PROJECT DESIGN

DATE	
TEAM DI	LTVIP2025TMID30716
PROJECT NAME	Cafeterias Menu Display

Proposed Solution

Project team shall fill the following information in the proposed solution template

S .No	Parameter	Description
1	Problems statement (Problem to be solved)	Modern cafeterias serve a wide variety of meals that vary based on the time of day, availability of ingredients, dietary restrictions, and customer preferences. Currently, many cafeterias still use printed or manually written menus that are difficult to update, error-prone, and inefficient in communicating real-time changes to customers.
	Idea/solution description	To address the challenges of static and outdated cafeteria menus, we propose a digital Cafeteria Menu

		Display System smart, real-time, and user-friendly platform for managing and displaying cafeteria food options.
	Novelty/Uniqueness	The proposed Cafeteria Menu Display System introduces several innovative and unique features that distinguish it from traditional menu systems and existing digital solutions:
	Social impact/Customer Satisfaction	The Cafeteria Menu Display System has a meaningful **positive impact on society** and significantly improves the **customer experience** in food service environments such as schools, offices, hospitals, and public cafeterias.
	Business model (Revenue model)	A cafeteria's revenue model, when utilizing menu displays, is primarily based on the transaction-based revenue model, where income is generated from the sale of food and beverages. However, digital menu displays can also contribute to increased revenue through upselling

		opportunities, efficient operations, and improved customer experience.
	Scalability of the solution	A digital menu board system's scalability refers to its ability to handle growth in terms of the number of displays, locations, and menu complexity. A scalable solution can seamlessly adapt to a growing number of screens, new locations, and expanding menus without significant performance issues or increased management overhead.

CAFETERIA MENU DISPLAY

What is Cafeteria menu?

A cafeteria menu display table serves to efficiently present food and beverage options to customers, enhancing their ordering experience and promoting sales. It provides clear and accessible information about available items, pricing, and potentially special offers, allowing customers to make informed decisions.

Types

- Static menu :These are the core, unchanging items available daily. Think of the usual suspects like sandwiches, salads, soups, and a few hot entrees.
- Du jour menu: These are the daily specials, offering something different each day. The French term "plat du jour" literally means "dish of the day".
- Cycle menu: These menus rotate over a set period, like a two-week cycle, offering variety without requiring constant updates. For instance, a cafeteria might have a different menu for each weekday, and then repeat the cycle after two week.

MILESTONE 1: STUDIO

Activity 1:Create Studio

Purpose

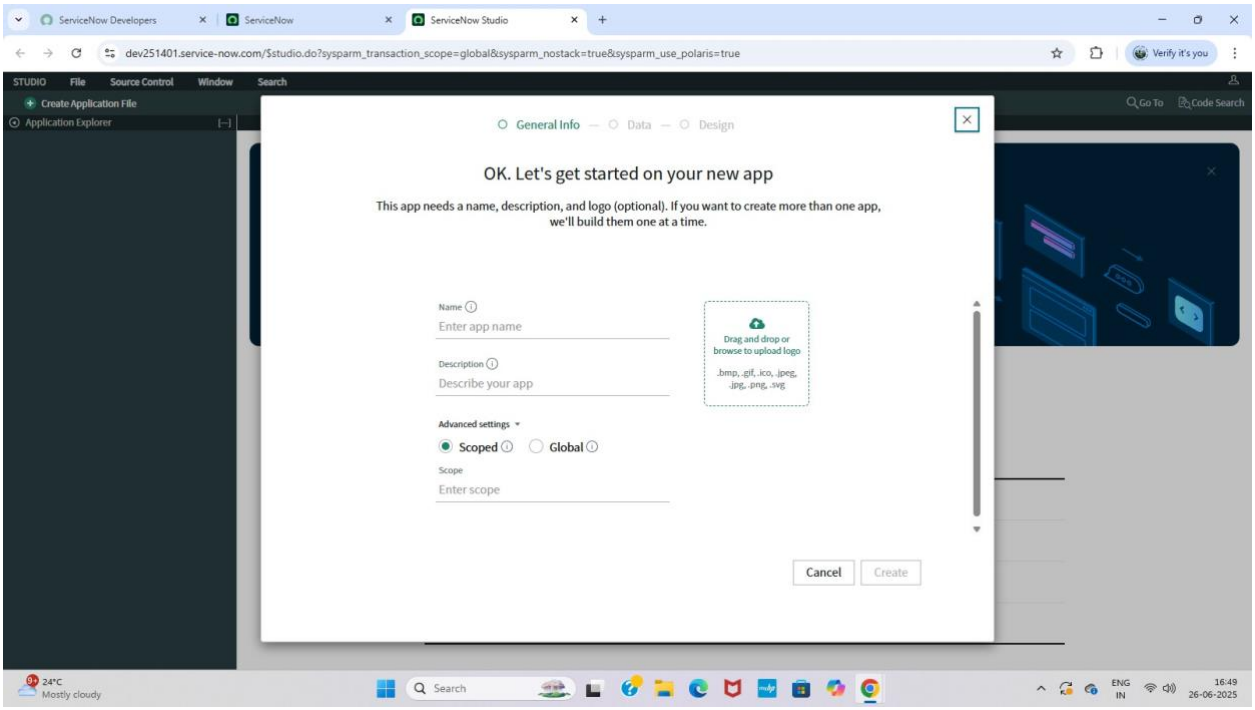
- Clearly inform staff and visitors about available food and beverage options.
- Reduces the need for verbal menu explanations; speeds up ordering and decision-making.
- A well-designed digital or printed display adds to the visual appeal of the studio environment

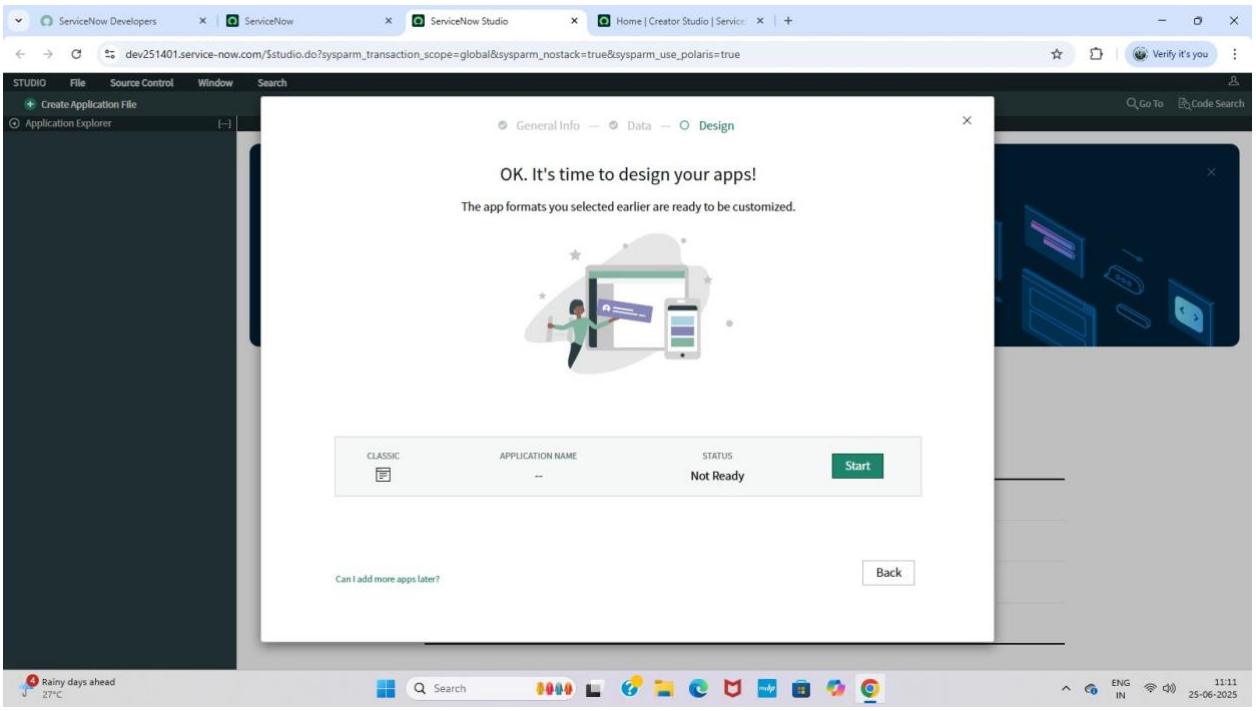
Uses

- Displays daily, weekly, or monthly meal options in an organized format.
- Instantly shows what items are available, sold out, or changed.
- Promotes chef specials, healthy picks, or limited-time dishes.
- Menu design can align with the studio’s branding, colors, and creative aesthetic.

Steps:

1. Open service now.
2. Click on All >> search for studio
3. Click on create new
4. Fill in the details as
5. Name : Cafeteria Menu Display
6. Click on create
7. Click on continue
8. And then again create
9. Click on start





MILESTONE 2:TABLE

Activity 1:create Table

Purpose

- Helps customers quickly see available food items and make choices easily.
- Reduces time spent asking staff about food options, speeding up service.
- Clearly lists ingredients, portion sizes, and prices, helping customers make informed decisions.
- Allows clear labeling of vegetarian, vegan, gluten-free, or allergy-sensitive items.

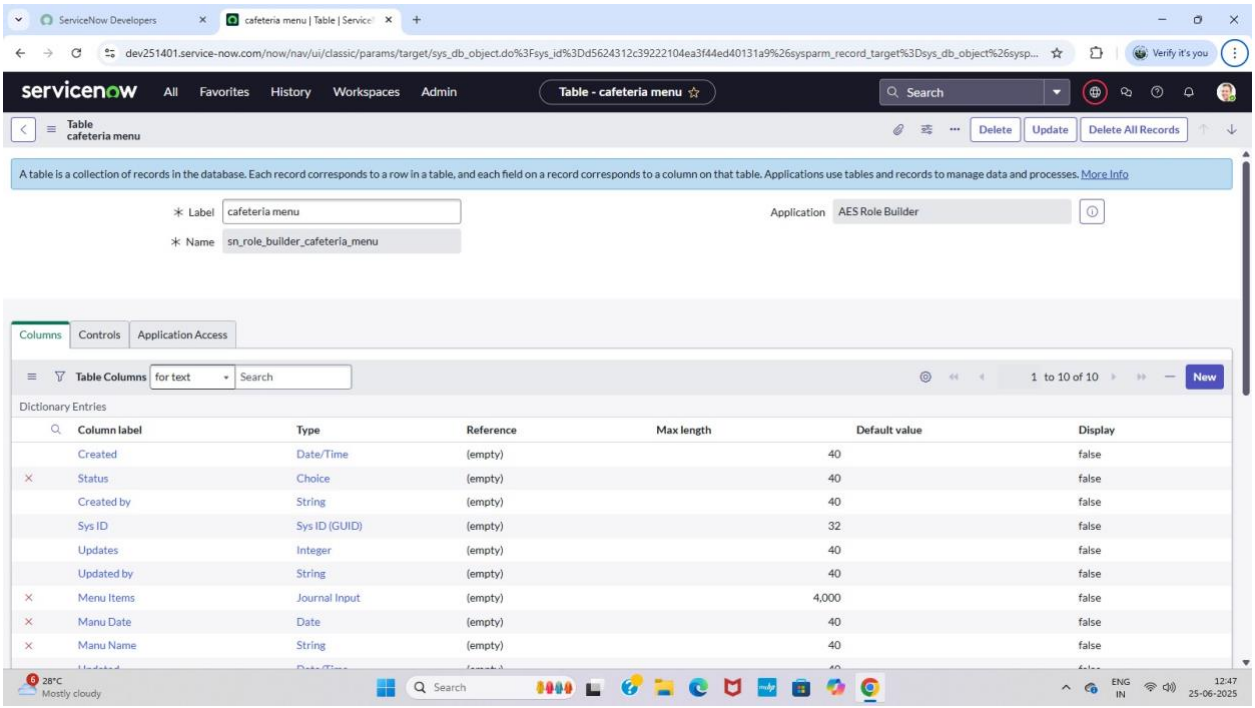
Use

- Customers can easily locate what they want without reading through long paragraphs.
- A neatly formatted table looks more professional and visually appealing.
- Price can be shown next to each item in a separate column, making cost comparison easy.
- Tables make it easier to show item names and descriptions in multiple languages side-by-side.

Steps

1.Open System definition >> tables

2.Click on new
3.Fill in the details
Name : Cafeteria Menu Display
Fields : Menu Name, Menu Date , Menu Items , Status



MILESTONE 3: SERVICE CATALOG
Activity 1: Create Service Catalog

Purposes

- Clearly lists all available food and beverage items as "services" offered by the cafeteria.
- Helps customers quickly choose meals based on options, prices, and preferences.
- Ensures all locations or shifts offer consistent menu items and services.
- Displays item names, ingredients, prices, and availability openly to avoid confusion.

Uses

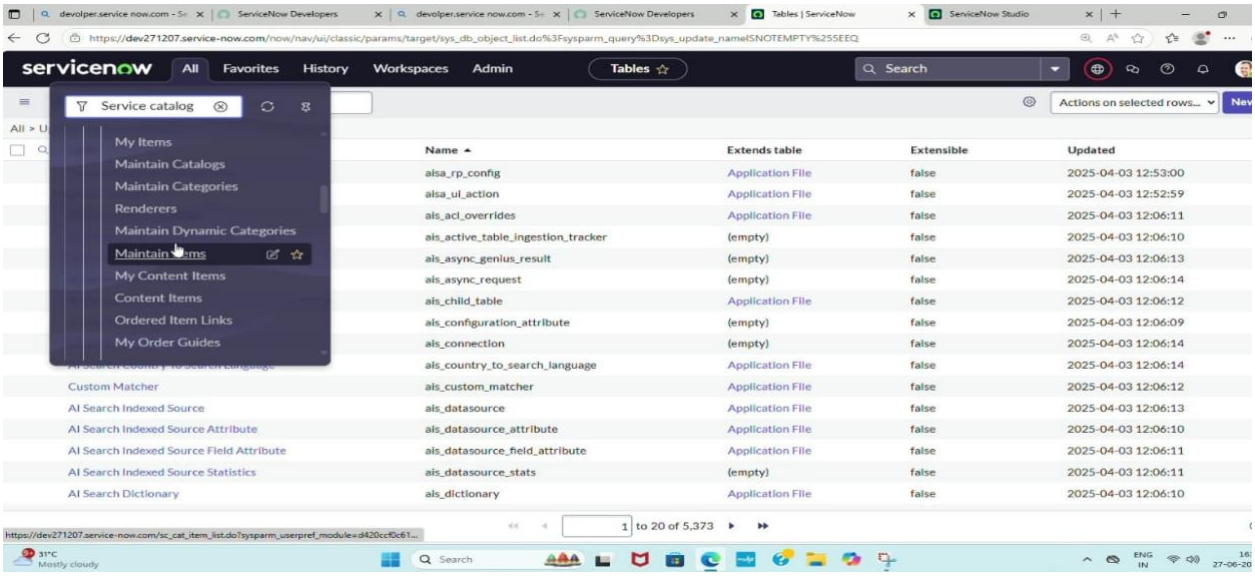
- Provides a single view of all food and beverage offerings, including details like pricing, ingredients, and serving times.
- Customers can make informed choices easily, leading to a better dining experience.
- Useful for kiosks, apps, or digital displays where customers browse and place orders independently.

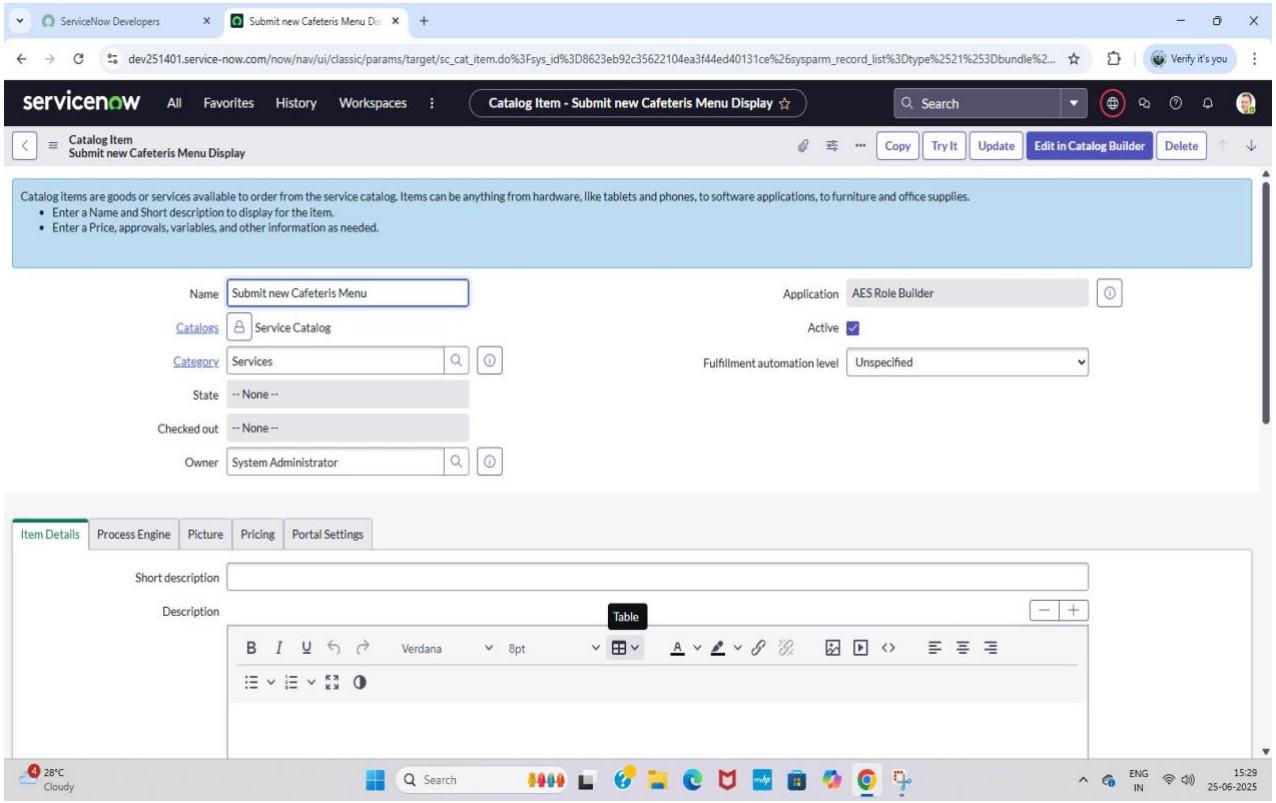
Steps

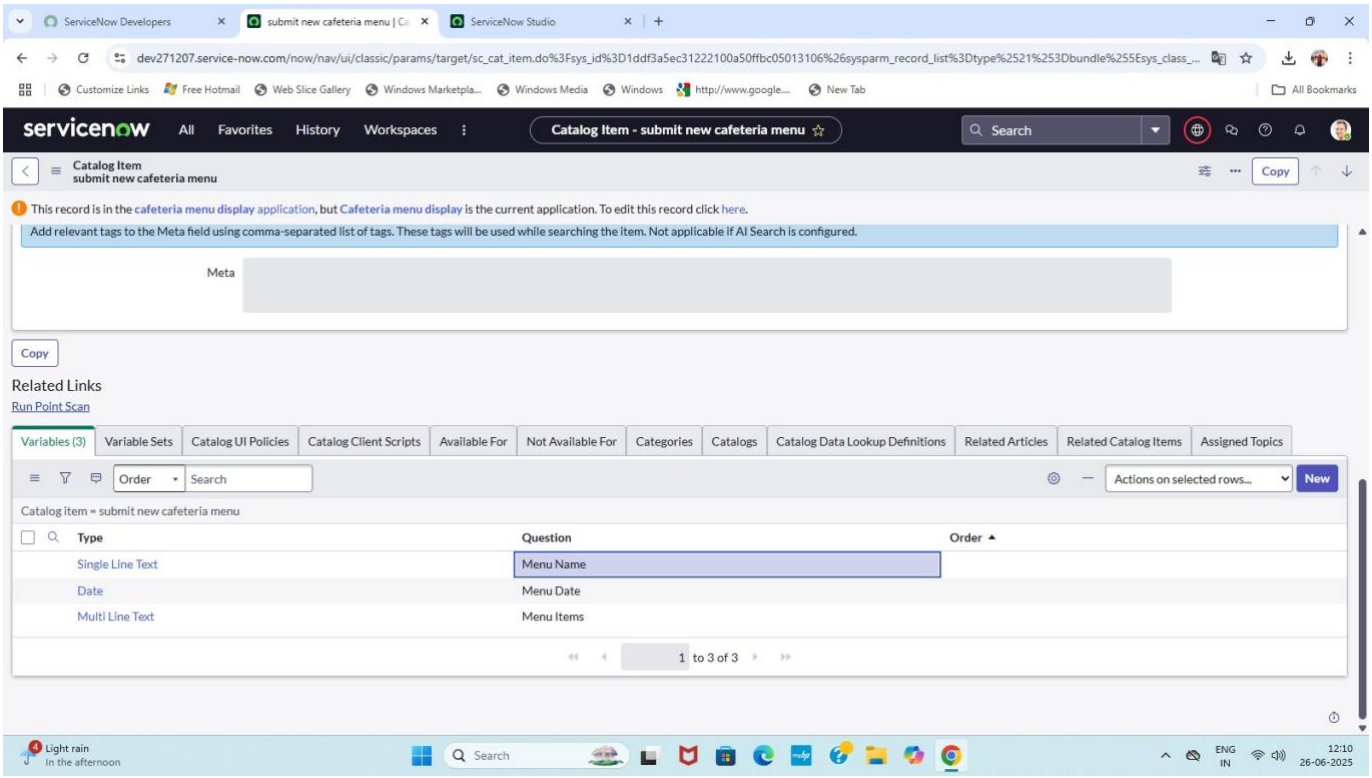
1. Navigate to All >> service catalog
2. Under Catalog Definitions open maintain items
3. Click on new
4. Fill in the details
   Name : Submit new cafeteria menu
   Catalog : Service catalog
   Category : cafeteria services
5. Click on save
6. And Scroll down and create new variables under variables
   Menu name : single line text

Menu date : date
Menu items : Multiline text

7. Click on update







MILESTONE 4: REPORT

Activity1: Create Report Purpose

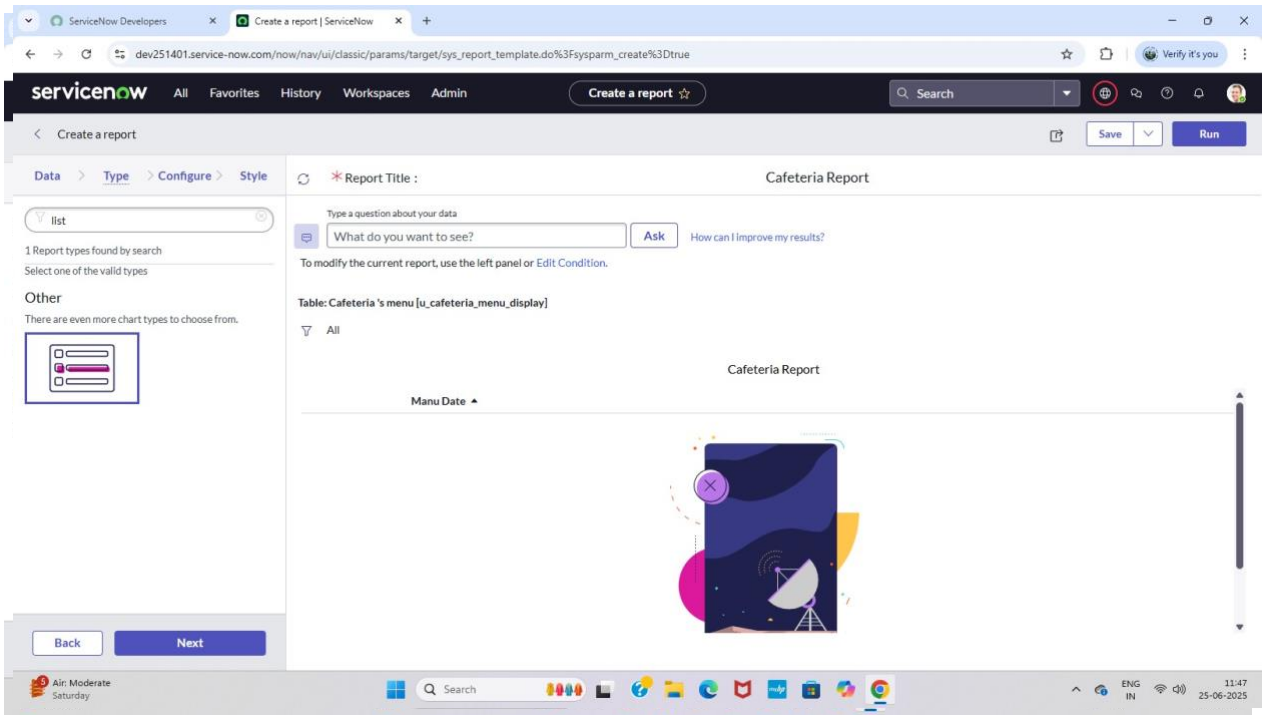
- Records what food and beverage items are available each day or week.
- Shares menu details with staff, management, and customers for planning and communication.
- Confirms that meals offered match planned menus across different times, shifts, or branches.
- Includes nutritional information, allergens, or dietary tags to meet health regulations.

Uses

- Helps chefs and kitchen staff prepare meals in advance by knowing what to cook each day.
- Assists in ordering ingredients based on planned menu items, reducing waste and shortages.
- Provides clear and consistent menu information for customers via print, email, or digital display.
- Identifies which items are frequently selected or avoided, aiding future menu adjustments.

STEPS

1. Navigate to All >> Reports
2. Click on new
3. Click on Create New
4. Report Name : Cafeteria Report , Source Type : Table , Table : Cafeteria menu
5. Type : List
6. Group By : Menu date , Columns : Menu date,menu items,menu name
7. Click on save
8. Then Click on add to dashboard
9. Click on add



MILESTONE 5:UI ACTION

Activity1:Create UI Action

Purpose

- Allows users (customers or staff) to interact with the menu (e.g., select items, view details, place orders).
- Actions like “Add to Cart” or “Customize” streamline order placement and improve the user experience.
- Enables users to modify items (e.g., choose size, toppings, dietary preferences) before ordering.
- Staff can use admin-only UI actions to add, edit, or remove menu items from the display.

Uses

- Allows users to select food or drink items directly from the menu interface.
- Enables users to add items to a cart, modify orders, and proceed to payment.
- Supports choosing options like portion size, toppings, ingredients, or dietary preferences.
- Enables language switching for users who prefer different languages.

STEPS

1. Navigate to System Definition >> UI action
2. Click on New
3. Fill in the details ;

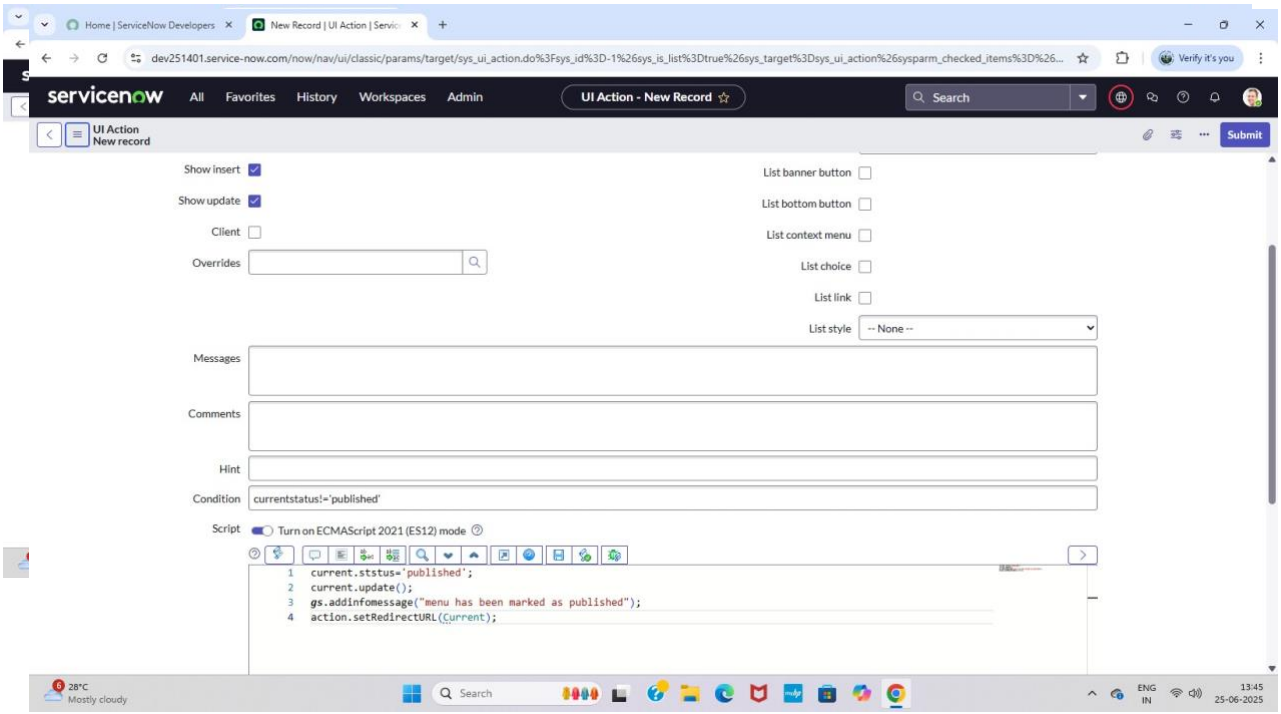
   Name : Mark As Repaired

   Table : Asset Inventory

   Action name : mark_as_repaired

   Condition : current.status != 'Published"

   Script :
```
current.status = 'Published';
  current.update();
gs.addInfoMessage("Menu has been marked as Published")
action.setRedirectURL(current);
```
4. Check the form button box
5. Click on save



MILESTONE 6 : TESTING

Activity 1 : Testing service catalog

Purpose

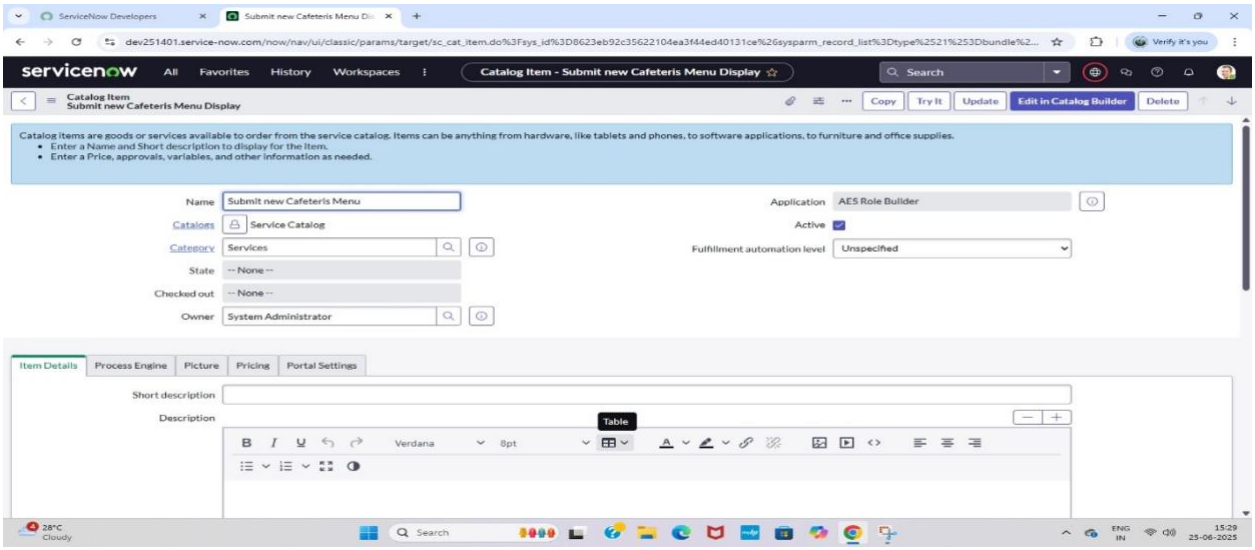
- Confirms that all UI elements (e.g., buttons, filters, item selections) work as intended.
- Checks for correct display of item names, prices, descriptions, and images.
- Ensures customers can easily navigate, select, and customize food items without errors.
- Confirms that menu changes (e.g., sold out, new item) reflect instantly across all devices

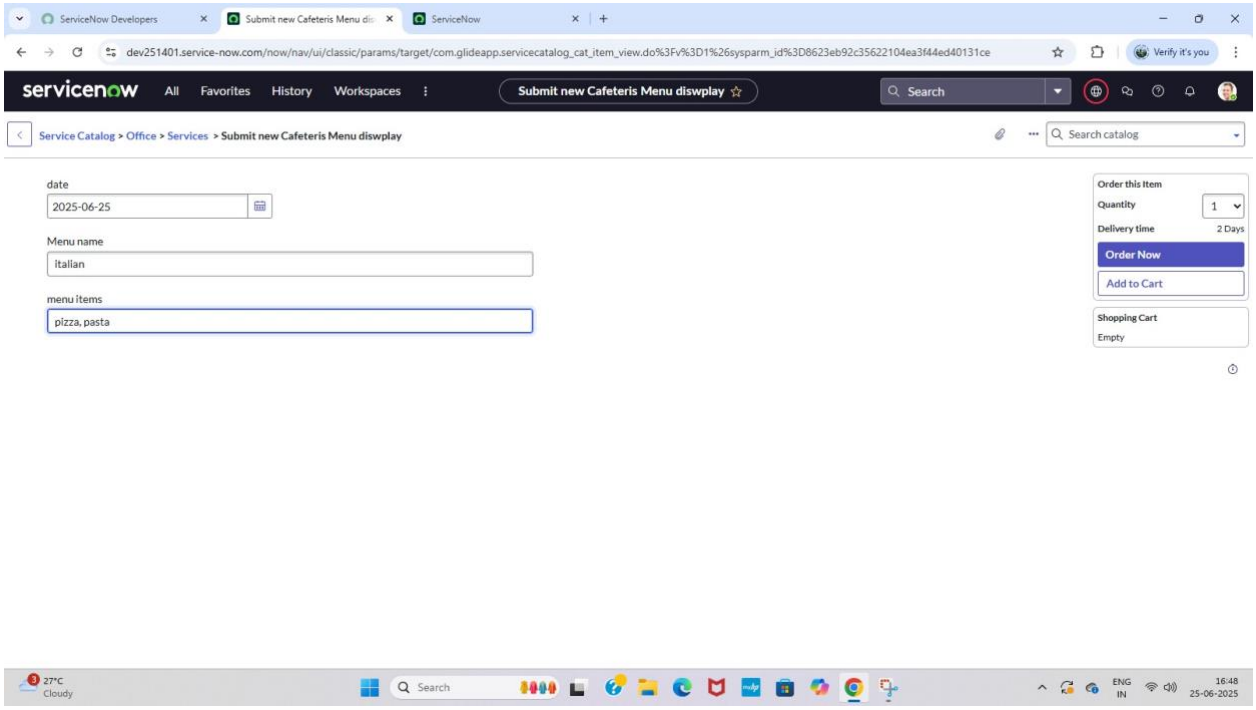
Uses

- Ensures the menu is easy to read, understand, and navigate for customers.
- Verifies that food items, prices, nutritional info, and availability are correctly displayed.
- Tests visual appeal, font size, color contrast, and layout for clarity and accessibility
- Checks if the display supports and correctly renders multiple languages, if applicable.

Steps

1. Open service catalog
2. Click on try it
3. Fill in the menu item , menu name and menu date details
4. And then click on order now

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Submit new Cafeteris Menu dis
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Verify it's you
servicenow
All
Favorites
History
Workspaces
Submit new Cafeteris Menu diswplay
Search
Service Catalog > Office > Services > Submit new Cafeteris Menu diswplay
Search catalog
date
2025-06-25
Menu name
Italian
menu items
pizza, pasta
Order this Item
Quantity
1
Delivery time
2 Days
Order Now
Add to Cart
Shopping Cart
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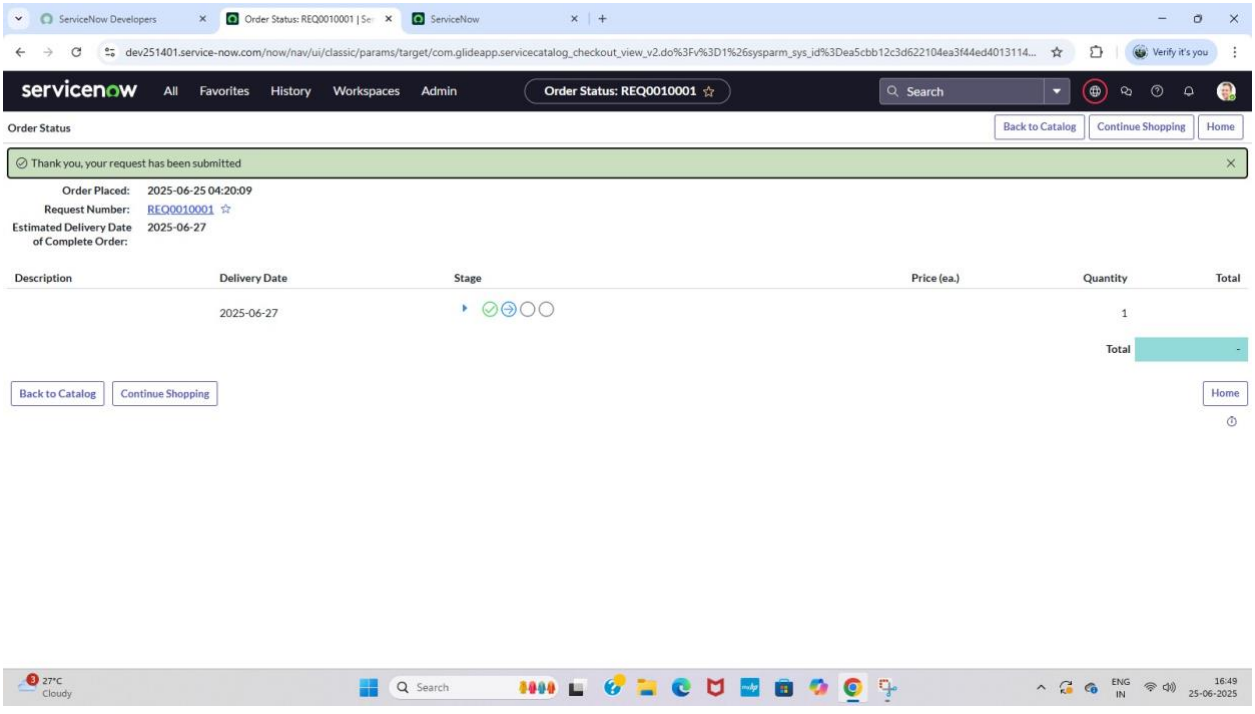
ServiceNow Developers
Order Status: REQ0010001 | Se
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Verify it's you
servicenow
All
Favorites
History
Workspaces
Admin
Order Status: REQ0010001
Search
Order Status
Back to Catalog
Continue Shopping
Home
Thank you, your request has been submitted
Order Placed: 2025-06-25 04:20:09
Request Number: REQ0010001
Estimated Delivery Date of Complete Order: 2025-06-27
Description
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Activity 2 :Testing UI Action

Steps

1. Navigate to cafeteria menu table
2. Click on new
3. Fill in the details of menu items, menu date , menu name
4. And click on mark as published