



## UITM CATERING SERVICES (UITM ECRS)

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### ABSTRACT

*Catering is the business handled by the caterers that providing food and beverages services for some events. UiTM eCrs is developed to help the UiTM caterers to manage their business and ease the process for ordering by changing the manual order process into an electronic form. As there is so many students club in UiTM Machang, numerous events are held in a week, hence the demand for catering services remain necessary for that purposes. However, as the caterers are handling all of the orders processed in a manual way, the problems such the records went missing, destroy, and hard to retrieve when it is needed are always occur. Moreover, it is really time-consuming to successfully place the order and the miscommunication between the caterers and customers also occur, and it is required for technological interferences in order to improve the quality and services of the caterers, as well as to maintain the good reputation of the UiTM caterers. Thus, UiTM eCrs prioritize to change the caterer's works of process so it can be done more efficient and effective as well as to reduce all of the problems concerned. UiTM eCrs supported by many requirements and designed as user-friendly which the customers can simply use the system, log into the system, view's and select the caterers, select the menu, fill up the order form and proceed to the payment. Hence, UiTM eCrs can save a lot of time and costs in managing paper document, and the records can be retrieved more accurately. This proves that the electronic database is more leads to efficiency and systematic compared to a paper document, plus it is applicable at any time.*

**Keywords:** Catering, Food & beverages, UiTM eCrs

#### Reference:

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