

Sample Problem Statement

Title of the Study: Design and Development of a Online Food Delivery & Table Reservation System

1. Introduction

A problem statement clearly defines the issue that needs to be addressed and provides the foundation for developing an effective solution. In the context of the restaurant industry, increasing customer demand for convenience and digital services highlights the need for efficient online systems for food ordering and table reservations.

2. Background of the Problem

In recent years, the food service industry has experienced rapid growth in online food delivery platforms. However, many restaurants still rely on manual or semi-digital methods for handling orders and table reservations. Existing systems often focus only on food delivery and do not provide integrated table reservation features. This results in operational inefficiencies, order delays, booking conflicts, and poor customer experience.

3. Statement of the Problem

Despite the availability of food delivery applications, there is a lack of integrated systems that combine food ordering, online payment, real-time order tracking, and table reservation in a single platform. Manual order processing and reservation handling lead to errors, delays, and inefficient restaurant management. Therefore, there is a need for a centralized and user-friendly application that allows customers to order food, make payments, and reserve tables while enabling administrators to manage orders and update order statuses effectively.

4. Objectives of the Study

The objectives of this study are:

- To develop an online food ordering system for customers.
- To provide a table reservation facility with date and time selection.
- To enable secure online payment processing.
- To allow real-time order status updates.
- To improve restaurant management efficiency through an admin panel.

5. Significance of the Study

This project benefits both customers and restaurant administrators. Customers gain convenience through online ordering and reservation features, while restaurants can efficiently manage orders, reservations, and menus. The system reduces manual effort, minimizes errors, and enhances overall service quality.

6. Scope of the Problem

The scope of this project is limited to the design and development of a web-based Food Delivery & Table Reservation Application. It includes customer ordering, payment processing, table reservation, and admin order management functionalities. Advanced features such as AI recommendations and mobile app development are considered future enhancements.