United International University

Quest For Excellence

Project Name: R-U-Hungry!!!

Team Members:

Course Name: System Analysis and Design Laboratory

Course Code: CSI 312

Section: A

Group-06

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Table of Contents

Chapter 1

Introduction

1. Project Overview:

RU HUNGRY!!! Is an online food delivery service system where people can order food easily. Here, customers have to open an account. After registering in our website, they can order their desired foods whenever they want. There will be a menu of restaurants and food. They will see a search box where the can search any specific restaurant or food. Our system has a special feature which is customer can order from both homemade food and restaurant food. After getting the food they can review (such as good or bad) and rate on the specific restaurants or food. Users can also cancel any ordered food before the delivery been complete from the website anytime.

2. Motivation:

With the improvement of technology, online food ordering systems are becoming a popular topic. People can easily order food from various restaurants. But restaurants do not provide homemade foods. But day by day user wants restaurant food as well as homemade food. But Most of the online food delivery website doesn't provide this facility. So, it's a tough job for the people to find the perfect homemade food for him or her when he or she wants to order this type of food from a online food

delivery website. That's why we are trying to give them a platform from where they can find the perfect combination of restaurant food as well as homemade food easily. It's true that there are some Facebook groups available for the homemade food delivery purpose. But these platforms are not the combination for all of the restaurants and the homemade foods and this is why we have come forward to make this happen. And make people's life easier and more comfortable.

3. Objective:

- Do something for the betterment for our users in our country.
- Create some values to the food delivery services.
- Ensuring and maintaining the quality of our product and services
- Providing hygienic and well-maintained food from kitchens to the door of our customer.

Chapter 2

Benchmark Analysis

1.   Benchmark websites

1. foodpanda.com https://www.foodpanda.com.bd/
2. pathao.com https://pathao.com/food/
3. sohoz.com https://www.shohoz.com/food
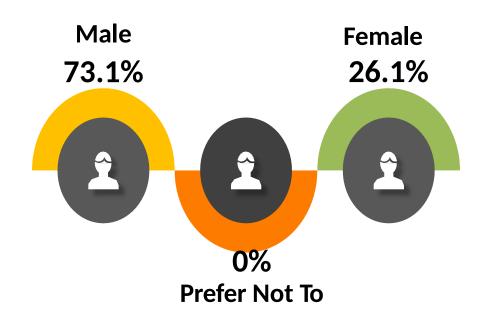4. hungrynaki.com https://hungrynaki.com/restaurants

2.   Benchmark Chart

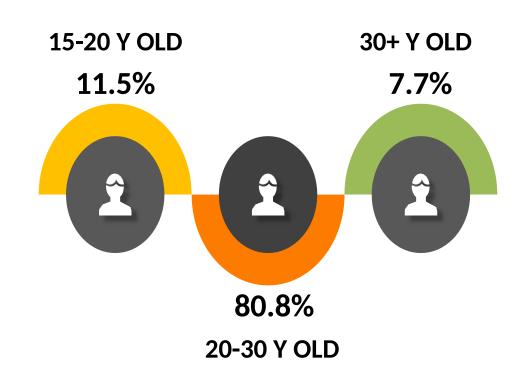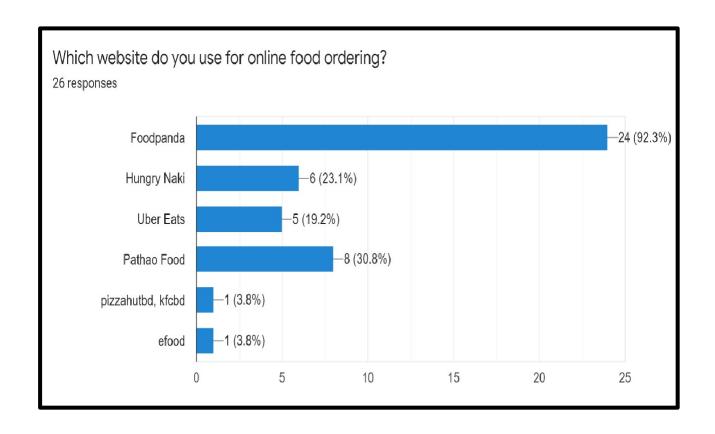| Features	Food Panda	Pathao Food	Shohoz Food	Hungry Naki	RU Hungry!
Log In	✓	✓	✓	✓	✓
Admin Panel	✓	✓	✓	✓	✓
Payment	✓	✓	✓	✓	✓
User Can Choose	✖	✖	✖	✖	✓
Review & Rating on every food	✖	✖	✖	✖	✓
Blog	✖	✖	✖	✖	✓
Coupon	✓	✓	✓	✓	✓
Order History	✓	✓	✓	✓	✓
Wish List	✓	✖	✖	✓	✓
Cart	✓	✓	✓	✓	✓

Chapter 3

Feasibility Analysis

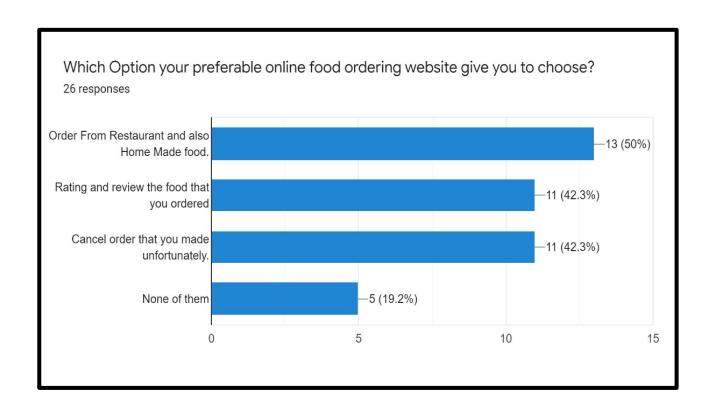## 3.1   Survey Report

SURVEY ATTENDEE STATISTICS

Male
73.1%

Female
26.1%

0%
Prefer Not To

15-20 Y OLD
11.5%

30+ Y OLD
7.7%

80.8%

20-30 Y OLD

Which website do you use for online food ordering?

26 responses

Website	Responses
Foodpanda	24 (92.3%)
Hungry Naki	6 (23.1%)
Uber Eats	5 (19.2%)
Pathao Food	8 (30.8%)
pizzahutbd, kfcbd	1 (3.8%)
efood	1 (3.8%)

Which Option your preferable online food ordering website give you to choose?

26 responses

Option	Responses
Order From Restaurant and also Home Made food.	13 (50%)
Rating and review the food that you ordered	11 (42.3%)
Cancel order that you made unfortunately.	11 (42.3%)
None of them	5 (19.2%)

What social app do you use for contacting your preferred website?

26 responses

- FaceBook
- Instagram
- Whatsapp
- Others

61.5%

30.8%

Which Feature would you like to see improve?

25 responses

Feature	Value
User Interface	8 (32%)
Support	15 (60%)
More Shop	9 (36%)
Others	3 (12%)

Which feature do you use the least?
26 responses

Feature	Count (Percentage)
Discount/Rewards	8 (30.8%)
Real-Time GPS Tracking of Food Delivery	6 (23.1%)
Focus On Packaging	7 (26.9%)
Social Media Integration	9 (34.6%)
Online Payment	18 (69.2%)
Cash Payment	9 (34.6%)

Questions / Response	EXTREMELY NEEDED	PERFECT	OKAY	OF COURSE	NOT THAT USEFUL
IF YOU CAN ORDER FROM BOTH RESTAURANT AND HOMEMADE FOOD FROM ONE PLATRFORM, THEN WHAT DO YOU THINK ABOUT IT?	50%	38.5%	11.5%		0%
IF YOU CAN BOTH RATE AND REVIEW THE SPECIFIC FOOD THAT YOU HAVE ORDERED. DO YOU THINK THIS FEATURE WILL BE HELPFUL?				100%	0%
IF YOU CAN SEE THE RATING AND THE REVIEW FOR EVERY FOOD FROM EVERY RESTAURANT THEN WOULD IT BE MORE HELPFUL FOR YOU TO MAKE DECISION?				100%	0%
IF YOU UNFORTUNATELY PLACED AN ORDER, YOU CAN ALSO CANCEL THE ORDER WITHIN A FEW SECONDS. THEN WHAT DO YOU THINK ABOUT THIS?	73.1%	26.9%			0%

Green = Maximum Audience
Red= Least Audience
Gray= Option Not Available for that question

3.2 Decisions from the Survey

we fixed our features from our survey conveyed for feature fixation. In this survey total 35 people were participated. From this 35 people 73.1% people were male and other 26.9% were female. From this survey we found some pretty interesting idea about what our customer wants from a food delivery website.

Like most of the participants 50% wanted a feature called order from food alongside with restaurants.

Other 43% of the participants wanted features like anytime cancellation and rate & review food vendors and also rate & review foods.

These features are uniquely added in our plan from the start. So, getting responses from this survey about these features encouraged us to thought about ideas how to implement in a way which will be easily accessible to our user.

We had other questions in our survey to know about our users more, like what they really want from a food delivery service.

It seems most of the time in need of a very friendly user interface and a support center where they can complain

our seek help if they face any problem. The results were respectively 32% and 60%.

And other bonus features like discounts, coupons, focus on packaging, real time order tracking were also necessary to the customers but what they really wanted from this sections was online payment; 69.2% people wanted this feature, we predicted the results going to be high because our current competitors have limited options in payments. But we are thinking to implement a advance payment gateway where users can pay with various cards and mobile banking accounts.
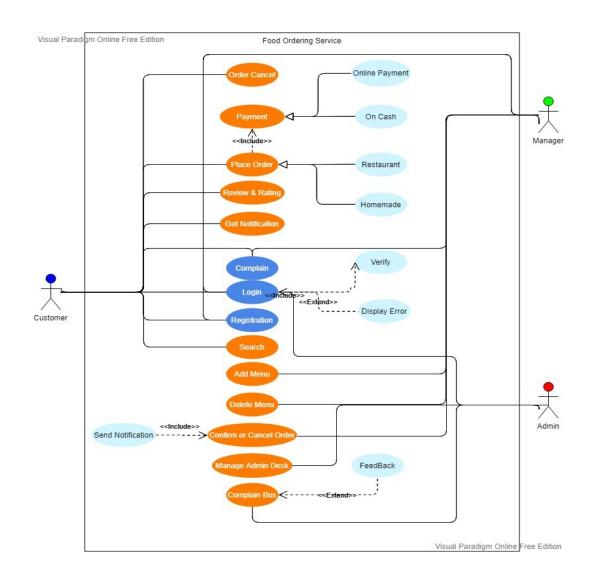
3.   Feature List Fixation

- Login / Signup

- Admin Panel

- User Can Choose

- Review and Rating

- Order History

- Cancel Order

- Cart

Chapter 4

Diagrams

4.1 Use Case Diagram

2.   Use Case Descriptive Form

Use case 01: Place Order
Primary Actor: Customer

Stakeholder and Interests:
- Customer: Wants to verify the order is placed correctly.
- Manager: Needs to make sure receives the order correctly.

Pre-condition:
- Customer should be an authorized user signed up with proper delivery location.
- Customer should select minimum one item.

Post-Condition:
- The order is added to database.
- Cost of food order updated.
- Customer receives notification that their order is placed successfully

Main Success Scenario :

1. Customer can login to the system using email and password.
2. Customer can successfully order food.
3. Customer navigates through the menu of the restaurants.
4. Customer select their desire food items.
5. Restaurant manager confirm the order.
6. Customer will get notification.

Alternative Scenario:

1. System may not respond.
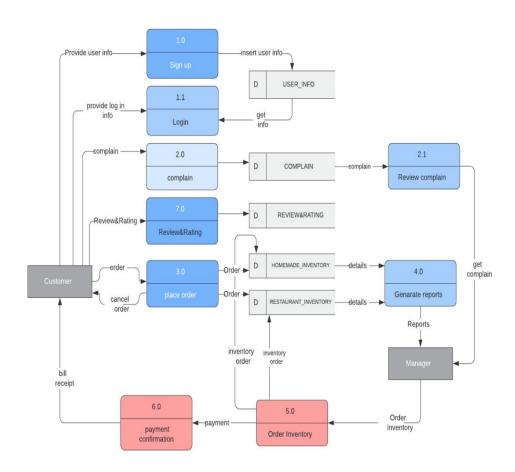   Solution: Wait for the system to respond.

2. Customer may not login properly.
   Solution: Customer need to provide information correctly.

3. Offer may not work.
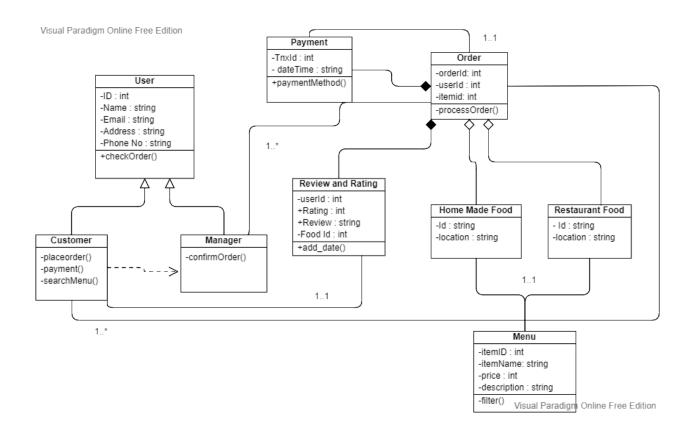   Solution: Make sure user have ordered enough amount of food.

Issues:

If the email and the password is not correct. Error message will be shown.

4.3 Data Flow Diagram

4.4 Class Diagram

5. SWOT Analysis:

Strength

- **Free to use**

  Our service is free to use. Any user can just register by giving some information. Then using the information, they can access to our services for free. No hidden charges or anything.

- **Have Unique Features**

We have some unique features implemented in our projects which was never done before. We have two sources of vendors one is restaurant and other one homemade food. So, user can enjoy various kinds of foods.

- **Grab All Types of Customers**

  With above mentioned features we are confident about we can acquire more users from our competitors. Our survey also shows the results.

Weakness:

- **Limited Features**

  As we are starting the project as newbie to the market we have some of the important features lacking now. Which can be a display of weakness in our project.

- **Lack Of Financial Backup**

  As a new food delivery service, we are far behind of other existing competitors. Because in this sector we need a huge army of executives to provide a sufficient service.

Opportunity

- **Better Rank**

  Our website is lightweight with a limited features which can also be an opportunity to rank high in our users.

- **Improve User Experience**

If we have a sufficient capital to improve user experience, we see an opportunity here to grow more and acquire a large portion of the market.

Threats

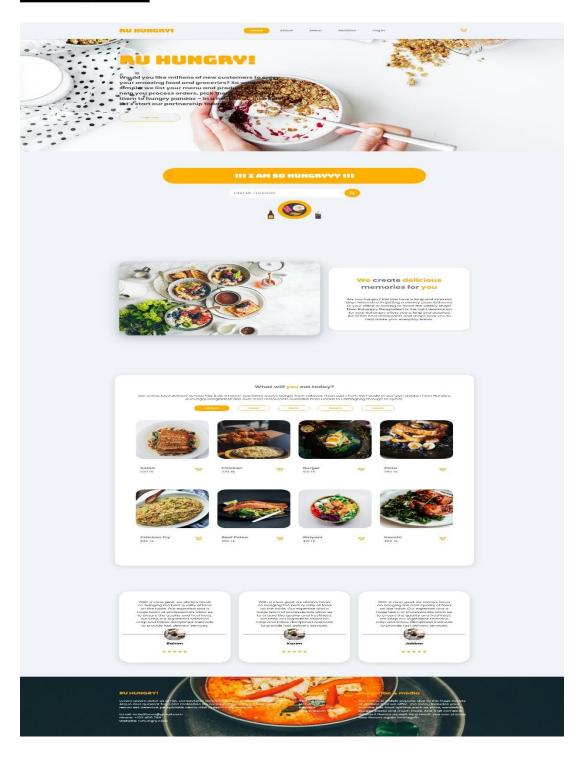- **Popularity Of other similar websites**

  Popularity of similar websites can be a threat to us. It is hard to gain user loyalty from other services which they are used to. It can be a threat from a new established project.
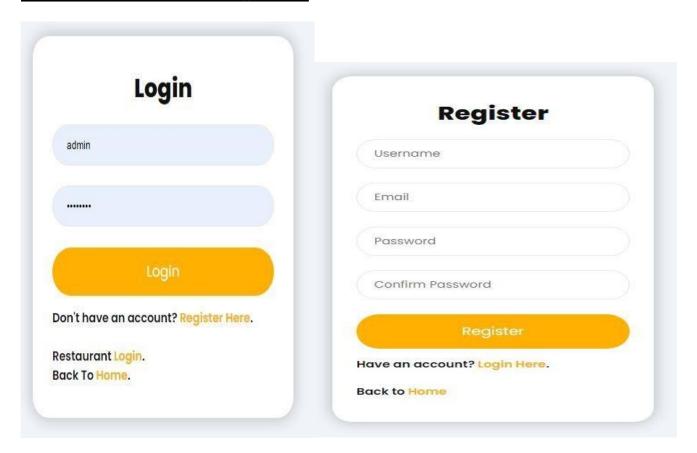
- **Security issue**

  Yes, security issue can be a threat here. To provide at most security we need professional engineers and a large capital to host our system to in highly secured server, which will ensure security.
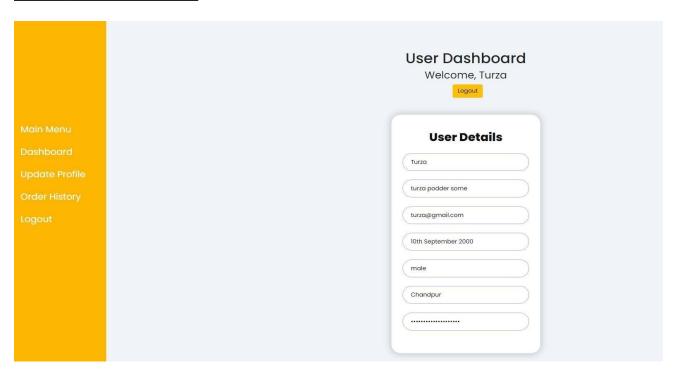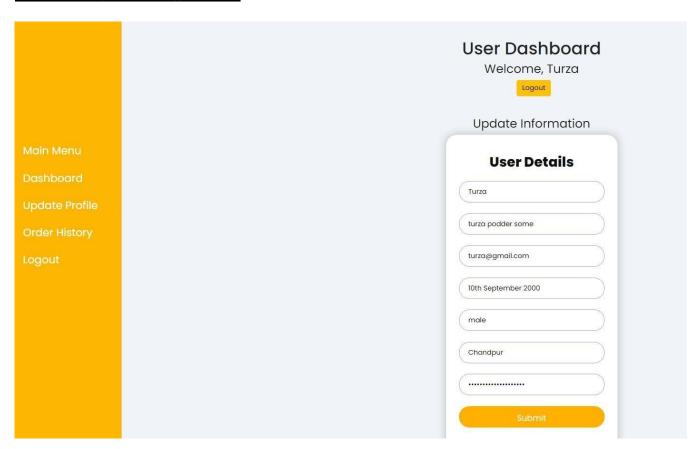
6. Screenshots of UI:

Home Page:

Login & Registration Page:
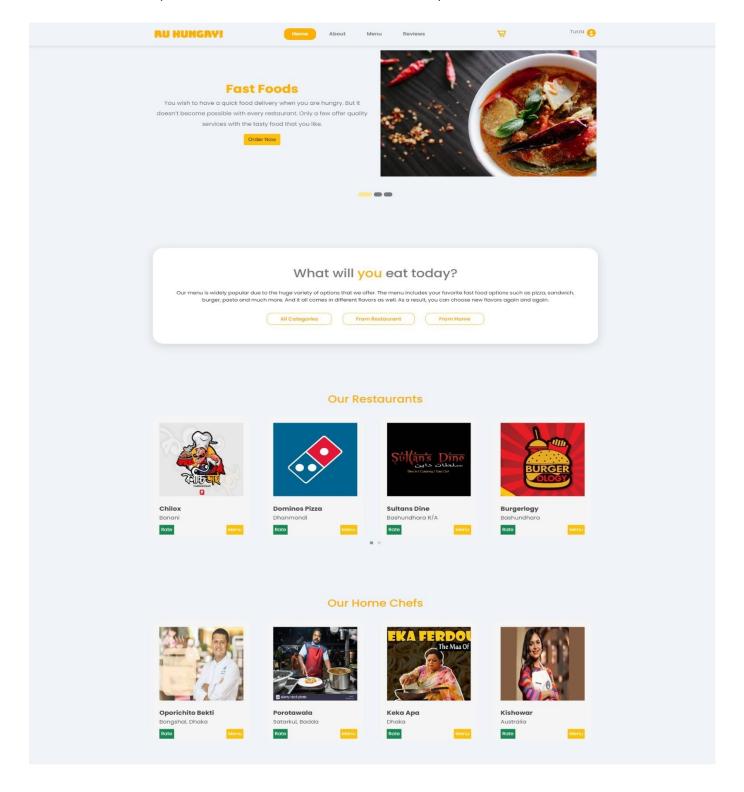

User Dashboard:

Update Profile Page:

Main Menu

Dashboard

Update Profile

Order History

Logout

User Dashboard
Welcome, Turza

Logout

Update Information

User Details

Turza

turza podder some

turza@gmail.com

10th September 2000

male

Chandpur

....

Submit

Order History Page:

Main Menu

Dashboard

Update Profile

Order History

Logout

Order History
Welcome, Turza

These are previous Orders

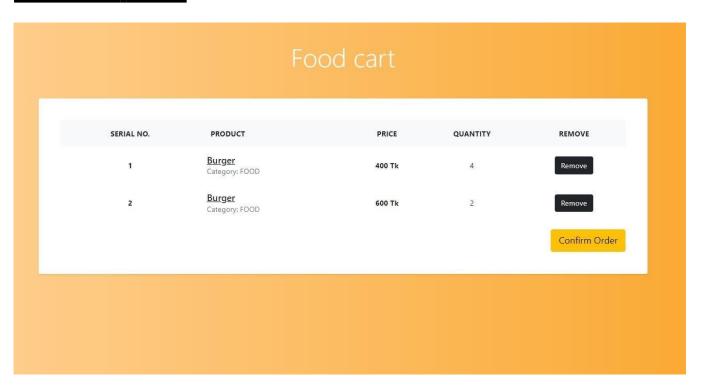| Serial No.	Product Name	Quantity	Price
1	Pizza	2	1000 Tk
2	Burger	20	6000 Tk
3	Burger	5	500 Tk
4	Pizza	10	5000 Tk
5	Burger	5	1500 Tk
6	Pizza	2	1000 Tk
7	Burger	4	1200 Tk

Menu Page:

Where users can choose from which vendor they want to order food (Homemade & Restaurant)
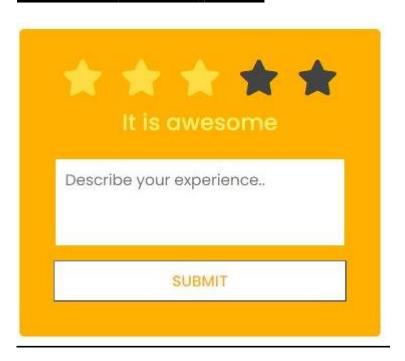
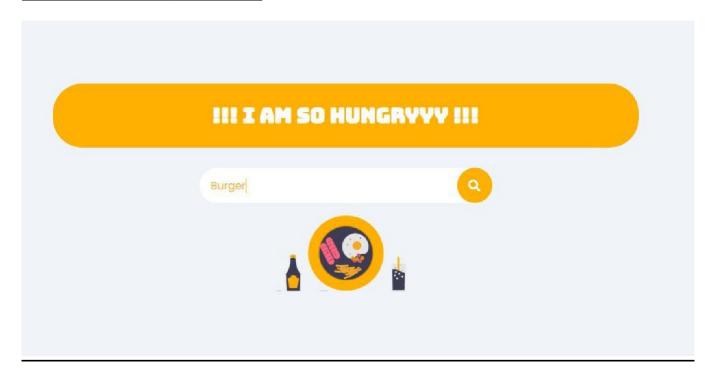# Food Items page for Restaurants and homemade foods:
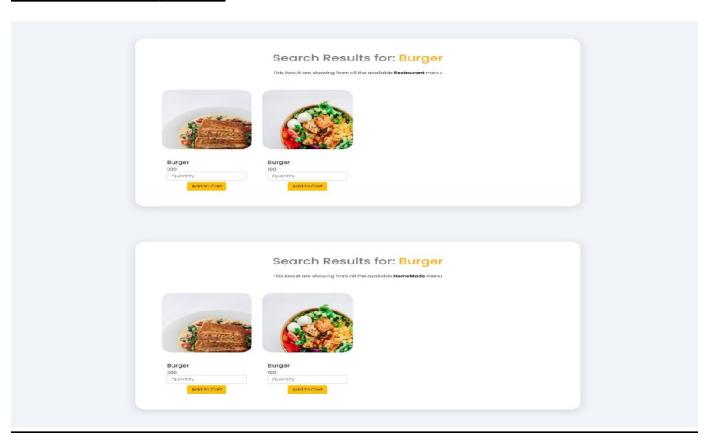

View Cart Page:

Rating & Review Page:

All Reviews

SERIAL NO.	RESTAURANT NAME	REVIEWER	COMMENT
1	**Burgerlogy** Category: Owner	**Turza**	dffe
2	**Chilox** Category: Owner	**Turza**	i need some chilli sauce in my burger.
3	**Kishowar** Category: Owner	**Turza**	You are the best
4	**Porotawala** Category: Owner	**Turza**	HI porotwala mama. valo achen?
5	**Dominos Pizza** Category: Owner	**Turza**	somethingf
6	**Chilox** Category: Owner	**Turza**	Here is a rating or review
7	**Burgerlogy** Category: Owner	**Turza**	something to rate

Back To Home

Search Menu Section:

Search Result Page:

7. Future Works:

We think that not a single project is ever considered as complete forever. Because, our mind is always thinking something new and our necessities also are growing day by day. We always want something more than what we have. Our system also, if you see at the first glance then you find it to be complete but we want to make it still mature and fully automatically. The future perspective of our system can link our order system with social media services so that user has an ease of ordering and eating happily. Other than this new features like food blogging, healthy food tips, video food review pages and its variety can be added. With the use of GPS every user can get advance map for tracking to be followed during delivery. Making a mobile app for the user is also a first step development.

References:

- Php Manual for Building the project:
  https://www.php.net/manual/en/index.php?fbclid=IwAR0MaUFZqZ3bZEPIqlc-xgrhssqQouEznebJNTIPSdcyauWb2aQ1Im3MuMbs

- Bootstrap & MySQL documentation:
  https://www.w3schools.com/mysql/mysql_exercises.asp

- Bug Fixing and UI References:
  https://www.youtube.com/watch?v=MJUssi2c6Ls&t=28s

- Project report writing Sample:
  https://www.pdfcoffee.com/ online-bus-booking-system compress.pdf