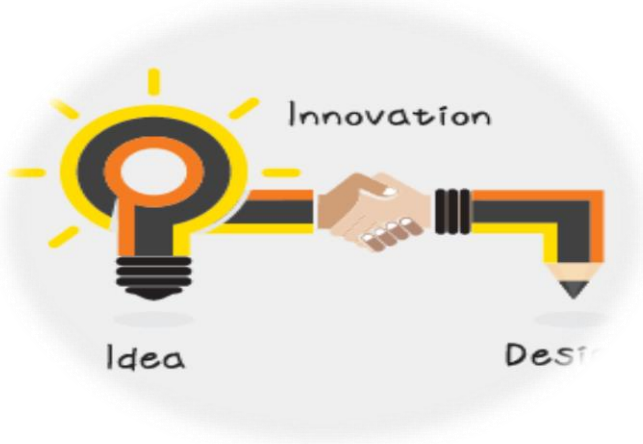
DESIGN THINKING AND INNOVATION



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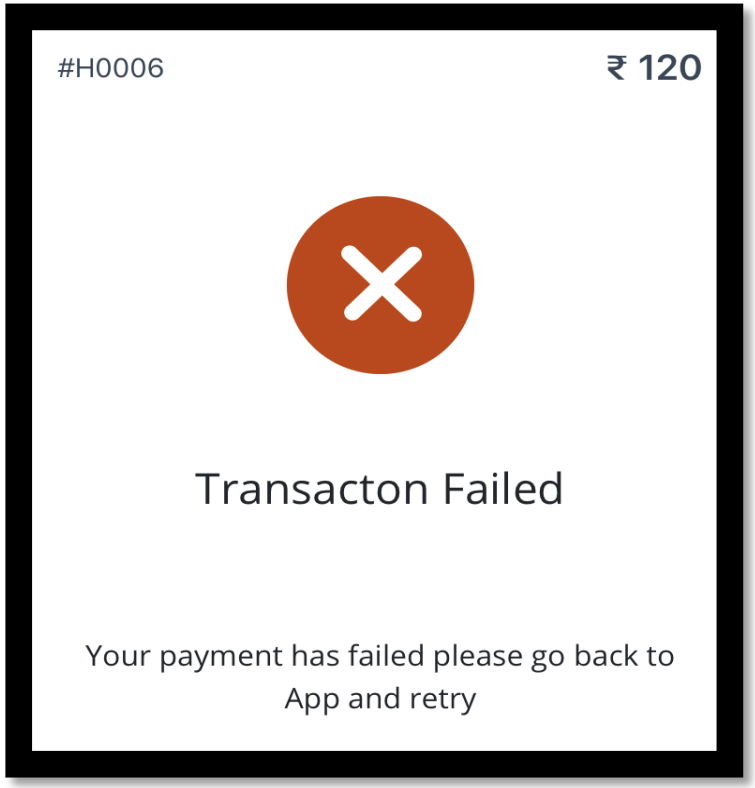
Topic

IMPROVING CANTEEN SERVICE SYSTEM

PROBLEMS FACED IN CANTEEN

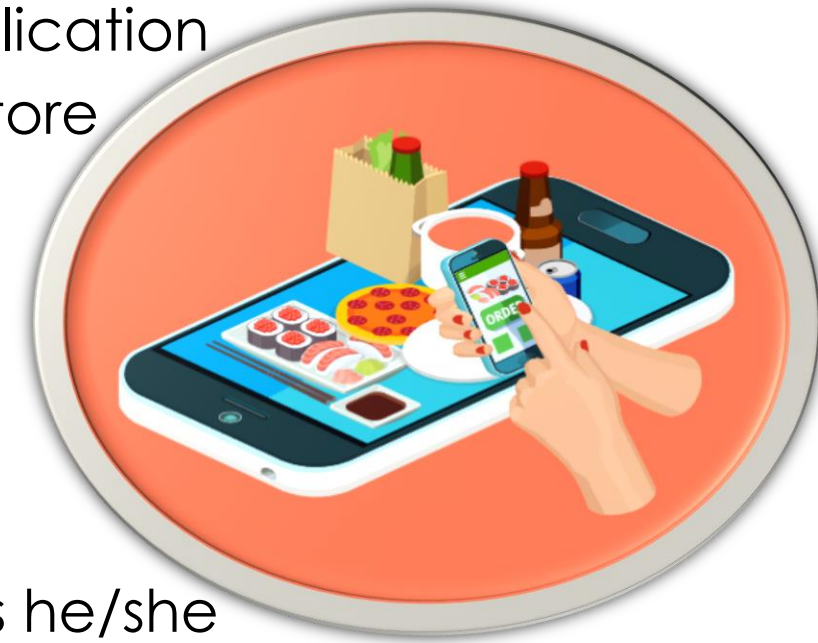
- Huge crowd at the canteen counter and service counter.
- Waiting for the food to be served will waste a lot of time.
- Payment problems.
- Food wastage.



SOLUTION

- So to solve this problem we are introducing a new application

By which he/she can download the app from the play store And can order food without wasting time , fighting with the crowd In canteen and avoiding invalid payments.



- This application works on the token system where a

Student can order food from his class and he/she will be given a token number….When the token number comes he/she Can go to canteen and take food ordered without wasting time.

- This app also have a food analysis option where it will show the data of items ordered and their statics which will help the canteen staff to prepare the amount of food based on the preferences.

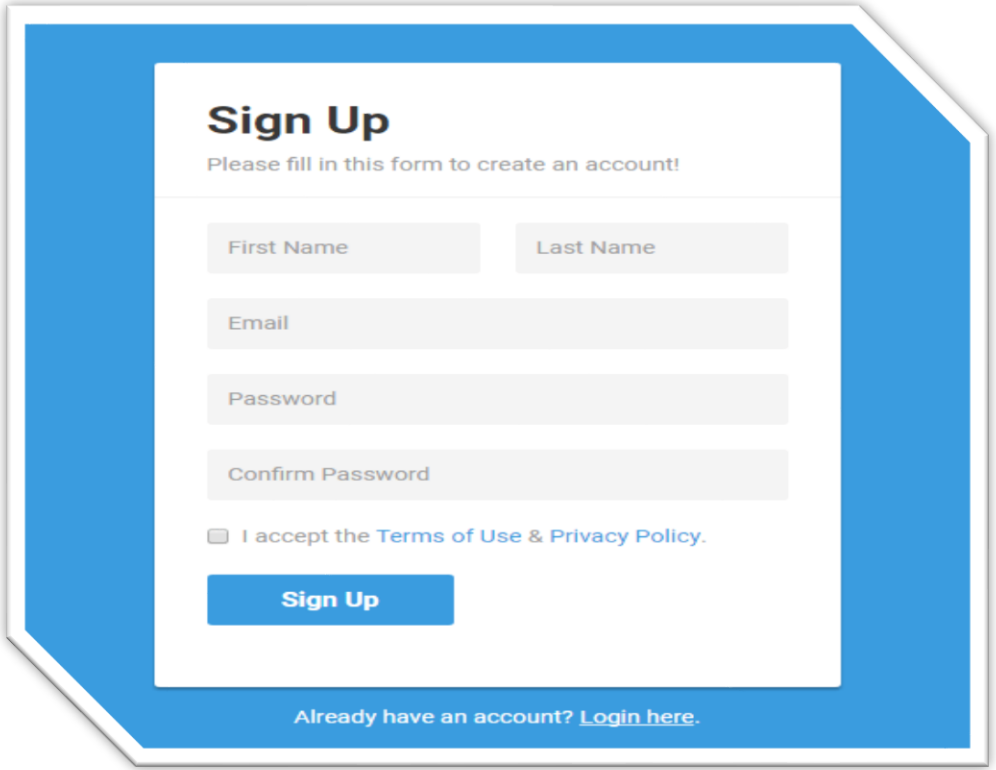
FEATURES OF THE APPLICATION

- Coming soon……

WORKING PROCEDURE

- Step 1: First the person using the app should sign up and create a profile .

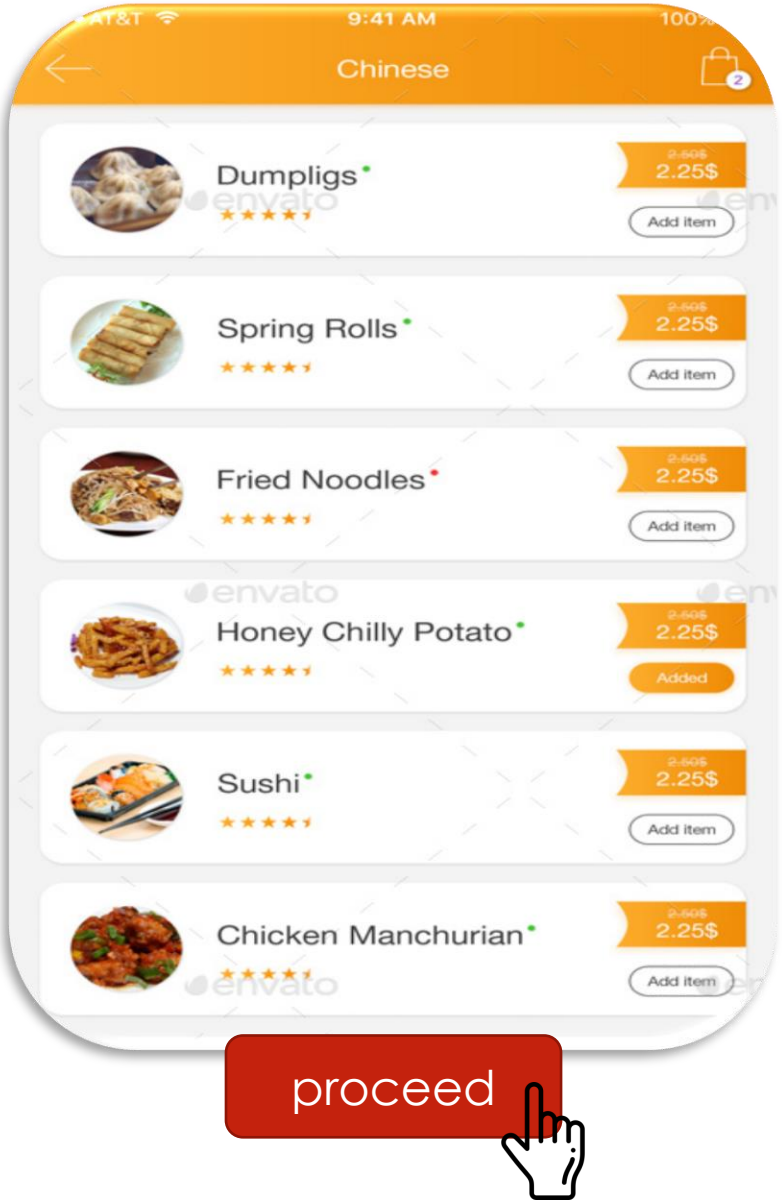
Note: *He / She can only sign up using our college mail only . If he / she uses their e mail the profile will not be created.*



- Step 2 : After creating a profile ,then the main page will open which will have a ORDER option.

- Step 3 :
- After clicking the order option then a page will open which contains all the items with the cost price .
- Here he/she should click on the add item option .
- The person can add as many items he/she wants.

- Step 4:
- After selecting the items which you want to order ,then click on the proceed option.



- Step 5 : After clicking on the proceed option then person will be directed to the payment window . Here he / she can do their payments by checking the amount displayed on the screen through platforms like Paytm , GooglePay, PhonePe by entering the correct details of the account.

PROCEEDING FOR PAYMENT

- Step 6: After the successful payment the main operator will recive a notification of the order , then you will be given a token number .
- Step 7: After receiving the token number . Click on the return home option . And then keep checking the present token number or even the student will also get a notification before three token number of his/her token number, if your token number is near then you can go to the canteen and take the food ordered.

WORKING PROCEDURE OF THE MAIN OPERATOR

- The working procedure of the main operator is different . This person will be signed up as a main where as the others will be signed up as a student .
- The main operator will have some special options as compared to the student profile…
- They will have a option "View orders" . This option will display all the orders received . The main operator will accept the order and will give the token accordingly.

*MAIN OPERATOR here means the person who sits in the canteen counter for taking orders

- The next option is the “Token” , this option will be controlled by the main operator where the token number will be keep changing after the order is ready. The operator will also able to check The current token no. , number of tokens issued , number of Pending tokens.

TOKEN DISPLAY

Present Token number:
53
Total Tokens issued:
60
Pending tokens:
7

- The other option is the “Analysis”. This analysis option shows the main operator the percentage of the item ordered and statics.
- By this the canteen staff will have a idea on how much food to be prepared and what type of food is more or less preffered .This helps to reduce the wastage of food.

Analysis Of Food

Chicken biryani =12
Veg biryani=16
Meals=20
veg manchurian =10
Egg fried rice=8

BENEFITS OF THE APPLICATION

- Helps to avoid crowd , especially in this covid scenario social distancing Is one of the important factor.
- Helps to save time .
- Helps to avoid payment issues.
- Helps to avoid food wastage .
- Improves the service system .

(DEEMED TO BE UNIVERSITY)

Thank you