ABSTRACT

Ariano, NR., **Developing Learning Material Mock-Up/Prototype "QR Code Menu".** Research and Development. Food and Beverage Services NC II. Quezon National Agricultural School. November, 2020.

The highlights on the business process improvements of casual dining restaurant in the Philippines thru the application of Restaurant Information System (RIS). Analysis of the current business processes was conducted through interviews and observations. The level of customer satisfaction was evaluated through SERVPERF questionnaires using five (5) dimensions: Tangibles, Reliability, Responsiveness, Assurance and Empathy. The results show that customer satisfaction levels in ordering, billing and payment processes require improvements. To address these issues, the researchers proposed a web-based system with Quick Response (QR) code functionality which easy to use for mobile users. A prototype was made and comparison of service times between current and proposed processes was considered.