

SPOON & FORKS
RESTAURANT RECOMMENDATION
SYSTEM

Hewduni Sakunika Jayaweera

A Dissertation submitted in partial fulfillment of the
requirements for the Bachelor of Science (Hons) Degree in
Business Information Systems

Department of Computing
Informatics Institute of Technology, Sri Lanka
in collaboration with
University of Westminster, UK

2021

Abstract

Food Service Industry is a widely spreading industry all over the world. Even in developing nations it has become an industry that people most frequently interact with. This would be directly linked to shifting habits based around hectic schedules. Also, due to the fact that nowa day people have wide range of preferences for dining out from restaurants there are increased number of restaurants everywhere in Sri Lanka. Even though Sri Lanka has its' own significant cultural and social differences, food service industry has developed up to a level that they can serve everyone from any culture. Customers, on the other hand, are becoming more concerned with the choices they make regarding not only the food items but also the facilities that the restaurant serves. Such as free parking, Wi-Fi etc.

The project's predominant aim is to provide a solution that allows consumers to more easily meet their primary need for food intake while still explicitly supporting their increasingly opinionated desires. Subordinated to that is to support the restaurateurs to market their uniqueness customers. Many considerations, such as constraints resulting from consumer personal factors, a lack of restaurant awareness, and situational factors, have all been included in the development of a successful system. Paper-based menus have a number of challenges and shortcomings that have been described in the literature. Additionally, these results were validated on a local level by interviews with restaurant managers and a survey of restaurant patrons.

Therefore, the author proposes a web application which the consumers and the restaurateurs can get satisfied. As mentioned in order to successfully achieve the customer satisfaction the author has used the Collaborative Filtering algorithm to recommend the customer the best option. This method of screening and analysing objects using the experiences of others will make the options more reliable for customers. Consumer practices have shifted to online solutions as a result of technological advancements. It is author's expectation to successfully fulfil the customer satisfaction using the mentioned algorithm.

Author has followed the System Development Life Circle (SDLC)