ABSTRACT

A fast food restaurant also known as quick service restaurant (QSR) within the food service industry is a specific type of restaurant characterized both by its fast food cuisine and by minimal table service. Food served in fast food restaurants is offered from a limited menu, cooked in bulk in advance and kept hot, is finished and packaged for order and is usually available ready for pickup or to be delivered though seating may also be provided. The customers presently spend an average of 60 minutes per day going to the restaurant, selecting their meals and paying. Some restaurants have the provision of customers making a call to the restaurant in advance to order a meal to be ready for them for pick or to be delivered to them. Some of the customers don't always get the selection they want because the restaurants run out of certain items or because there is no provision of ordering custom meals.

This project is aimed at developing a complete online ordering system for use in the food service industry which will allow the restaurants to quickly and easily manage an online menu which customer can browse and use to place orders with just a few clicks. The customers will have to choose whether they want the food to be delivered to them or it will be packaged for pick up and the payment method will be upon delivery or pick up. There will be a system administrator who will have the right to add and manage user accounts, a manager who will be managing product and orders and last but not least a meal deliverer who will be dealing specifically with pending deliveries. The customer will be in a position to view the products, register and place an order. There will be a confirmation receipt for each and every order made by the customer which can be printed.