

Company Name: Super Food Village:

Company Logo:



SRS for online food ordering system

- **Version** 1.0
- **Group Id** 2
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Proposal for the ISE semester project

Project Title: Online Food Ordering System

- **Scope**

Will Allow its User to place order online and do payment online, to avoid the hassle of long queue hence save time. It provides its user to conveniently place order online without going to the restaurant.

- **Problem statement**

In today's age of fast food and take-out, many restaurants have chosen to focus on quick preparation and speedy delivery of orders rather than offering a rich dining experience. Until very recently, all of these delivery orders were placed over the phone, but there are many disadvantages or problems to this system We discuss problems from two perspectives:

1.Customer perspective

2. Restaurant perspective .

- **2.1. Customer perspective:**
- 2- Lack of visual confirmation that the order was placed correctly.
- 3- Customer has to order from the restaurant cashier which sometimes leads to time wasted waiting in long line to get in his turn.
- 4- Problems related to the payment process such as no cash to pay the customer for the remainder.
- 5- The customer doesn't know about the restaurant's working hours.
- **2.2. Restaurant perspective**

The process of dealing with orders is critical and needs to be smooth and real-time-based. Receiving orders, modifying them, and confirming it could take a lot of time and will affect the delivery time and so on customer satisfaction.

Vision: This project aimed at developing an online food ordering system which can be used in small places, and medium cities firstly and then on a large scale.

It is developed to help restaurants to simplify their daily operational and managerial tasks as well as improve the dining experience of customers. And also helps restaurant develop healthy customer relationships by providing good services.

3. Objectives

3.1 General objectives

- To increase efficiency and improve services provided to the customers through better application of technology in daily operations.
- To be able to stand out from competitors in the food service industry

3.2 Specific objectives

- To enable customers to order custom meals that aren't in the menu
- To enable customers to have a visual confirmation that the order was placed correctly
- To enable customers to know food ingredients before ordering
- To reduce restaurant's food wastage
- To ensure correct placement of orders through visual confirmation
- Improve efficiency of restaurant's staff
- Eliminate paperwork and increase level of accuracy
- Increase speed of service, sales volume and customer satisfaction

4.Functionality in the system

- **Registration:** User has to register before placing order.
- **Login:** user can login with valid ID and Password.
- **Display Menu:** will display all menu Item.
- **Modify Menu:** will allow Admin to modify menu Item.
- **Change Order:** allow customer to change ordered item before submitting order.
- **Payment:** allow customers to pay bills online.
- **Review Order:** will review customer Name, Phone Number and delivery location.