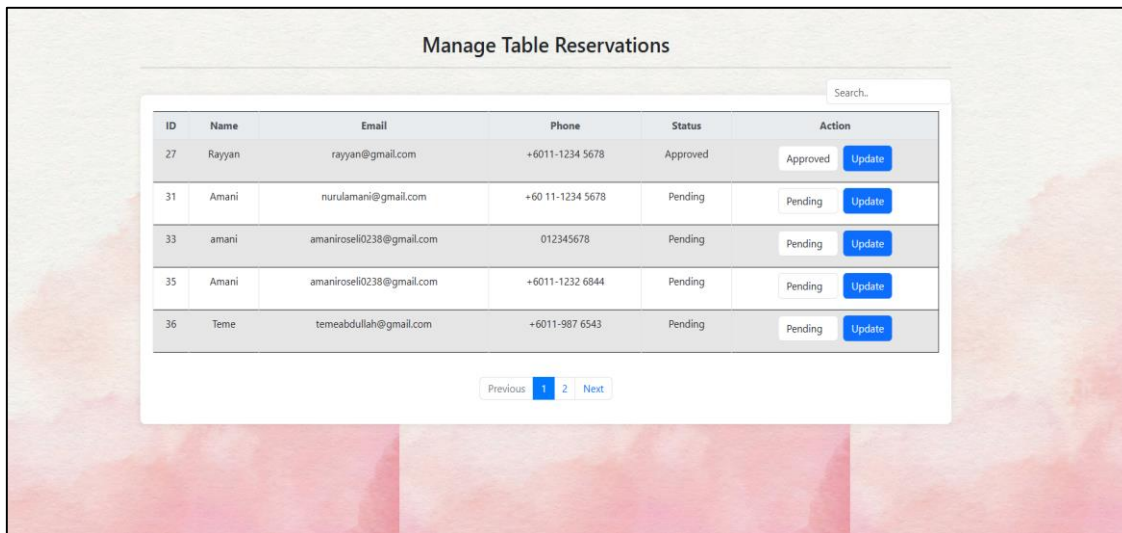
Total Cake Reservations

1

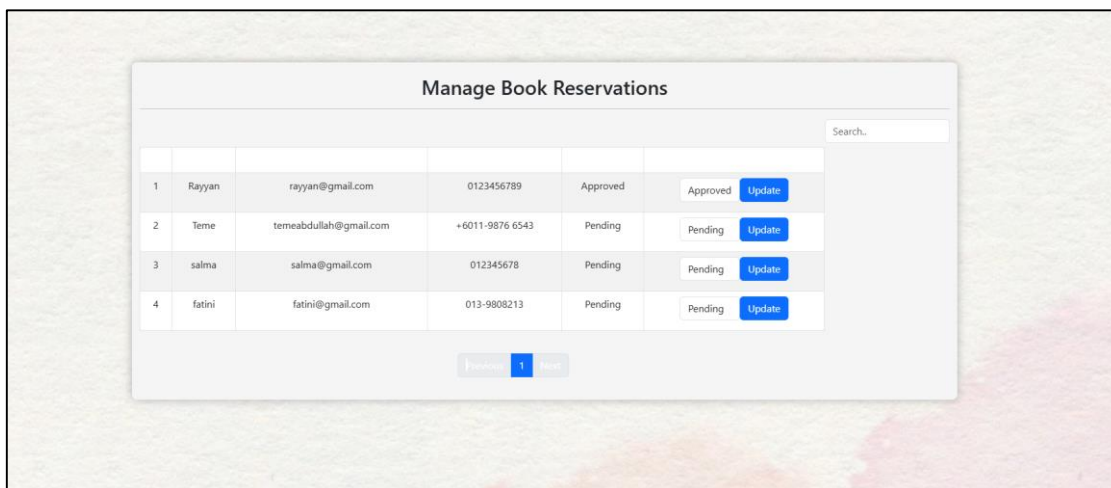
Dashboard
Manage Users
Manage Products
Manage Reservations

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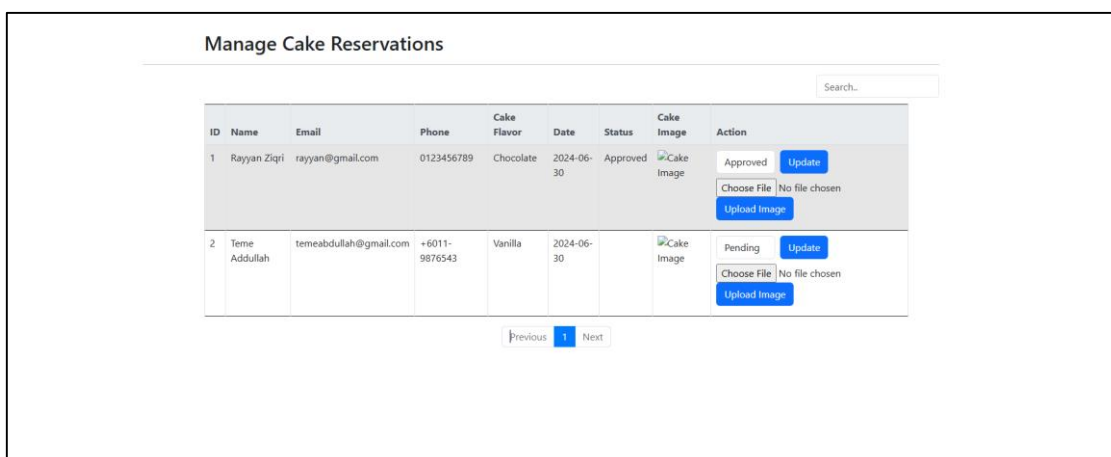
A13: Admin Manage Table Reservation Interfaces



A14: Admin Manage Book Reservation Interfaces



A15: Admin Manage Cake Reservation Interfaces



A16: Admin Manage Product-Menu Interfaces

Manage Products - Menu

Product Name:

Description:

Price:

Category:

Image URL:

or Upload Image:
 No file chosen

Product List

A16: Admin Manage Product-Cake Interfaces



Price:

Category:

Image URL:

Or Upload Image:
 No file chosen

Product List

ID	Product Name	Description	Price	Category	Image	Action
13	Sample Tall Cakes 6 inches	- This Size is 6 inches Cake, -The Flavours Available for this Cake are Vanilla, Chocolate, Pandan, Strawberry, Blueberry, Red Velvet. -Additional prices depends on decorations and design	70.00	Tall Cakes		<input type="button" value="Edit"/> <input type="button" value="Delete"/>
12	Sample Topper Theme Cake 10 inches	This Size is 10 inches Cake, The Flavours Available for this Cake are Vanilla, Chocolate, Pandan, Strawberry, Blueberry, Red Velvet.	105.00	Topper Theme		<input type="button" value="Edit"/> <input type="button" value="Delete"/>

A18: Admin Manage Users Interfaces

Manage Users

Email:

Phone:

User List

User ID	Username	First Name	Last Name	Email	Phone	Action
1	rziqri	Rayyan	Ziqri	rayyan@gmail.com	+6011-1234 1111	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
2	namani	Nurul	Amani	amnycantik@gmail.com	+6011-1232 6844	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
4	tabdullah	Teme	Abdullah	temeabdullah@gmail.com	+60 11-987 6543	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
6	fauzi	fatini	fauzi	fatini@gmail.com	013-9808213	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

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