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ABSTRACT

ABSTRACT

A Food Ordering System is proposed here which simplifies the food ordering process. The proposed system shows a user interface and update the menu with all available options so that it eases the customer work. Customer can choose more than one item to make an order and can view order details before logging off. The order confirmation is sent to the customer. The order is placed in the queue and updated in the database and returned in real time. This system assists the staff to go through the orders in real time and process it efficiently with minimal errors.

With the help of this system, people can easily order the food. It can also ensure that the people do not waste their precious time and use their time productively in the other works. This system proves to be more cost effective and reliable over other systems. It is very easy to use and has least maintenance. It does not require any human intervention and thus can be called fully automated. There aren't any limitations as such for this system, however one needs to take care of the smaller parameters like server breakdown while this system is implemented. A food ordering system is developed where the customers can make an order for the food without coming to the hotel.

Using the application, the end users register online, read the E-menu card and select the food from the e-menu card to order food online. Once the customer selects the required food item the manager will be able to see the results on the screen and start processing the food. Therefore, by using this application, the users can directly place the order for food to the chef online. In conclusion an online food ordering system is proposed which is useful in small family run restaurants as well as in places like college cafeteria, etc. The system also enables the restaurant to know the items available in real time and make changes to their food and beverage inventory based on the orders placed and the orders completed. In the modern food industries allows to quickly and easily delivery on customer place. Sometimes you don't feel like cooking or doesn't feel like to go to the restaurants, therefore we here propose an Online Food Ordering Management System which can help the customers to get food delivered immediately.

INTRODUCTION

Food ordering system is mainly designed primarily function for use in the food delivery industry. And it is used to ease the customer's life. This is mostly designed for a single restaurant having various food items at valuable food price. Nowadays, every technical field is trying to style the human life at ease. The past couple years there has been enormous growth of internet restaurants. It's just a single window for ordering from varied series of restaurants. Basically, Food Ordering System can be defined as a simple and convenient way for the customers to purchase food online, without having to go to the restaurant.

This system is very useful to those who are very busy in work or in home and do not have the time to go outside or cook the food. Customers doesn't really need to have technical knowledge to operate it. Because it is designed in very modest way. It provides complete dashboard with information about menus, orders, etc.

This system can be used in any online food industry. In short, it's easy, convenient, completely transparent food software and also customer-friendly online ordering system. It doesn't involve any human intervention hence its fully automated. Hence it is an efficient and affordable interface.

This online food ordering systems is built for the customers who are dealing with busy lives, this could help them to save some of their time. With private login system customer can place a secure online order and also can view or receive the updates in real-time. It allows the customers to navigate through the menus and customize their orders. Moreover, this application is useful to all the introverts who hesitate to interact with others. This application does not take much time to order or the delivery of food. It is very simple to use and it gives an efficient way also. It gives effective way to order your food and almost within no time food will be delivered.

REVIEW-1 (Survey & Analysis)

The survey conducted on the user interface and the user experience of the food ordering system. Nearly 50+ people of different age group given a different answer in their opinion has been participated in this survey.
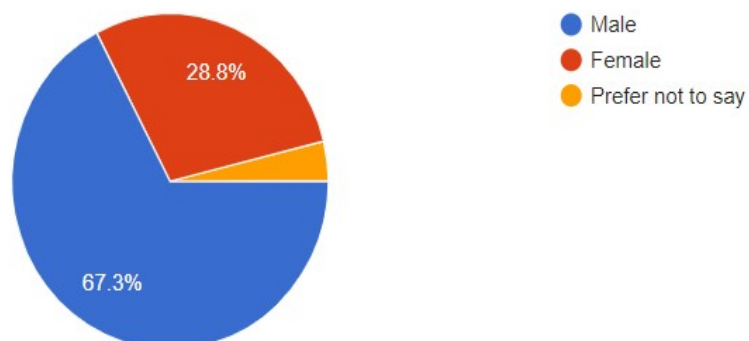
1. **Age?**

52 responses
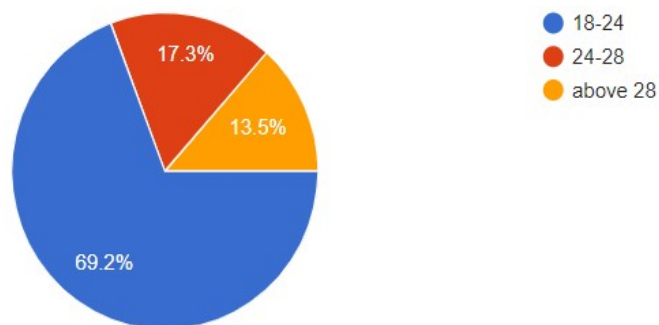
Analysis : Most of the users belongs to the age category 18-24. Probably the college students.
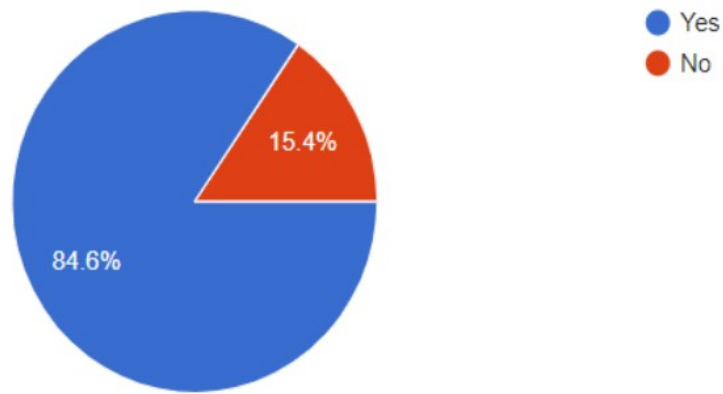
2. **Gender?**

52 responses

Analysis : 67.3% are male which is higher than female percentage 28.8%

3. Do you like to order the food in online mode?

52 responses

Yes
No

15.4%

84.6%

Analysis : More than half of the users are still using food ordering system while 15.4% are not using it right now. The reason for not using it might be anything like COVID - 19, they might not have to go to distant places, etc…

4. Which platform do you prefer?

52 responses

Call free number
Android application
Website

46.2%   17.3%

36.5%
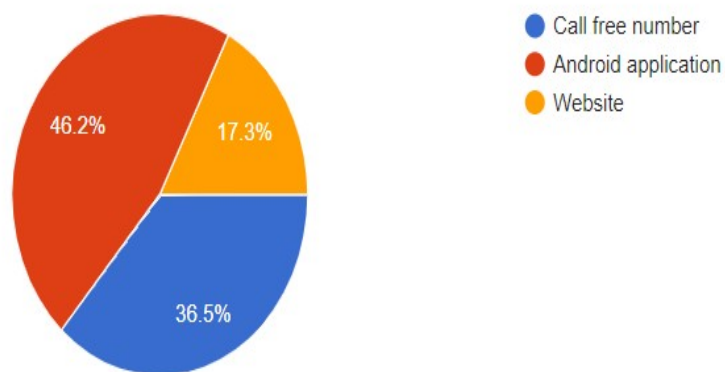
Analysis : There is no much difference in between call free number (36.5%) and android application (46.2%) because of the internet connection some of them use the call free number than using the android app and website will contribute of (17.3%).
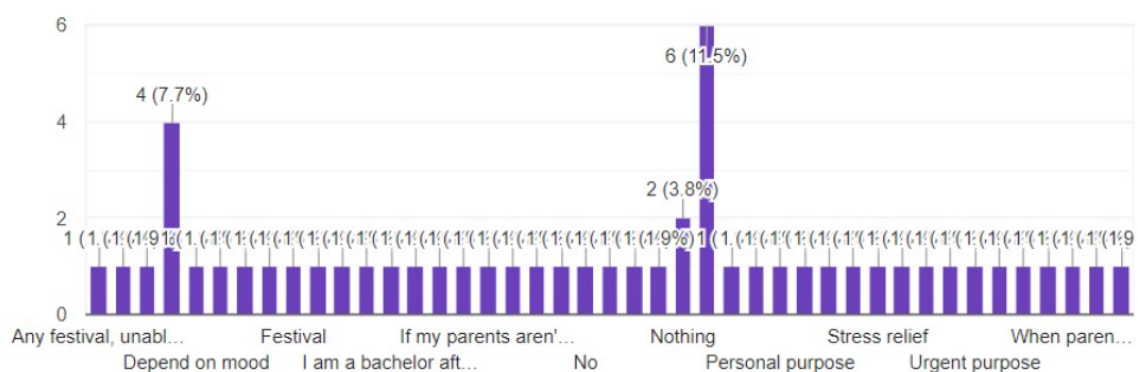
5. How often do you order food in online?

52 responses

Legend:
- Once in a week
- Daily
- Once in a month

40.4%

17.3%

42.3%
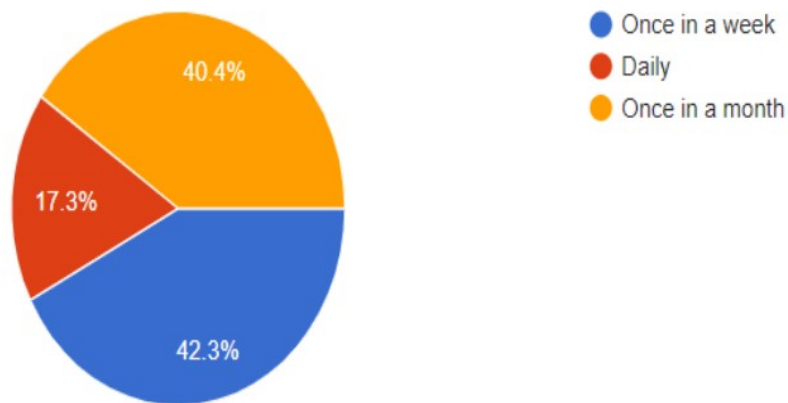
Analysis : In this graph there is no much difference between once in a month (40.4%) and once a week (42.3%) which regards to rare ordering condition. And some bachelor choose for daily option (17.3%)
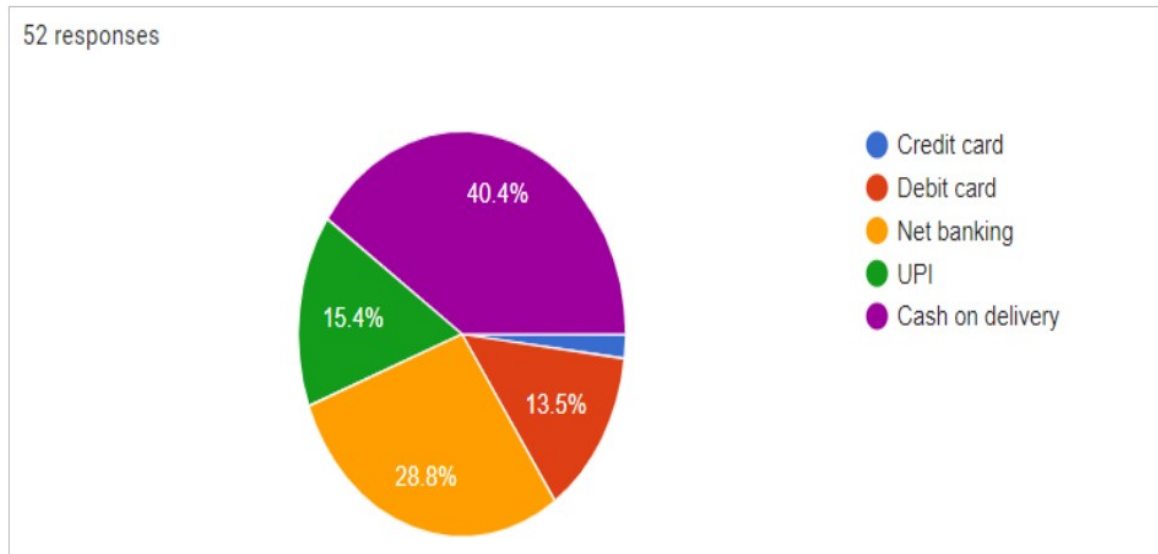
6. For what kind of causes would you like to make an order?

52 responses

4 (7.7%)   6 (11.5%)

2 (3.8%)

Any festival, unabl...   Festival   If my parents aren'...   Nothing   Stress relief   When paren...
Depend on mood   I am a bachelor aft...   No   Personal purpose   Urgent purpose

Analysis : While most of the users didn't require anything, some has chosen for the any festival time and urgent purpose, stress relief .

7. What type of payment will you prefer?

52 responses

Legend:
- Credit card
- Debit card
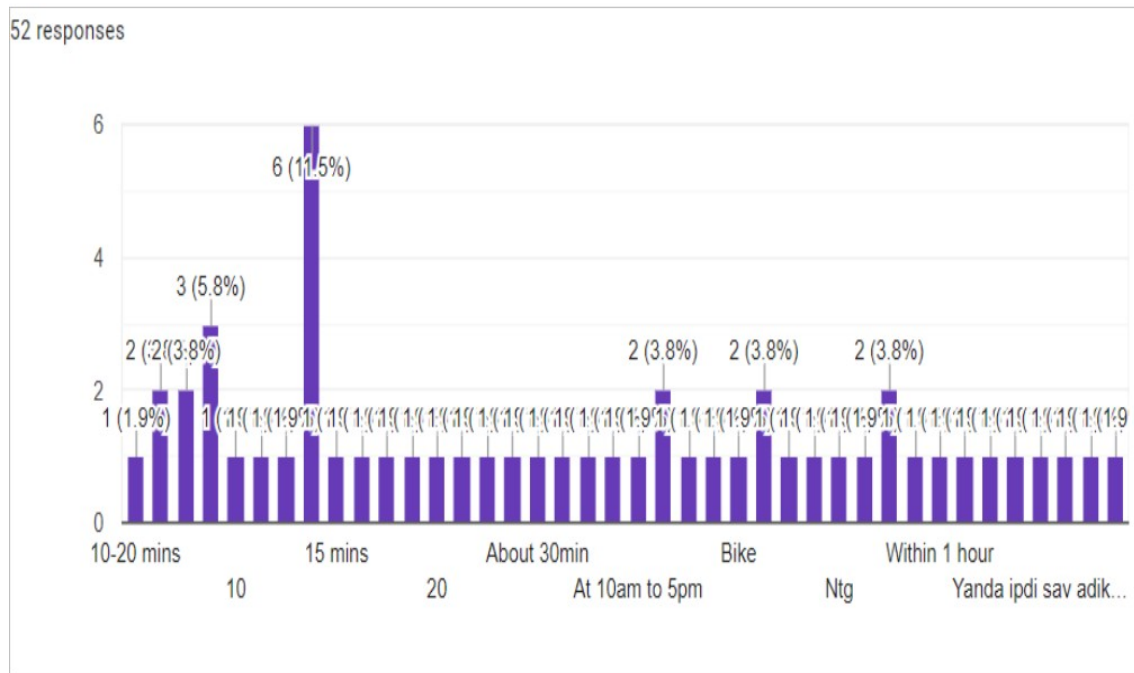- Net banking
- UPI
- Cash on delivery

40.4%
15.4%
13.5%
28.8%

Analysis : Most of them are using cash on delivery to avoid the net banking, credit card, UPI and debit card because of the occurance of the fraudlent.

8. Do you expert e-bill for your order?

52 responses

Legend:
- yes
- no

40.4%
59.6%
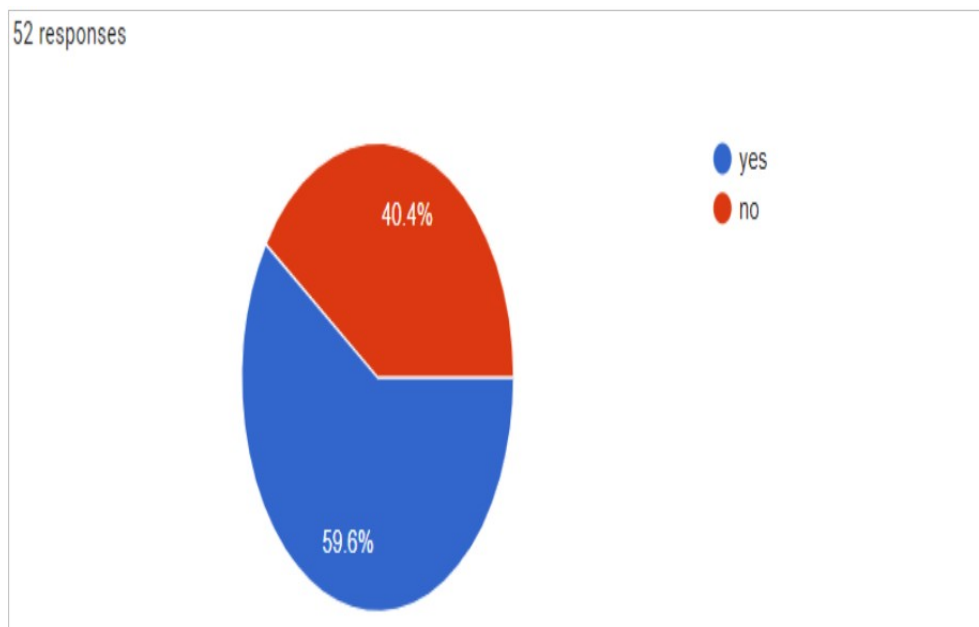
Analysis : Most of the customer are choosing e-bill which will send through message or email for unnecessary confusion and some of the are encouraged to avoid the e-bill.

9. In what way would your expert fast delivery be like (Timing)---------?

52 responses

6 (11.5%)

3 (5.8%)

2 (2%)(3.8%)

2 (3.8%) 2 (3.8%) 2 (3.8%)

1 (1.9%)

10-20 mins   15 mins   About 30min   Bike   Within 1 hour

10   20   At 10am to 5pm   Ntg   Yanda ipdi sav adik...

Analysis : Most of then choose 15 mins for instant delivery and to not waste there time in case of waiting for the food.

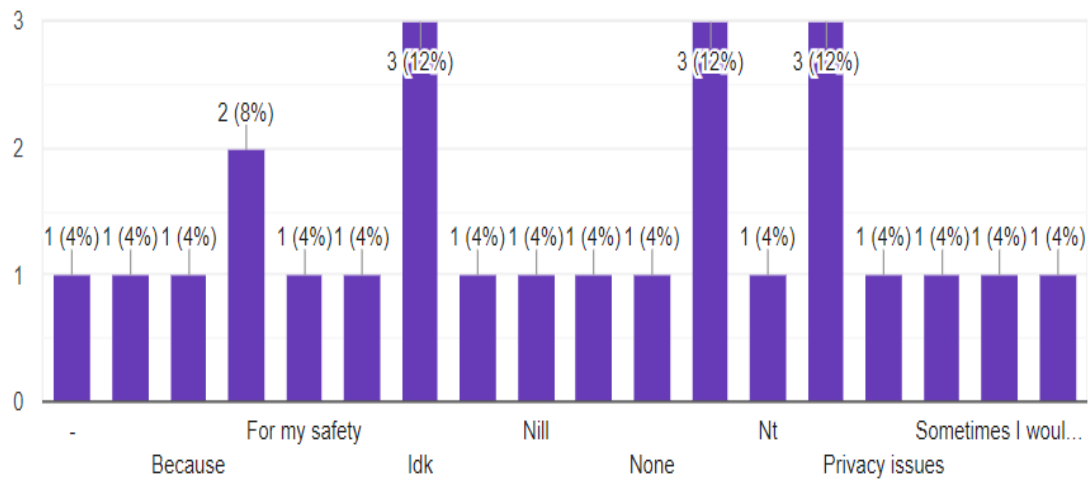**10. Will you expect the application to auto-locate your location?**

52 responses

- Yes
- No

23.1%

76.9%
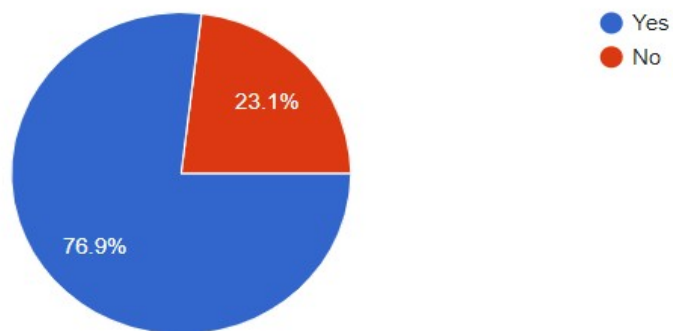
Analysis : Most of the user choose for auto locate there location in case of asking there permission. And only (23.1%) of people are ignoring the auto locate there place.
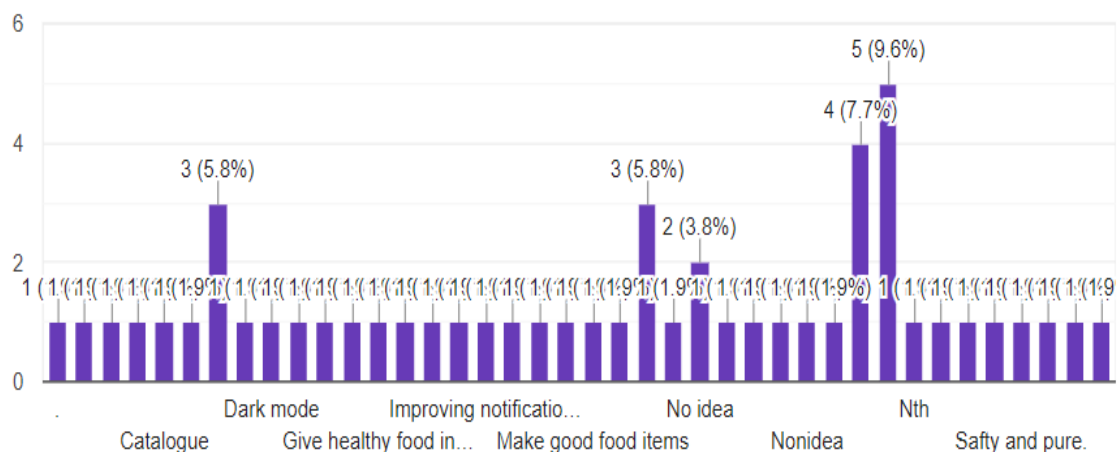
11. If not why?

25 responses

Analysis : Most of the user are ignoring the auto locate there location because of the privacy issue and safety purpose.

12. Suggest some tips for online food reservation system?
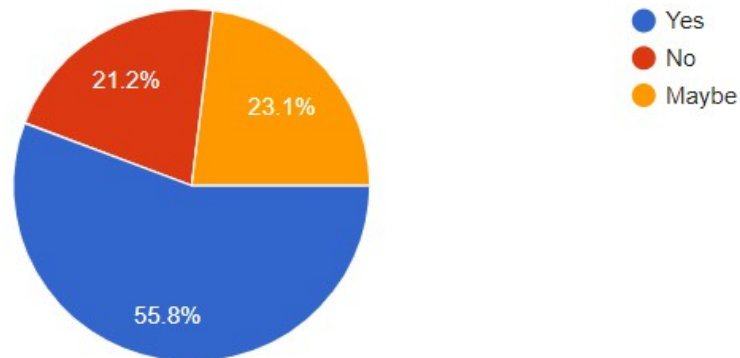
52 responses

Analysis : Most of the user says that to improve Dark mode because at the night time to get there eye to relax instead of using light mode , improving notification facility at the notification bar and Give healthy food at the home screen to be intractive.

13. Is it compulsory for you to show the profile of certain hotel?
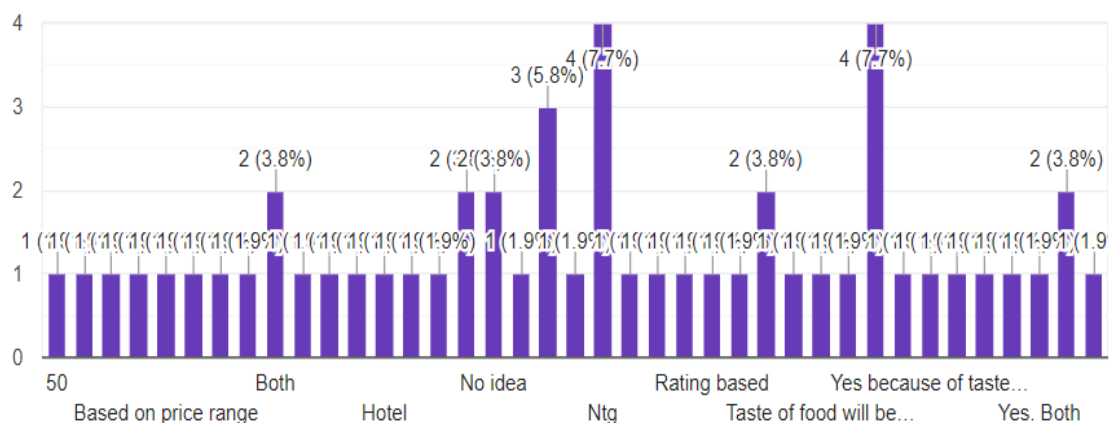
52 responses

Analysis : 55.8% of users are saying that they want to see the verified profile of the hotel with the government authority and 23.1% of users are expecting only for the few hotels to mention there verified profile.

14. Will you expert to show the hotels based on their price range or based on rating of the hotel, discuss?

52 responses

Analysis : Most of the users are saying that taste of food is very important in online ordering in which we can see the hotel ratings and the price tag for the each food

15. If I prefer any app or website for your orders, what are the options would you like to insert in the interface?

Good photos of dishes

Cost and address filled format like that

App

Sort price and ratings

It should contain the traditional foods

It should contain the resent activity of the user

Give option like Cancel order at any time

User friendly

Customer suggestion for food taste, before placing order like less spicy, low oil content

Analysis : The users are giving idea of sort price and ratings, give option to cancel the order, it should contain the recent activity of the user and it should be user-friendly.

16. Do you think that rating for any food ordering application is necessary?
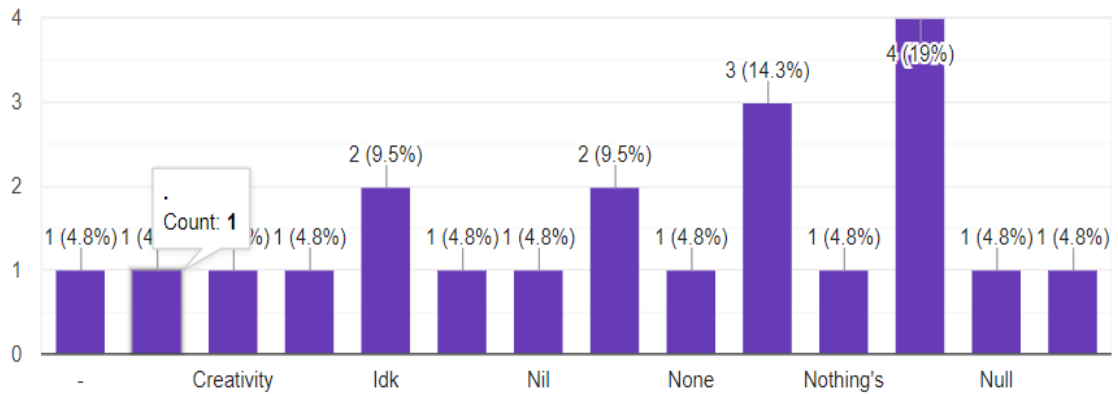
52 responses

yes
No

11.5%

88.5%
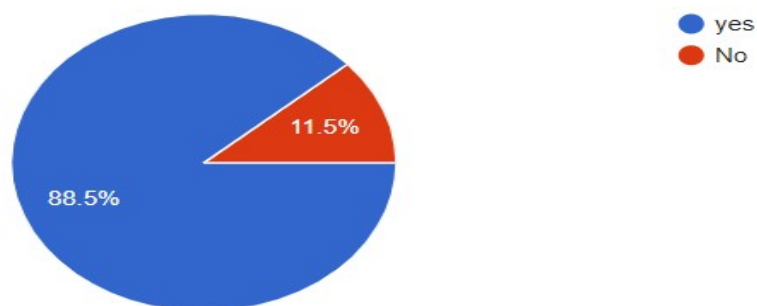
Analysis : 88.5% of the users are mentioned that they need the rating for every food in the
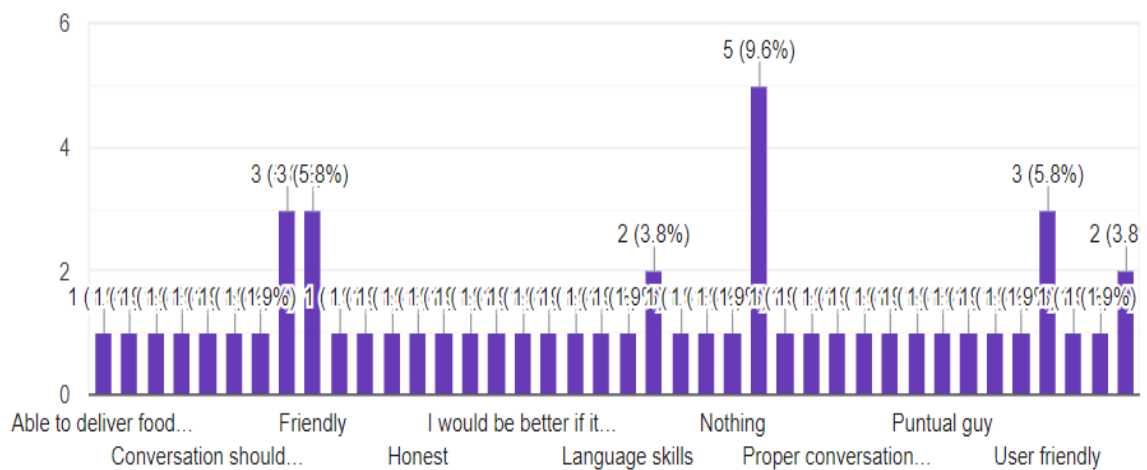
list.

17. If no why?

21 responses

Analysis : The users are asking creativity should be increased instead of giving the
rating for the food.

18. What type of delivery guy you are expecting?

52 responses

Analysis : With this we can come to a conclusion that most users have nothing to dislike with
the delivery person while some have issues like its Friendly behaviour, puntual
person and proper language skills.

REVIEW-2 (Requirement Gathering & Prototype Design)

REQUIREMENTS GATHERING :

Requirements gathering is an essential part of every project   Understanding fully what a project should deliver is critical its to success. It is a process of generating a list of requirements from all the stakeholders that will be used as the basis for the formal definition of what the project is. Based on the survey, we have designed the app according to the people's preferences.

REQUIREMENTS GATHERING TECHNIQUES USED :

- Survey
- Brainstorming
- Interviews
- Analyzing existing systems

FUNCTIONAL REQUIREMENTS :

1. When we asked about their platform preferences, 50% of the votes were for an application rather than a website and a call free number. So we have designed an app accordingly with the specified features and design elements.
2. User Login : User must be able to sign in/register with any of their login credentials.
3. Location : Once the user have entered the pincode admin can detect the location if the user allowed or else it cannot be detected to deliver the food. And the most important thing is the location will be kept safe.
4. Search : User should be able to search for the food which the user like, that may or may not be near him.
5. Online Payment/Offline payment : User must be able to pay online or offline after ordering the food. Several kinds of payment(UPI, Debit card, Credit card etc..) methods must be accepted.

6. E-Mail : As per the survey, user will be getting an electronic mail or e-mail after ordering the food and paying for the same. A separate "Recent" button should be given through which the user can view his recent orders on the food.

7. Change password : Once password is forgot the user change the password by entering his/her e-mail id to reset the password. So the admin will send a confirmation mail to reset the password

NON - FUNCTIONAL REQUIREMENTS :

1. Appearance : As per user's feedback in the survey, they wanted the appearance of the app attractive, minimalistic and colourful, which must be taken into account while designing.

2. Privacy : User's credentials and other information must be kept safe.

3. Robustness : In case the device crashes, a backup of user's "add to favourites", "favourite foods", " E-Mail" must be stored on a remote database servers to enable (recoverability) users to get back all their stuff once they login with same or a different device.

4. Performance : Application must be lightweight and must respond instantly with smooth animations.

TOOL :

We have used "*FIGMA*" to design the interface of our food ordering system.

Why we have chosen this tool for design purpose :

- Prototype mode in figma allows the design to come to life.
- Easy collaboration within the tool during the design sprint reduces delays.
- Figma lets us control the time transition between screens.
- Also, It has a very simple UI and UX interface, so we can easily find what we want.
- Simplicity of use and fluid fast interface.
- Cloud software with auto-save and no lag.
- Keyboard shortcuts are intuitive and it is easy to get the hang of quickly snapping objects and creating flows to wire up the prototype.

PROTOTYPE DESIGN :

Initial page :

Home Page :
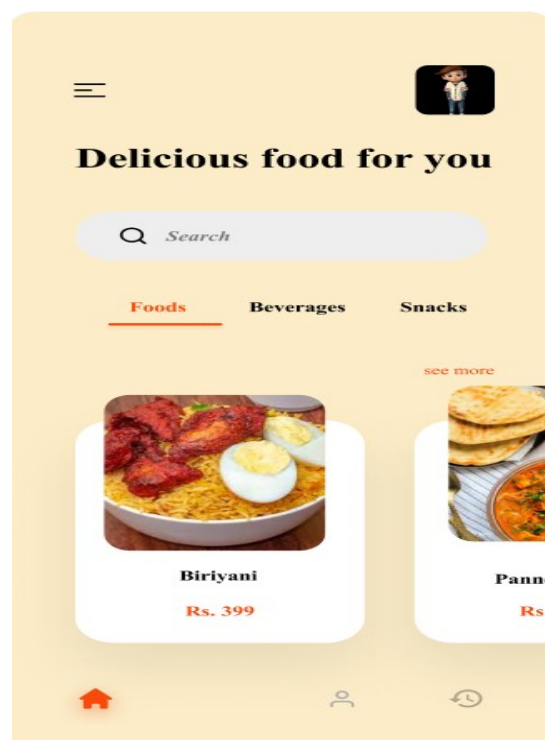
.

Login and sign-up page :

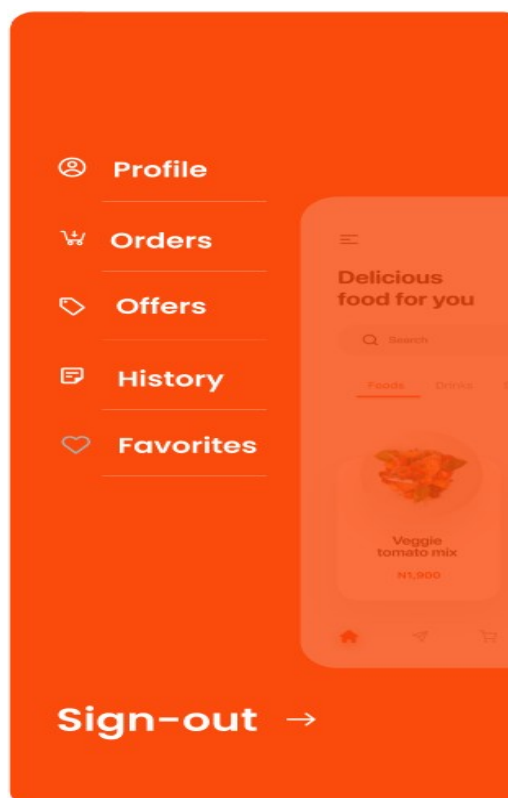**Search page :**

Details of the food :
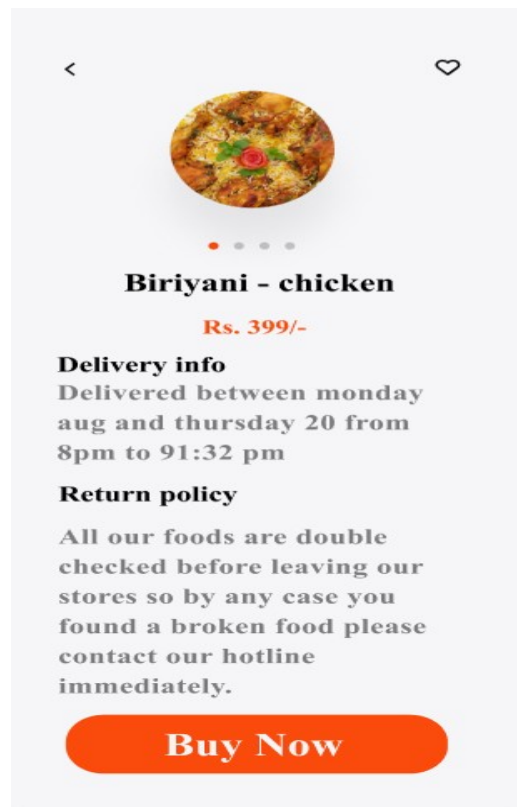
Options in the home screen :

Change Profile :

My profile

Information

Kathir
kathir@gmail.com

No 15 uti street off ovie palace
road effurun delta state

Change Profile picture

Change Profile Name

Change Profile Address

Change Password

Change Bank Details

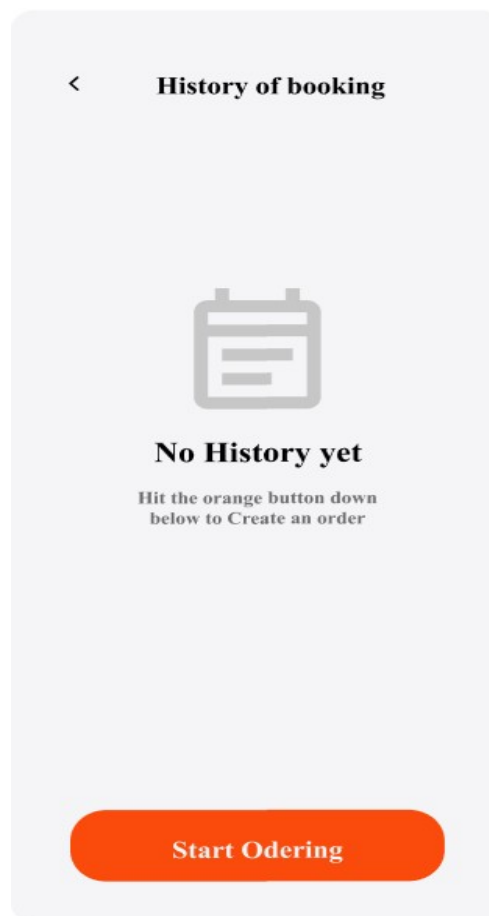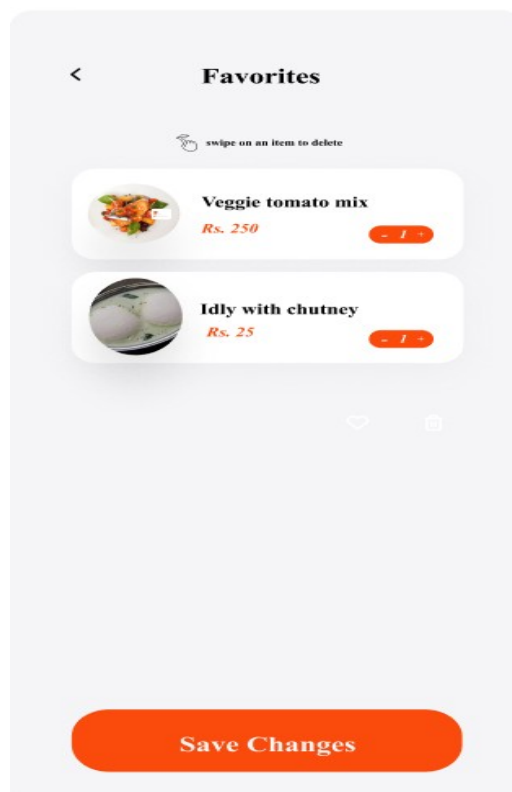Update the Profile

Recent Orders :

Orders

No orders yet

Hit the orange button down
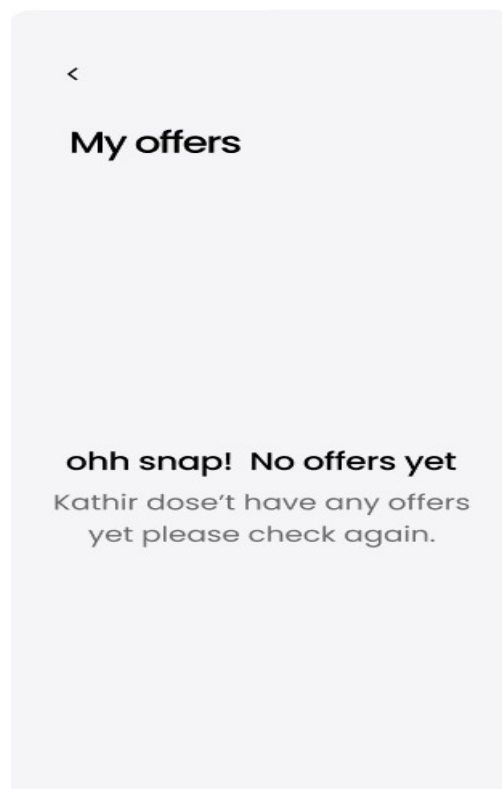below to Create an order

Start Odering

History of orders :

Favourites of the food :
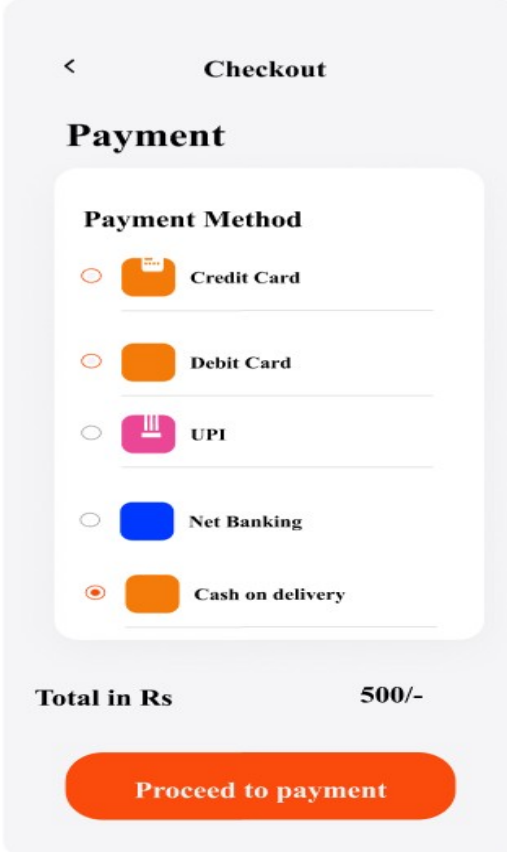
Offers page :
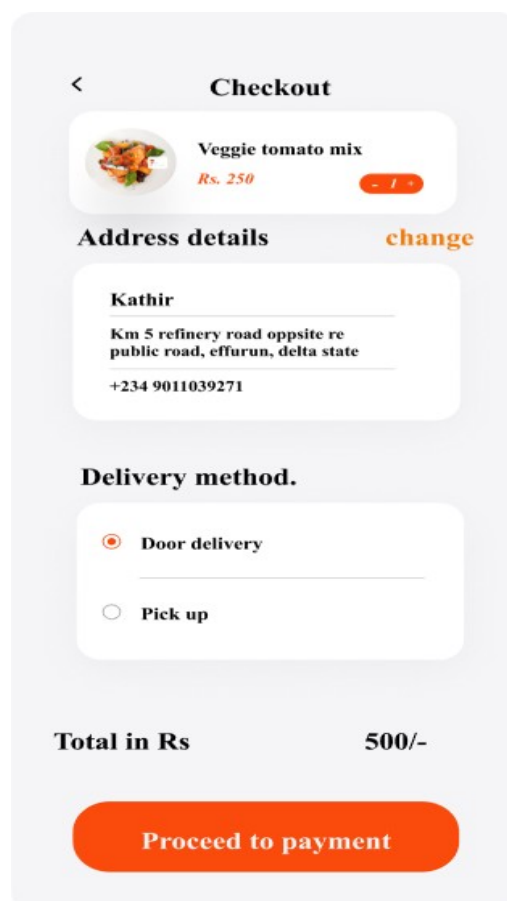
‹

My offers

ohh snap! No offers yet
Kathir dose't have any offers
yet please check again.

Ordering the food page :

‹   **Checkout**

Veggie tomato mix
Rs. 250   - 1 +

Address details   **change**

Kathir

Km 5 refinery road oppsite re
public road, effurun, delta state

+234 9011039271

Delivery method.

◉ Door delivery

○ Pick up

Total in Rs   **500/-**

Proceed to payment

Payment Page :

Checkout

Payment

Payment Method

○ Credit Card

○ Debit Card

○ UPI

○ Net Banking

◉ Cash on delivery

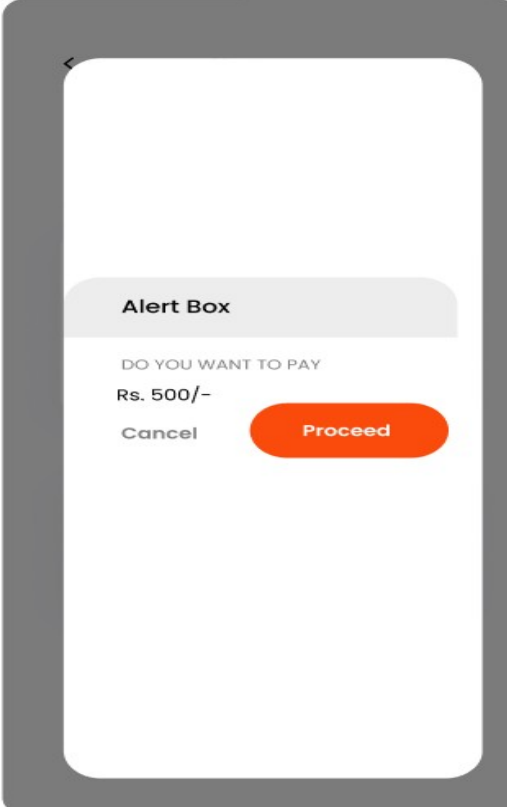**Total in Rs**   **500/-**

Proceed to payment

Alert message for the payment :

Alert Box

DO YOU WANT TO PAY

Rs. 500/-

Cancel   **Proceed**

Payment Successful page :

E-Mail Notification :

Sign-out page :

       In this prototype, we have added smooth animation transitions for each page route. We have also taken into account all the responses from the survey and designed our app fulfilling all their needs.

Here is the complete design with prototype file :

Design link :

- https://www.figma.com/file/E7JCfA7MZEL4b8CjSnwW3N/Rreview-2?node-id=0%3A1

Prototype link :

- https://www.figma.com/proto/E7JCfA7MZEL4b8CjSnwW3N/Rreview-2?node-id=3%3A525&scaling=min-zoom&page-id=0%3A1

REVIEW-3 (Evaluation)

DISCRIPTION:

Online food ordering is a process of ordering food from a local restaurant or food cooperative through a web page or app.... A customer will search for a favourite restaurant, usually filtered via type of cuisine and choose from available items, and choose delivery or pick-up.

PROJECT DETAILS:

- ➢ APPLICATION TITLE: FOOD ORDERING SYSTEM
- ➢ TOOL CHOSEN: FIGMA TOOL
- ➢ MOBILE INTERFACE MODEL: ANDROID
- ➢ APPLICATION USAGE: USED TO ORDER FOODS
- ➢ APP CATEGORY: VARIETY OF FOODS WILL BE PROVIDED
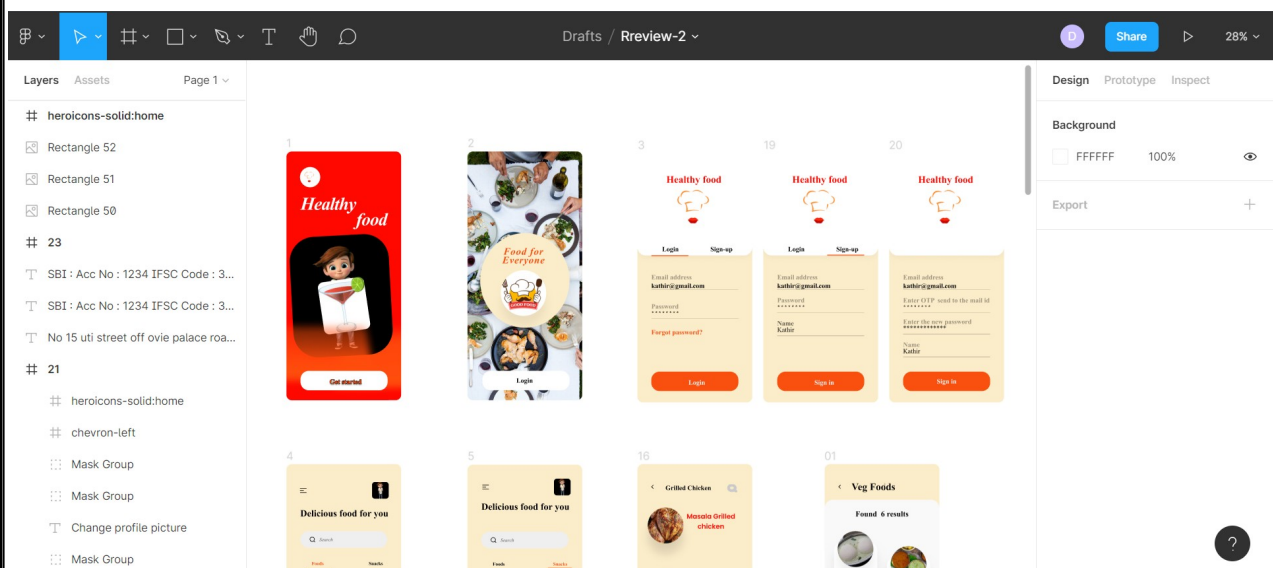
FEATURES:

1. Restaurant owners get paid in advance, they save lot of time as they don't have to take **manual orders** over the phone which can even cause errors and confusion

2. Many customers like to **pre-plan** their meal and be organized. These customers mostly plan in advance. The pre-order option in Food Chow allows customers to place orders days or weeks in advance. This feature is helpful to restaurant owners in knowing what they need to keep in stock for that particular date.

3. When offers comes to attracting more customers to your food delivery app, discounts and special offers are the best way. You should routinely offer great discounts to engage customers.

4. The **GPS** is to offer two-way tracking as well as functioning. It helps to recognize the user's location to deliver the food.

5. Online Food Ordering systems partner with local restaurants that offer home delivery and prepare a database of customers and restaurants.

6. For every order placed through the website, the restaurant gives a pre-decided commission.

7. Online food ordering system with email notification increase efficiency and improves services provided to the customers through better application of technology in daily operations. It is   able to stand out from competitors in the food service industry Customers will have a visual confirmation about the order status and order will place correctly

8. Traditionally, people had to make calls to place orders or drive to the restaurants for a take-out, then wait for the food to be prepared and delivered. Having an online ordering system, it can make day-to-day operations more efficient for the customer.

ADVANTAGES:

1. Keep track of the orders and deliveries.
2. There will be no chance or delivering wrong order.
3. You can eat your favourite food on your favourite spot at home.
4. Food delivery is good for stressless life.
5. Owner can avail opportunity of cheap marketing.
6. Allow your customers to place orders in advance for festivals to take away.
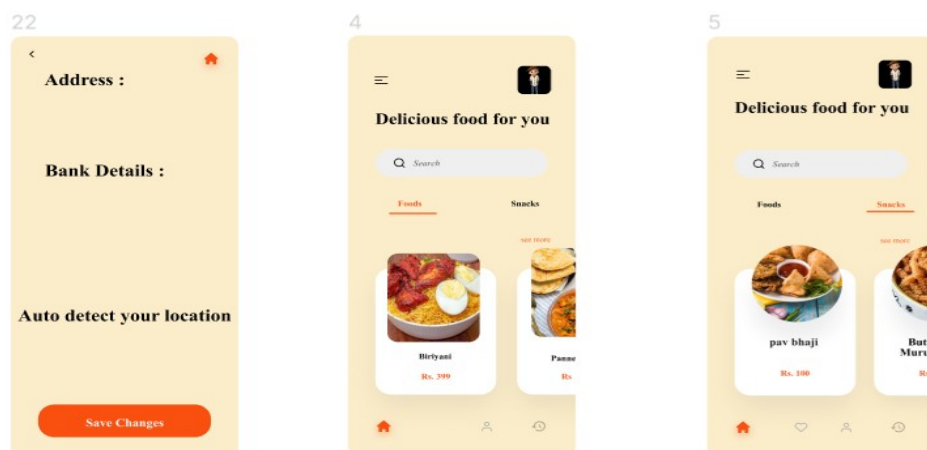

Description of home page :

- Home page has facility to search the food and many options.
- We can also find the user profile pic to change the details.
- In home screen they had a icons like history and account change options.
- Buttons are places on the images which creates a prototype and joins to the another page

DISADVANTAGES:

1. Not the same personal touch as in a restaurant.
2. Food delivery services are often late.
3. Overhead of arriving to the restaurant or contacting it.
4. Repeated intimation by the administrator to different customers.
5. Risk of losing customers data
6. Chances of technical problem in the system
7. Depend on the ordered food by the customer the time delay will be happen because of cooking.
8. When the customer orders a food from a long distance then it takes time to reach the customer and the food will decrease the hotness.

DRAWBACKS RECOVERED :

While taking the survey on the online food ordering system many user said the common issues like we cannot find a button to auto-locate the location, poor quality images are displayed in many apps and electronic bill option is not present by considering these ways we implemented the drawbacks like E-Bill through mail-id ,having a good quality images as displayed to the user and also the auto locate the user location by clicking a single button.
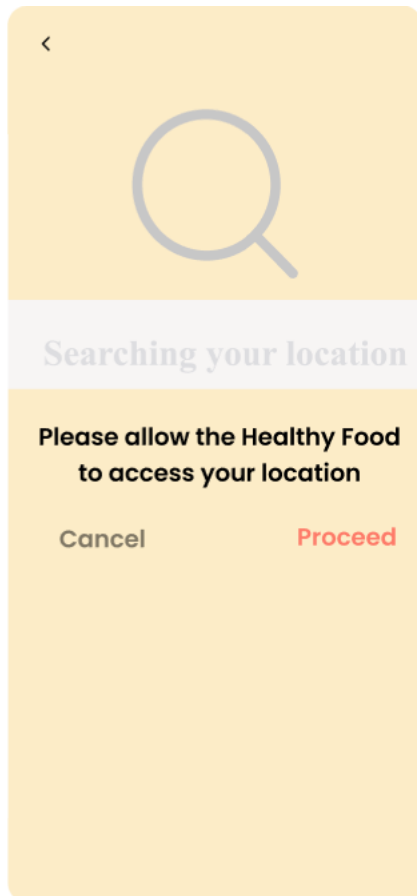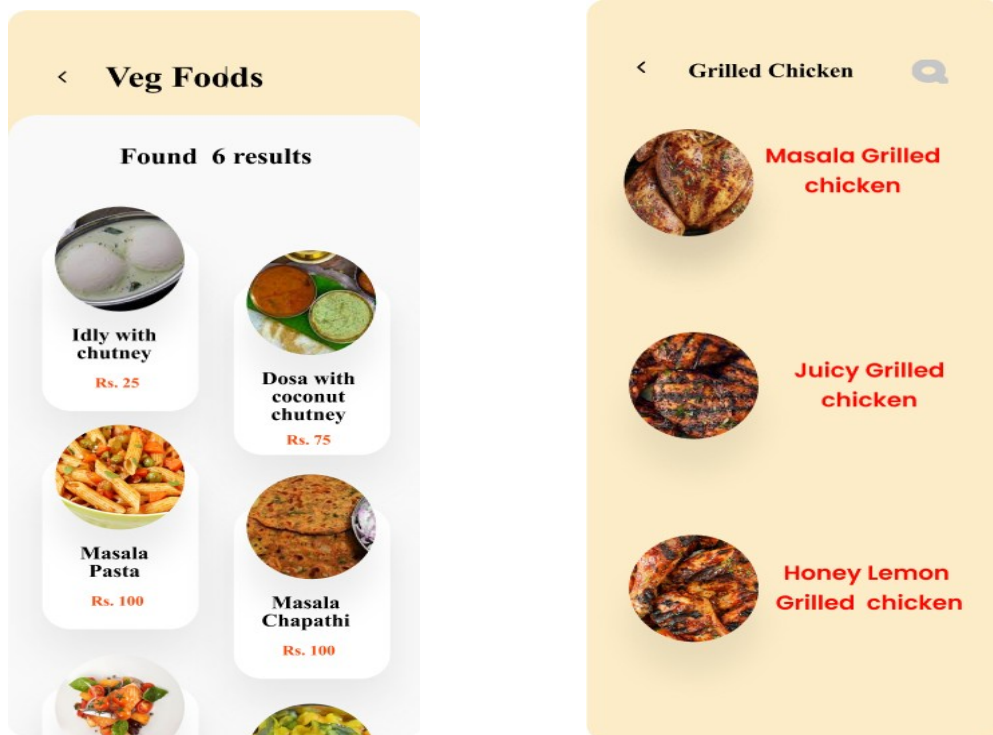
Search bar:

This is the home page of this prototype. It has a search bar at the top of the page where the user can search their preferred food to check out the details of the food. The search bar is visible enough to the user's eyes. To identify the purpose of the search bar, it is clearly written. A search bar will give them the option to find particular topics or pages fast. The user can easily select the search option which is mentioned near to the centre of the home page.
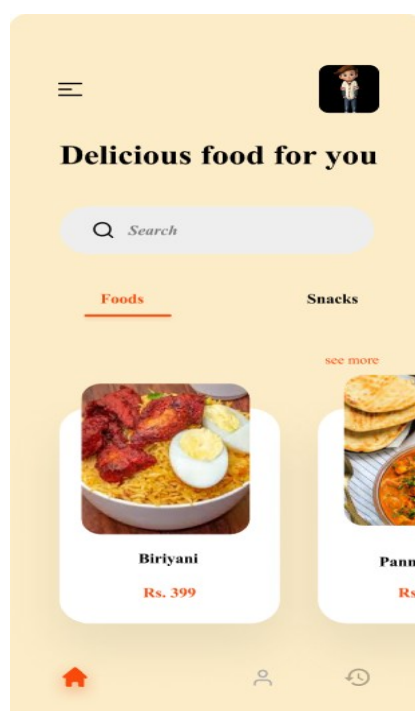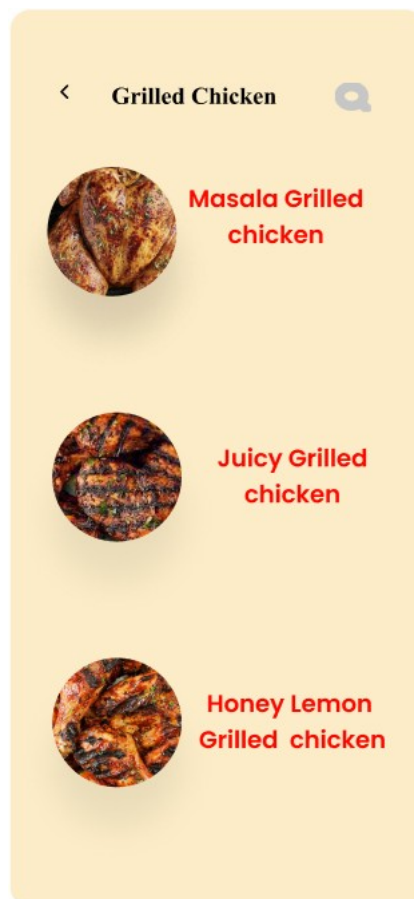
Cons:

Looking from the physically challenged and other users POV, it would be more efficient if the voice search can be started using voice commands like google assistant. But this can be achieved in the post production of the application.

Food section:

The quality of the images is good and there is a lot of space in between the good title. Also, they are arranged and viewed in a very large detailed manner with one food per row per column which is very easy to the user's naked eyes to view and select the food. As a next step, the user has to tap on their preferred food on the screen feed to access the details of the food description briefly.
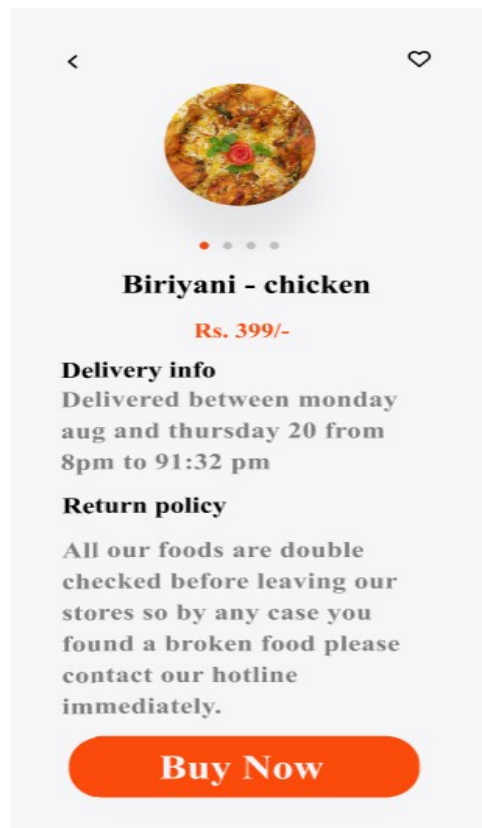

Each food is displayed in the same colour because it does not irritate to the user which checking for the food.

Cons : The rate of the food is not displayed in the search page.

Honey Lemon Grilled chicken

Brief page :

Here comes the detailed view of the food which shows the description of the food like delivery info, return policy, food name, and the rate of the food. And also the user can add the selected food to the favorites easily by clicking on the top most right corner.

Biriyani - chicken

Rs. 399/-

Delivery info
Delivered between monday aug and thursday 20 from 8pm to 91:32 pm

Return policy

All our foods are double checked before leaving our stores so by any case you found a broken food please contact our hotline immediately.

Buy Now

<u>Checkout option :</u>

It is very important page before the transaction process because it shows the deliver address of the customer and the delivery type and also the quantity of the food. And proceed to the payment option.

There are many payment option for the user like UPI, net banking, credit card, debit card and cash on delivery because some of the user wishes to pay online and some of the user wishes to pay the money in offline mode. So we have given so many option to pay the money.
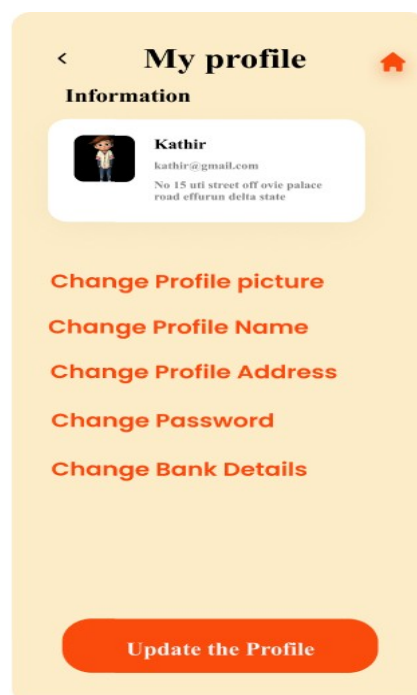
Before proceeding to the payment process it shows a dialog box which contains the amount of the food then the user can proceed by the payment step.

Alert Box

DO YOU WANT TO PAY

Rs. 500/-

Cancel   **Proceed**
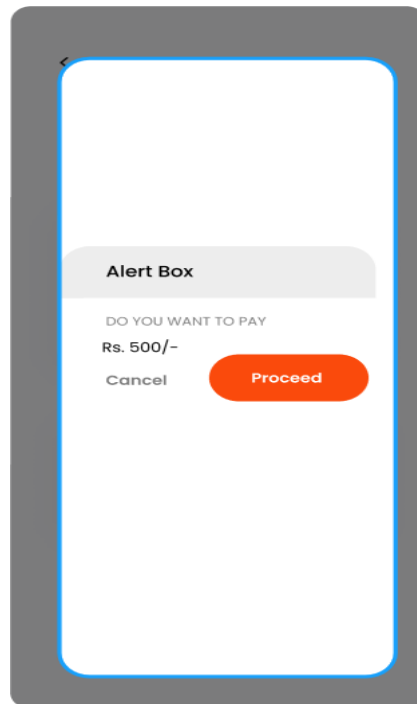
User can change his/her details by clicking profile pic which is displayed in the home screen. The user can change the details like update the profile pic, change the address ,bank details and also he can change the password to his/her login.

My profile

Information

Kathir
kathir@gmail.com
No 15 url street off ovie palace
road effurun delta state

Change Profile picture

Change Profile Name

Change Profile Address

Change Password

Change Bank Details

Update the Profile

User can view his history to check the recent activity of the ordered food by clicking a single button. we can see the offers in the festival times. And the ordered details of the food, user's favorite food these all can be done in the home screen itself. So the user need not to worry where I can change my favorite or offers.
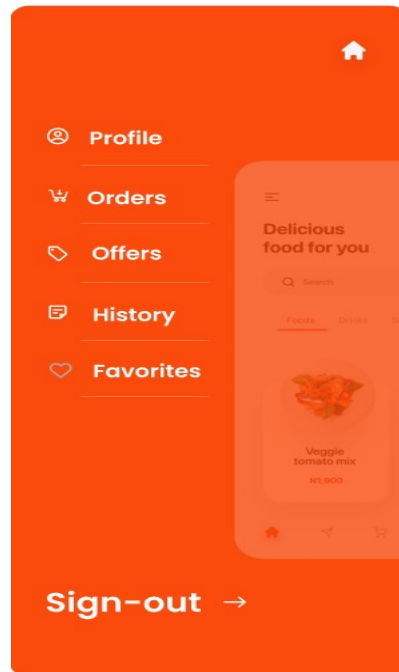
TOOL ADVANTAGES:

- Interface is very clean.
- Filling UI with content is very simple.
- Repeat grid feature is amazing.
- It has much less functionality but just enough to design the awesome app.

TOOL DISADVANTAGES:

- No copy style button.
- No border control.
- Layer's do not have blend option.
- Unable to create shapes other than a circle or square

CONCLUSION

- In conclusion, The food ordering system creates convenience to the user for ordering food and saving time. So overall, we got to know how the users are expecting their food ordering system app to be… Users are expecting the app to be minimalistic, colourful, attractive and should contain smooth animations. So, we will keep all the responses in mind and design our app accordingly.

- The benefits of online ordering systems for restaurants are becoming more evident every day. Today's diners tend to prefer using technology to access restaurant services. Online reservations, online take out, and online pick up are favored over picking up the phone, and it is essential to meet their needs if you want to remain competitive.

- Online ordering application saves your time by avoiding food orders over the phone that has to be done manually. By making the ordering process fully automated, it increases the cost-effectiveness and productivity of your food business with less manpower.

- This will also help the customers to fit their budget while Online food ordering, by reducing the unnecessary taxes and by reducing the traveling expenses. Order food online helps the customer with easy food delivery at their doorsteps, gives them access to the entire menu on mobile application and allow them to explore the whole range of food.

- Customers can select the food items from the online menu on the restaurant website and can order accordingly as per their interest. In fact, they can place the food orders within their budget by adding or removing the food items as per the cost variation.

REFERENCES

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