**CU FEAST**

**A PROJECT REPORT**

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**BONAFIDE CERTIFICATE**

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PANELIST 1 PANELIST 2

# TABLE OF CONTENTS

# List of figures……………………………………………………………………….5

### CHAPTER 1. INTRODUCTION ......................................................................6-9

1.1. Identification of Client/ Need/ Relevant Contemporary issue .............................................6

1.2. Identification of Problem .....................................................................................................6

1.3. Identification of Tasks .........................................................................................................7

1.4. Timeline ...............................................................................................................................8

1.5. Organization of the Report ...............................................................................................8-9

### CHAPTER 2. LITERATURE REVIEW/BACKGROUND STUDY ...........10-9

2.1. Timeline of the report problem ..........................................................................................13

2.2. Existing Solutions..........................................................................................................14-15

2.3. Bibliometric analysis.....................................................................................................16-22

2.4. Review Summary ...............................................................................................................23

2.5. Problem Definitions ...........................................................................................................24

2.6. Goals/Objectives.................................................................................................................25

### CHAPTER 3. DESIGN FLOW/PROCESS …………………………............10-9

3.1. Evaluation & selection of Specifications/Features........................................................26-28

3.2. Design Constraints..............................................................................................................29

3.3. Analysis and Features finalization subject to contraints.....................................................30

3.4. Design Flow……................................................................................................................31

3.5. Design Selection.................................................................................................................32

3.6. Implementing plan/methodology........................................................................................33

### REFERENCES......................................................................................................34

# List of figures

# Figure 1……………………………………………………………………………………………8

# Figure 2……………………………………………………………………………………………8

# Figure 3…………………………………………………………………………………………..16

# Figure 4…………………………………………………………………………………………..16

# Figure 5…………………………………………………………………………………………..17

# Figure 6……………………………………………………………………………………..……17

# Figure 7………………………………………………………………………………..…………18

# Figure 8……………………………………………………………………………………..……18

# Figure 9…………………………………………………………..………………………………19

# Figure 10…………………………………………………………………………………………19

# Figure 11...……………………………………………………………………………….………20

# Figure 12…………………………………………………………………………………………20

# Figure 13…………………………………………………………………………………………21

# Figure 14…..…………………………..…………………………………………………………21

# Figure 15…………………………………………………………………………………………22

# Figure 16…………………………………………………………………………………………22

# ABSTRACT

# This project, CU FEAST, aims to address the dining-related challenges faced by the diverse community of Chandigarh University, including students, faculty members, visitors, and newcomers. The project seeks to empower tech-savvy users who rely on smartphones and the internet for dining decisions by providing them with a comprehensive platform for accessing information about food outlets, cafes, menus, prices, and reviews within the university campus.

# The identified problem revolves around the fragmented information about dining options, leading to inconvenience, frustration, and dissatisfaction among potential diners. Inaccurate pricing and lack of information also hinder customer satisfaction and harm the reputation of these establishments. Additionally, some establishments struggle to reach their target audience due to limited publicity, high competition, and monopolization.

# 

# CU FEAST aims to enhance the dining experience at Chandigarh University by bridging the information gap, promoting transparency, and empowering the campus community to make informed dining choices.

# CHAPTER 1 INTRODUCTION

## Client Identification/Need Identification/Identification of relevant Contemporary issue

Our project targets a diverse audience which includes the student body, faculty members, visitors, guests, and new comers who don’t know anything about these establishments. We target those tech-savvy users, who spend a significant portion of their time relying on smartphones and the internet to make dining decisions. Those who value convenience, quality, and transparency in their dining experience.

The current dining experience is centralized around few establishments and few areas around our university. While we potential diners suffer from frustration as we are unable to make informed dining choices because of their monopoly. This in turn has led to the surge in demand of real-time sharing information about dining options, menus, prices, and their reviews. Since, technology has reshaped our food industry, we aim to bring this revolution to our campus by empowering the population of our campus by seamlessly connecting them with these establishments to enhance the dining experience and break the monopoly.

## Identification of Problem

One of the primary problems we the students of Chandigarh University face is the fragmentation of information of the food outlets, dining, and cafes in our campus. Currently, potential diners mostly students and faculty member of university must navigate through the campus on foot to these establishments. Even then it is not guaranteed that their quest of hunger of these potential diners is full filled or not. This in turn creates inconvenience, frustration, and exhaust us.

Another prevalent issue is the timeliness prices and inaccurate information regarding these establishments which robs these potential establishments of customers and reputation. Moreover, finding restaurants and cafes that cater to the specific need can be frustrating, as information about them is not readily available. In addition, despite our population some of these establishments aren’t able to meet their target audience due to lack of publicity, high competitive nature, and monopolization and are unable to showcase their unique culinary experiences.

## Identification of Tasks

Here, is an overview of the tasks and objectives that our project entails, defining the scope, and purpose of our website.

Database Compilation:

* Compiling and maintaining a comprehensive database of food outlets and café within our university.
* Detailed information on each establishment, such as their name, location, contact information, operating hours, and any special features or offerings.

Menu Digitization:

* Digitize menus of these food outlets and cafes.
* Regular updates to reflect change in pricing, items, and special promotions.
* Organizing the menu in a user-friendly format.
* Easy to navigate along with search function.
* Integration of user review and rating system.

Data Security and Privacy:

* Implementation of authentication system.
* Verification of outlets and establishments before their publication.

Conclusion:

* Summary of findings.
* Recommendation for future improvements

## Timeline

## As our project CU FEAST is a website, the outcome will be product based.

## 

## Figure 1

## 

## Figure 2

## The timeline of our project may change according to the challenges and how much time it takes for us to resolve them.

## Organization of the Report

Regarding the structure of the report, the initial section known as the Introduction will establish the context and justification for the purpose of our project/website and also specify the goals of the report. The subsequent section, referred to as the Identification Phase, will explain how we will identify the unique needs of the students of our institution, examine various alternatives solutions, and analyses the advantages and drawbacks associated with them.

Here is an overview of the following.

**Introduction:**

The Introduction section should provide an overview of the project and its objective. It should also include the problem statement, motivation, and importance of the project. This section should also describe the methods used to develop of solutions.

**Literature Review:**

The literature review section should provide an overview of existing research and projects similar to our project/website, including the various techniques, methods, and UI/UX design used and their limitations.

**Methodology:**

This section should give details about the methodology used to develop our website. It should include a description of the model and architecture in which our website is based upon.

**Results:**

The Results section should demonstrate the performance, ease of access, utility and popularity of our website.

**Discussion:**

The Discussion section should provide an explanation of the results and their implications. It should also include a discussion of the limitations of our website and suggestions for future improvements.

**Conclusion:**

The conclusion section should summarize the main results of the project and how our project is going to help the students of our university.

**References:**

The References section should include a list of all sources cited in the report.

# CHAPTER 2 LITERATURE REVIEW/BACKGROUND STUDY

# Several research papers are accessible in the form of literature of online review, customer feedback, electronic-payment, online restaurant menu, and food delivery website. Nevertheless, only the papers that that help in the creation of our website are included in this paper.

# In this paper, [1] “LITERATURE REVIEW ON RESTAURANT MANAGEMENT SYSTEM” by M. Faizan Khandwani, Pratik Lanke, Pratik Harne, Anuj Sapkal, Adesh Adhao, published in 2023, they discuss about the advantages of electronic ordering system over traditional ordering system and how it affects the overall management of the restaurants and customer experience.

# In this paper, [2] “A Proposed System for Touchpad Based Food Ordering System Using Android Application” by Kirti Bhandge, Tejas Shinde, Dheeraj Ingale, Neeraj Solanki and Reshma Totare, published in 2015, they discuss about developing a wireless food ordering system to increase the efficiency and customer satisfaction. The application will take orders directly from the customers, while showcasing various offers, discounts, and increasing transparency by showing all the orders and their total to the customer.

# In this paper, [3] “Automated Food Ordering System with Real-Time Customer Feedback” by Shweta Shashikant Tanpure, Priyanka R. Shidankar, and Madhura M. Joshi, published in 2013, they discuss discusses about combining android applications with wireless ordering system to create an automated food ordering system and connecting the restaurant with the customers by providing the real-time status of customers food.

# In this paper, [4] “Wireless Food Ordering System Based on Web Services” by Hongzhen, Xu & Bin, Tang & Wenlin, Song, published in 2009, they present an integration of wireless communication technologies and web services technologies to realize a wireless food ordering system. In this system, it implements wired and wireless data access to the servers and food ordering functions through both desktop PCs and mobile devices such as PDAs over a wired/wireless integrated local area network.

# In this paper, [5] “BATTLE OF THE BITES: UNVEILING CUSTOMER PREFERENCES IN THE SWIGGY VS. ZOMATO SHOWDOWN” by Vinayagalakshmi V published in 2023, they draw a comparison between Zomato and Swiggy online ordering apps, who has the majority of market share and why by considering various metrics and strategies used by both of these companies.

# In this paper, [7] “Website Design and User Engagement” by Garett Renee, Chiu Jason, Zhang Ly, and Young Sean D, published in 2016, they discuss about elements used in engaging website and mobile application, and draws a comparison between them.

# In this paper, [9] “A LITERATURE REVIEW ON WEB DESIGN Directed Study” by Curtis Kelly, published in 2001 examines various theories, principles, and practices recommended for website planning and creation.

# In this paper, [6] “Customer Feedback System & Businesses” by Jinal Momaya and Kirti Muley published in 2022, they discuss discusses how customer system feedback works, how it can improve the businesses and its implications.

# In this paper, [8] “Customer Feedback Information System for Quality Improvement” by Ke Wang, published in 1996 discusses about the basic needs of an effective customer feedback system and database technology used to develop the system. It discusses about the concept and configuration.

# In this paper, [10] “Adoption of e-Payment Systems” by Muhammad Auwal Kabir, Siti Zabedah Saidin, and Aidi Ahmi, published in 2015, discuss about past literature available on e-payment adoption across the world with a view to highlight the scope, methodology and Information System (IS) models used by previous researchers.

# In this paper, [11] “A Study on Usage of ePayments for Sustainable Growth of Online Business” by Prof. Sana Khan and Ms. Shreya Jain, published in 2018, is a study conducted by selecting 100 sample respondents who are using epayments for purchasing products online; on the basis of age, purpose of usage, frequency of usage, various problem faced by using it and epayment effect on business growth. Then the major aspects and interpretation are discussed further in this paper providing a clear picture of findings and based on it the conclusion is drawn.

# In this paper, [12] “A Review on Electronic Payments Security” by Md Arif Hassan, Zarina Shukur, Mohammad Kamrul Hasan, and Ahmed Salih Al-Khaleefa, published in 2020, discusses about the review of 131 research articles published on electronic payment between 2010 and 2020 that uses a qualitative method of answering the research questions (RQ): RQ1: “What are the major security issues regarding using electronic payments”? and RQ2: “What security properties need to comply for secure electronic payments?”.

**2.1** **Timeline of the report problem**

# 2.1.1. Research and Planning Phase (2-3 weeks):

# Conduct market research to identify existing solution of our project.

# Identify potential user needs and requirements.

# Define project goals and objectives.

# Determine project scope and budget.

# Create a project plan and timeline.

# 2.1.2. Design and Development Phase (4-6 weeks):

# Develop system design and architecture related to our website.

# Select hardware and software requirements.

# Developed data collection and analysis methods.

# Integrate hardware and software requirements.

# Test basic functionality of our websites using different software testing methods like: Dynamic Testing, Black-Box Testing and White-Box Testing etc.

# 2.1.3. Implementation Phase (2-4 weeks):

# Deploy our website by which every user has access to it.

# Check the performance of our website and troubleshoot if any.

# 2.1.4. Data Collection and Analysis Phase (6-12 weeks):

# Collect data of the user through reviews and customer feedback system.

# Analyze data to identify of the users and make further improvements.

# 2.1.5. Reporting and Recommendations Phase (2-3 months):

# Create a final report summarizing the project's purpose, methods, and findings

# Develop recommendations for this particular website.

# For more utilization of this website, we can also do promotion through different sources like: WhatsApp, Instagram and Facebook etc.

# 2.2 Existing Solutions

# We have reviewed various website that can provide insights for the development of our website. They are as follows.

# Yelp

# Yelp is a widely recognized website and app that provides a platform for users to discover, review, and rate restaurants, bars, and various other businesses. It offers detailed information about each establishment, including user reviews and ratings, and often includes menus to help you make informed dining choices.

# Zomato

# Zomato is a popular online platform that offers restaurant discovery, reviews, and food delivery services. Users can explore a wide range of restaurants, read reviews, and access menus to assist in their dining decisions.

# Swiggy

# Swiggy is an online food delivery platform that allows users to order food from various restaurants. While it primarily focuses on food delivery, it often includes menus from the restaurants it partners with, helping users make their selections.

# TripAdvisor

# TripAdvisor is a well-known travel and restaurant review website. It offers information and reviews about restaurants, hotels, and other travel-related services. Users can find restaurant listings, read reviews, and view menus in some cases.

# JustEat

# JustEat is an online food delivery service that enables users to order food from a variety of restaurants. It typically features menus from all the restaurants it collaborates with, making it convenient for users to browse and place orders.

# OpenTable

# OpenTable is a website and app designed for making restaurant reservations. It also provides details about various dining establishments, including user reviews and, in many cases, restaurant menus.

# MenuPages

# MenuPages is a website that specializes in providing menus from a wide array of restaurants. It allows users to search for restaurants by location and view their menus, making it easier to plan their dining experiences.

# Google Maps for Restaurant Location and Restaurant Menus

# Google Maps is a widely used and versatile navigation tool that helps you locate restaurants near your current position. It simplifies the process of finding dining options by allowing you to search for "restaurants" or specify a particular cuisine. With just a few clicks, Google Maps provides a list of restaurants in your area, making it easy to choose a place to eat.

# In addition to helping you discover nearby restaurants, It also offers an added convenience by providing menus for many of the listed dining establishments. This feature allows you to explore the dishes, prices, and offerings of various restaurants before deciding where to dine. Whether you're craving a specific dish or just curious about the available options, it can assist you in making informed restaurant choices.

# 2.3 Bibliometric analysis

# While doing bibliometric analysis of the documents that we have come across in our literature review. We have made some interesting findings and summarized the following findings in various forms of data.

# 2.3.1 Main information

# 

# Figure 3

# 2.3.2 Annual Scientific Production

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# Figure 4

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# Figure 5

# 2.3.3 Average Citations per year

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# Figure 6

# 2.3.4 Most Cited Documents

# 

# Figure 7

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# Figure 8

# 2.3.5 Most Relevant Sources

# 

# Figure 9

# 

# Figure 10

# 2.3.6 Most Relevant Author’s

# 

# Figure 11

# Figure 12

# 2.3.7 Bradford’s law

# Figure 13

# 2.3.8 Most Frequent Words

# Figure 14

# 2.3.9 Word Cloud

# Figure 15

# 2.3.10 Tree Map

# Figure 16

# 2.4 Review Summary

# The reviewed literature encompasses a wide range of topics related to the development of a restaurant management website. Several papers focus on the advantages of electronic ordering systems over traditional methods, shedding light on their impact on restaurant management and customer experience. These systems streamline operations, increase efficiency, and enhance transparency by directly connecting customers with the restaurant's offerings, including special offers and discounts.

# Additionally, research papers discuss the integration of mobile technologies and web services for wireless food ordering systems, emphasizing the importance of real-time customer feedback to enhance the overall dining experience. In the context of online food delivery, a study compares popular platforms like Zomato and Swiggy, examining market share and strategies employed by these companies.

# The role of website and mobile application design in engaging users is also explored. The literature reviews principles and practices associated with web design, emphasizing the importance of user engagement and its impact on businesses. Customer feedback systems are highlighted in another paper, focusing on their ability to improve businesses and the technology required to develop such systems effectively.

# Furthermore, the literature delves into the adoption of electronic payment systems, investigating the scope, methodology, and information system models used in previous research. It also touches on the usage of ePayments for sustainable business growth, shedding light on factors such as user demographics, usage patterns, challenges, and their impact on business.

# Lastly, the security aspects of electronic payments are explored, reviewing a range of research articles that analyze security issues and compliance requirements for secure electronic payments. These findings contribute to a better understanding of the major security concerns surrounding electronic payment systems.

# 2.5 Problem Definitions

# Title: CU FEAST - Revolutionizing Dining at Chandigarh University

# Background: CU FEAST is a project aimed at transforming the dining experience within Chandigarh University's diverse community, including students, faculty members, visitors, and newcomers. In an era where tech-savvy individuals rely heavily on smartphones and the internet for dining decisions, CU FEAST seeks to provide a comprehensive platform. This platform will empower users with access to vital information about food outlets, cafes, menus, prices, and reviews located within the university campus.

# Problem Statement: The dining experience at Chandigarh University currently suffers from fragmented information about dining options, leading to inconvenience, frustration, and dissatisfaction among potential diners. Monopolization by a few establishments exacerbates this issue. Inaccurate pricing and a lack of information hinder customer satisfaction and harm the reputation of these establishments. Additionally, some establishments struggle to reach their target audience due to limited publicity, high competition, and monopolization.

# Scope: CU FEAST aims to enhance the dining experience at Chandigarh University by bridging the information gap, promoting transparency, and empowering the campus community to make informed dining choices.

# Challenges: The successful implementation of CU FEAST requires expertise in full-stack web development to create and maintain a dynamic platform. Continuous monitoring, updating, and reviewing of feedback from all members of the university community are essential. Additionally, the project's scope includes the implementation of payment and online delivery systems to facilitate seamless dining experiences.

# Assumption: It is assumed that the implementation of CU FEAST will not only break the monopoly of a few establishments but also lead to increased efficiency and efficacy of businesses within the university campus. This project has the potential to revolutionize the dining experience for students, faculty, and guests, making it more convenient, transparent, and enjoyable.

# 2.6 Goals/Objectives

# The project’s main focus is the development of a website for all the food establishments and outlets of our Chandigarh University. This project aims to:

# Comprehensive Information Access: Provide detailed info about on-campus food outlets, menus, and features, simplifying dining decisions for the university community.

# Enhanced User Experience: Improve dining experiences through a user review system, promoting transparency and reliability.

# Data Security and Fair Competition: Ensure user data security, while giving equal visibility to all establishments to break monopolies and encourage fair competition.

# CHAPTER 3 DESIGN FLOW/PROCESS

# Evaluation & Selection of Specifications/Features

# Our goal is to create seamless, efficient, and transparent website which takes its users and their valuable time into its consideration. So, platform's requirements and features must be carefully considered and chosen if it is to function effectively. The project team makes important decisions throughout this stage of the design process that will affect the platform's functionality, effectiveness, and all-around appeal. We go into the extensive factors that inform the choice of these specs and features in this section.

# Simple and attractive user interface

# Increased user engagement: A user-friendly interface can make it easier for users to find the information they are looking for, such as the outlet’s menu, hours of operation, and contact information. This can lead to increased user engagement and satisfaction.

# Improved image: A well-designed website can reflect positively on the users. It can convey a sense of professionalism and trustworthiness, which can make users more likely to patronize out website. High-quality images of food and drinks can be very appealing to users and can make our website more visually appealing and can help to increase user engagement.

# Increased sales: A user-friendly website can make it easy for users to order food and drinks online. This can lead to increased sales.

# Clear and concise navigation: The website's navigation should be easy to understand and use. Users should be able to quickly find the information they are looking for.

# Various Outlet options

# Increase sales: By having more outlets, various establishments can reach more customers and in turn have their sales increased.

# Reduce costs: Having multiple outlets can help users to reduce costs by taking advantage of economies of scale.

# Improve supply chain management: Having multiple outlets can help to improve your supply chain management by making it easier to facilitate customer orders.

# Increase business satisfaction: Having multiple outlets can help to increase establishment satisfaction by providing them with more opportunities for growth and development.

# Reduce risk: Having multiple outlets from different establishments can help to reduce risk by diversifying business and making it less reliant on any one location.

# Easy payment and ordering system

# Convenience: Customers can place orders and pay at their convenience, without having to wait in line or speak to a sales representative. Customers are more likely to be satisfied with their experience if they can easily place orders and pay.

# Accuracy: Automated payment and ordering systems are less likely to make mistakes than manual systems.

# Security: Automated payment and ordering systems can help to protect customer data from fraud and theft.

# Speed: Customers can place orders and pay quickly and easily.

# Ease of use: Automated payment and ordering systems are easy to use, even for customers who are not tech-savvy.

# Mobile responsiveness

# Website should be well optimized for various devices such as android phones, iPhones and tablets. So, that user can freely to use it from any of his/her device anytime and from anywhere.

# Social sharing

# This feature allows the user to share various outlet option and experience to their friends and co-workers, which in turn act as an advertisement, improves image, popularity, and customer base of various establishments.

# Feedback and Review system

# Website should also provide the feature of reviews and rating(feedback) for the customers so they can easily share their reviews on their orders, which will help in build trust and help other customers to order accordingly and the establishments can tackle their weak areas through the negative feedbacks and grow.

# 24X7 Customer support

# Need for a customer support system because it allows customers to get help with their orders or questions at any time of day or night. This can be especially helpful for customers who have questions about the menu, ordering process, or payment options. Customers are more likely to be satisfied with their experience if they know that they can get help with their orders or questions at any time of day or night.

# Design Constraints

# Designing a website to showcase outlets of various outlets, pricing, and offers of various establishments needs various technological expertise and software resources, and will also take a lot of time according to the time complexity of the project. In light of these considerations, these limitations act as recommendations for various design decisions, ensuring that the platform functions successfully and meets legal, security, scalability, and usability criteria.

# User Interface: Designing a clean, user-friendly interface is critical for attracting and retaining users as this the section where user will spend most of their time and the place where outlets will be visible. Regardless of the users' technical proficiency, the UI should be intuitive, accessible, and easy to navigate.

# Visualization: Clear and high quality of the foods and items to make our website more appealing to the users.

# Security: Examining security incidents and vulnerability history of payment system to develop countermeasures accordingly to improve security as handling financial transactions and user data, security comes first.

# Privacy consideration: Balance the necessity for identification verification with user privacy while thinking about privacy. Gaining the trust of users requires finding the ideal balance.

# Responsiveness: Given the extensive use of mobile devices and laptop computers, responsiveness limits are crucial. The platform should work well on a variety of devices and screen sizes

# Analysis and Features finalization subject to constraints.

# In light of the needs of our project, we will analysis the features and constraints to determine their feasibility within the identified constraints and time limit.

# Feature analysis:

# User Value: Features are assessed based on their usefulness to users. This includes determining whether a feature improves the user experience, makes the product more attractive, or helps users to complete their tasks more quickly and easily.

# Legal Compliance: Every feature is evaluated in detail to identify its legal and regulatory ramifications. Any feature that could potentially lead to legal issues is assessed for its impact on compliance and the required adherence measures.

# Security and Data Protection: Every feature is assessed for its impact on security and data protection. This includes evaluating how the feature handles data, the potential for security vulnerabilities, and the risk mitigation measures in place.

# Scalability: Each feature is evaluated to determine its impact on the scalability of the platform. This includes identifying features that could potentially overload the system and reduce its ability to handle large amounts of data.

# Responsiveness: The platform's responsiveness on a variety of devices with different screen sizes is essential.

* + - * **Usefulness:** Each feature is carefully assessed to determine how useful it is. This includes evaluating how easy it is for users to understand and use the feature, how accessible it is, and how it improves the user experience overall.

# Resource Requirements: Each feature is assessed to determine the resources required to implement and maintain it. This includes an evaluation of the budget, staffing, and infrastructure needed.

# Design Flow

# Mentioned features could be achieved by following one of the two methods: -

# Using Reacts Js with PHP and Perl with MySQL: -

# We will use HTML and CSS to create the user interface (UI) for the Cu Feast website. HTML will provide the basic structure and content of the website, including videos, images, menus, and other elements. CSS will be used to style the UI and make it visually appealing.

# We will use Bootstrap to make it easier and faster to implement CSS. CSS will make the website more visually appealing by adding colors, alignment, fonts, font sizes, margins, borders, button shapes, and other attractive features.

# We will use React JS to make the buttons on our website interactive and to ensure that all of the features work properly. React JS is a JavaScript library that makes it easy to create a user interface that is both easy to understand and efficient. For the backend of, MySQL and PHP will be used to create and maintain a single database for login credentials and feedback. This will help to ensure that the data on our website is consistent. PHP can be easily embedded in HTML, allows administrators to restrict access to the website as needed, and easily handles forms and data.

# Using React Js with Node.js and Mongo DB: -

# HTML and CSS will be used to create the basic look and feel of the website. This includes making the content and visuals user-friendly. HTML will also be used to organize all of the elements on the page, such as menus and drop-down lists.

# CSS will be used to add visual elements and features to the website to make it more engaging and attractive, such as colors, alignment, fonts, borders, margins, and shapes. Tailwind CSS will be used to improve the user interface design and add animations, while Toasty will be used to add animations to the login and registration process.

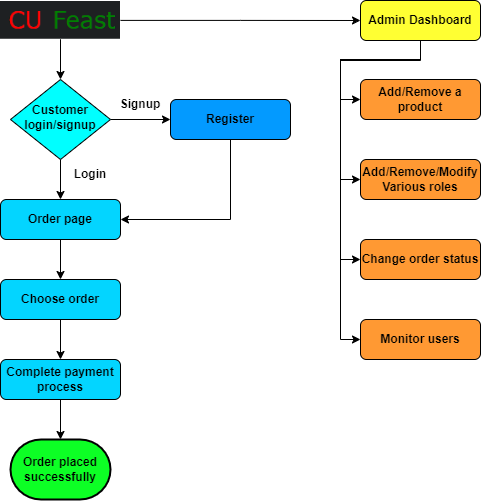
# Node.js will be used to add interactivity to the buttons and menu options on our website, making it more user-friendly. MongoDB will be used on the backend to create and manage two separate databases: one for the login credentials of registered users and the other for feedback from both registered and unregistered users.

# Design selection

# Using React Js with Node.js and Mongo DB: -

|  |  |
| --- | --- |
| Features | Implementation |
| Website user interface | We used HTML and CSS, with Tailwind CSS as the CSS framework, to create the user interface of the website. Tailwind CSS made it easy for us to create visually appealing animations using its built-in classes. |
| Website functionality | We used React JS, a JavaScript framework developed by Facebook, to make our website fully functional. React JS allows us to develop the components of a website separately, which makes the development process more efficient and scalable. |
| Backend functionality | We used Node.js, a JavaScript framework used for creating backend REST APIs, to implement the backend of our website. |
| Database functionality | We use MongoDB, a document-oriented database, to store the data for our website. MongoDB stores data in JSON-format documents, which makes it easy to store and retrieve complex data structures. |
| Online payment functionality | We use Razorpay, a secure online payment gateway, to process online payments on our website. |
| Security | We implemented encryption and decryption algorithms to protect our website from unauthorized access and data breaches. We used hashing to store user information in the database in a secure and irreversible way. |

# Implementation plan/methodology

****

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