

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	Idea/solution description	To address the challenges of static and outdated cafeteria menus, we propose a digital Cafeteria Menu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

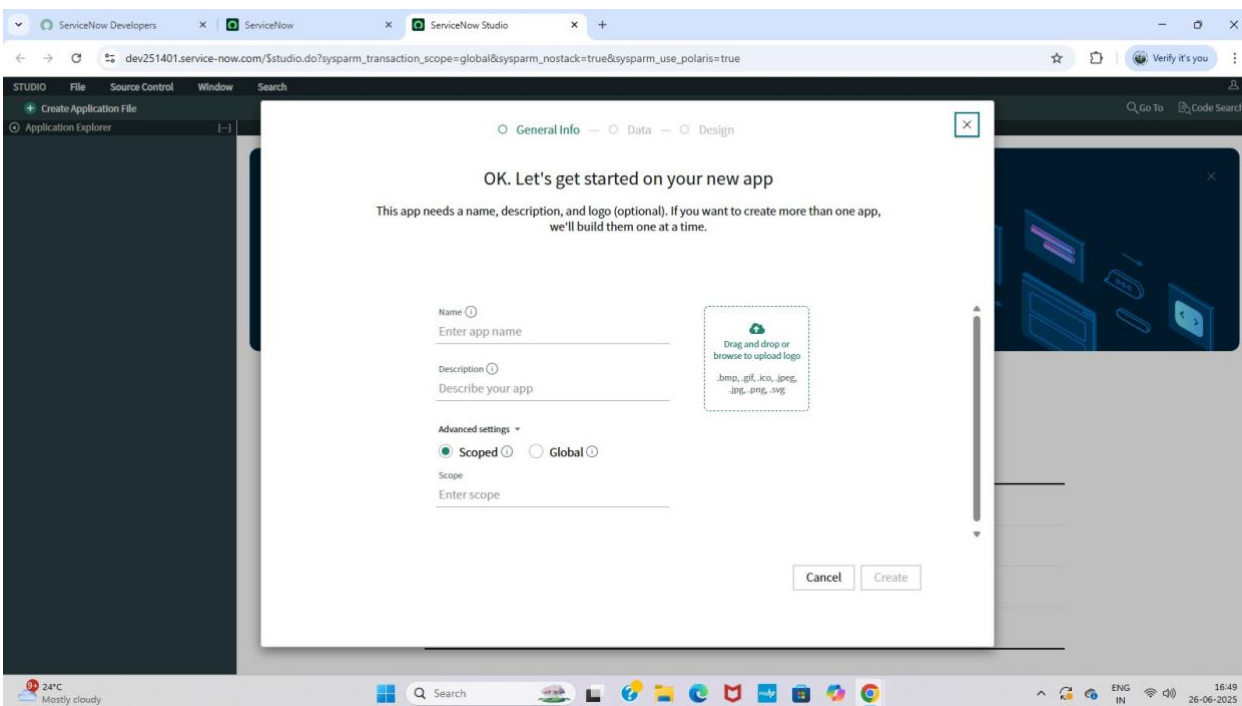
- Clearly inform staff and visitors about available food and beverage options.
- Reduces the need for verbal menu explanations; speeds up ordering and decision-making.
- A well-designed digital or printed display adds to the visual appeal of the studio environment

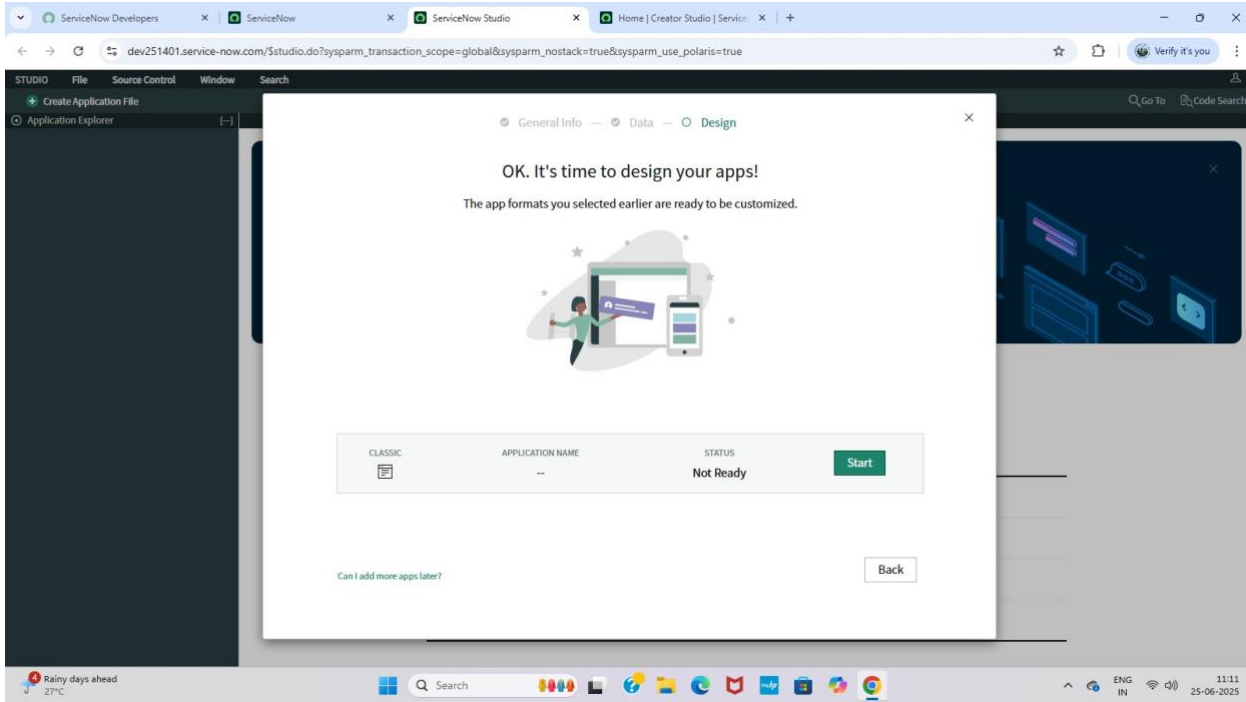
Uses

- 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

The screenshot shows the ServiceNow interface for configuring a table named 'cafeteria menu'. The 'Table Columns' section is active, displaying a list of dictionary entries for the table. The entries include fields like Created, Status, Created by, Sys ID, Updates, Updated by, Menu Items, Menu Date, and Menu Name, each with a type, reference, max length, default value, and display status.

Column label	Type	Reference	Max length	Default value	Display
Created	Date/Time	(empty)	40		false
Status	Choice	(empty)	40		false
Created by	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Menu Items	Journal Input	(empty)	4,000		false
Menu Date	Date	(empty)	40		false
Menu Name	String	(empty)	40		false

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

The screenshot shows the ServiceNow 'Tables' interface. A dropdown menu is open from the 'Service catalog' icon, listing various items like 'My Items', 'Maintain Catalogs', 'Maintain Categories', 'Renderers', 'Maintain Dynamic Categories', 'Maintain Items', 'My Content Items', 'Content Items', 'Ordered Item Links', and 'My Order Guides'. The 'Maintain Items' option is highlighted. In the background, a table lists various system tables with columns: Name, Extends table, Extensible, and Updated. The table contains entries like 'ais_rp_config', 'ais_ui_action', 'ais_acl_overrides', etc.

Name	Extends table	Extensible	Updated
ais_rp_config	Application File	false	2025-04-03 12:53:00
ais_ui_action	Application File	false	2025-04-03 12:52:59
ais_acl_overrides	Application File	false	2025-04-03 12:06:11
ais_active_table_ingestion_tracker	(empty)	false	2025-04-03 12:06:10
ais_async_genius_result	(empty)	false	2025-04-03 12:06:13
ais_async_request	(empty)	false	2025-04-03 12:06:14
ais_child_table	Application File	false	2025-04-03 12:06:12
ais_configuration_attribute	(empty)	false	2025-04-03 12:06:09
ais_connection	(empty)	false	2025-04-03 12:06:14
ais_country_to_search_language	Application File	false	2025-04-03 12:06:14
ais_custom_matcher	Application File	false	2025-04-03 12:06:12
ais_datasource	Application File	false	2025-04-03 12:06:13
ais_datasource_attribute	Application File	false	2025-04-03 12:06:10
ais_datasource_field_attribute	Application File	false	2025-04-03 12:06:11
ais_datasource_stats	(empty)	false	2025-04-03 12:06:11
ais_dictionary	Application File	false	2025-04-03 12:06:10

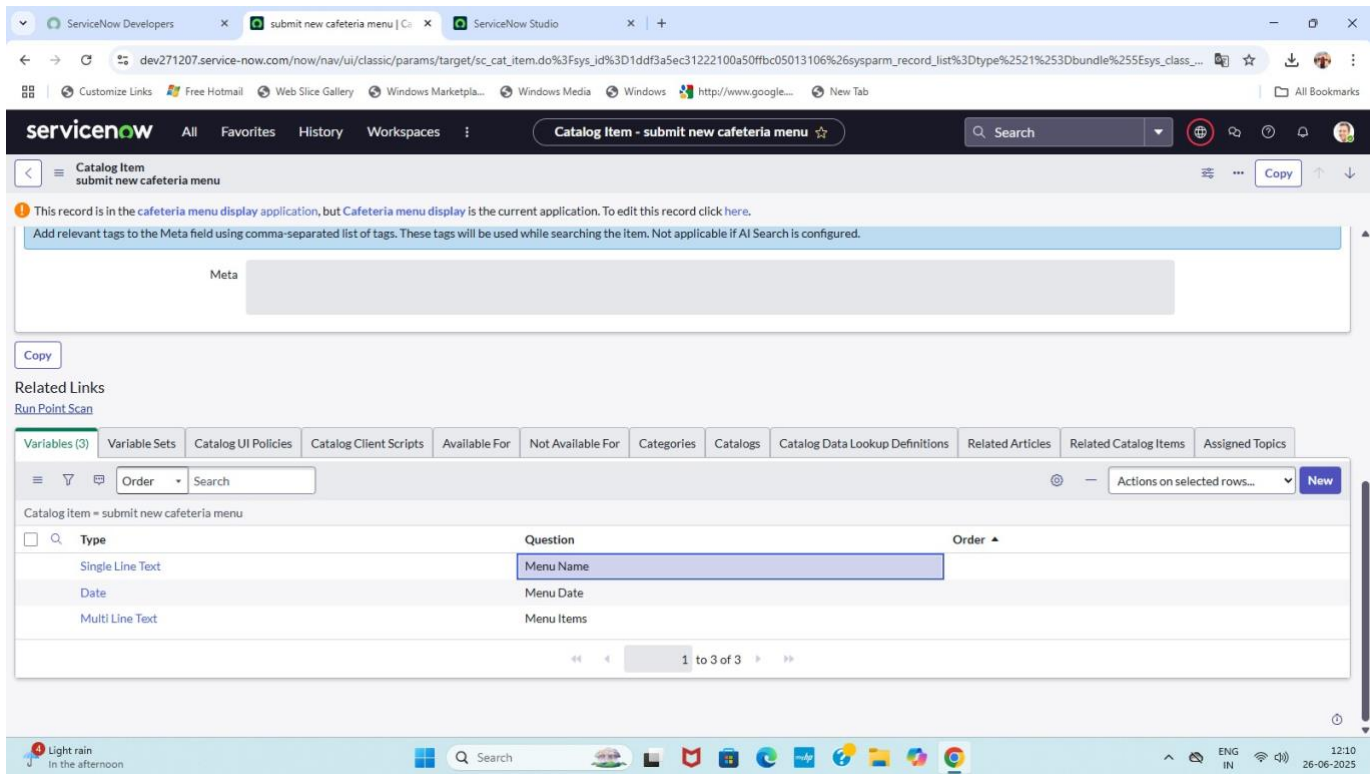
The screenshot shows the 'Catalog Item - Submit new Cafeteris Menu Display' form. The form includes fields for Name, Application, Category, State, Checked out, and Owner. The 'Name' field is filled with 'Submit new Cafeteris Menu'. The 'Application' field is set to 'AES Role Builder'. The 'Category' field is set to 'Services'. The 'State' field is set to '-- None --'. The 'Checked out' field is set to '-- None --'. The 'Owner' field is set to 'System Administrator'. The 'Active' checkbox is checked. The 'Fulfillment automation level' is set to 'Unspecified'. Below the form, there is a 'Short description' field and a 'Description' field with a rich text editor. The 'Description' field contains the text 'Table'.

Item Details | Process Engine | Picture | Pricing | Portal Settings

Short description

Description

Table



MILESTONE 4: REPORT

Activity1: Create Report Purpose

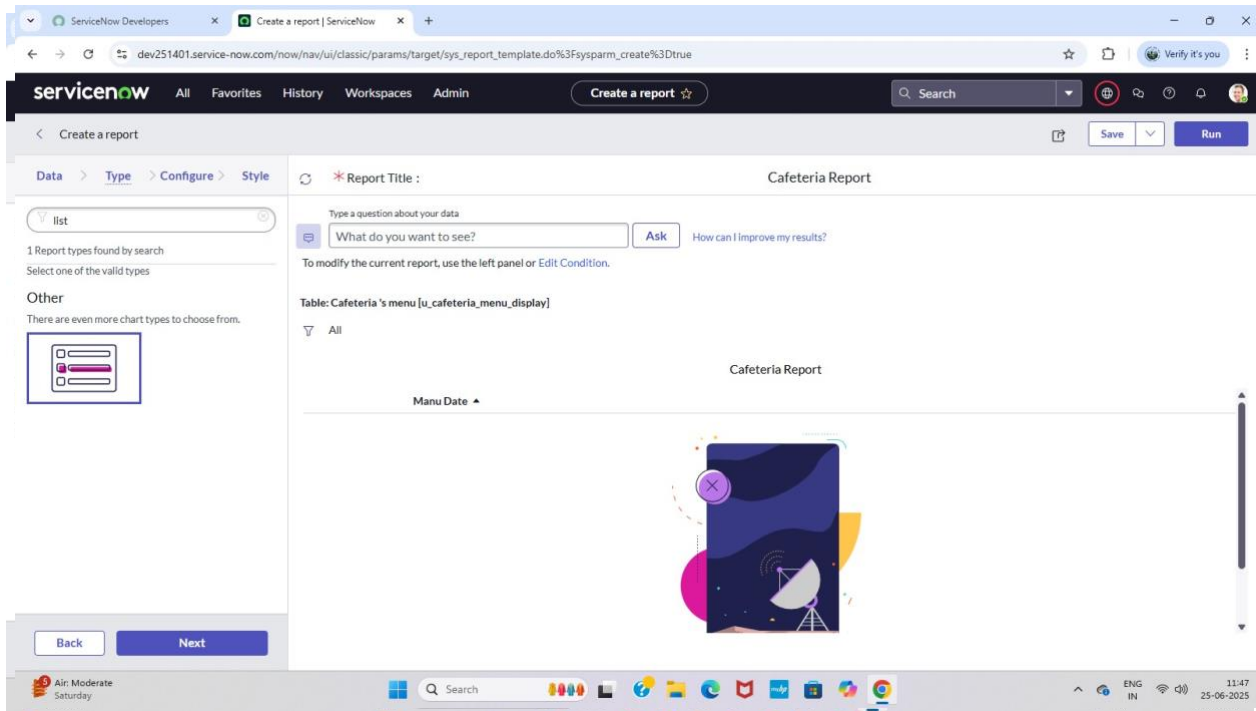
- Records what food and beverage items are available each day or week.
- Shares menu details with staff, management, and customers for planning and communication.
- Confirms that meals offered match planned menus across different times, shifts, or branches.
- Includes nutritional information, allergens,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

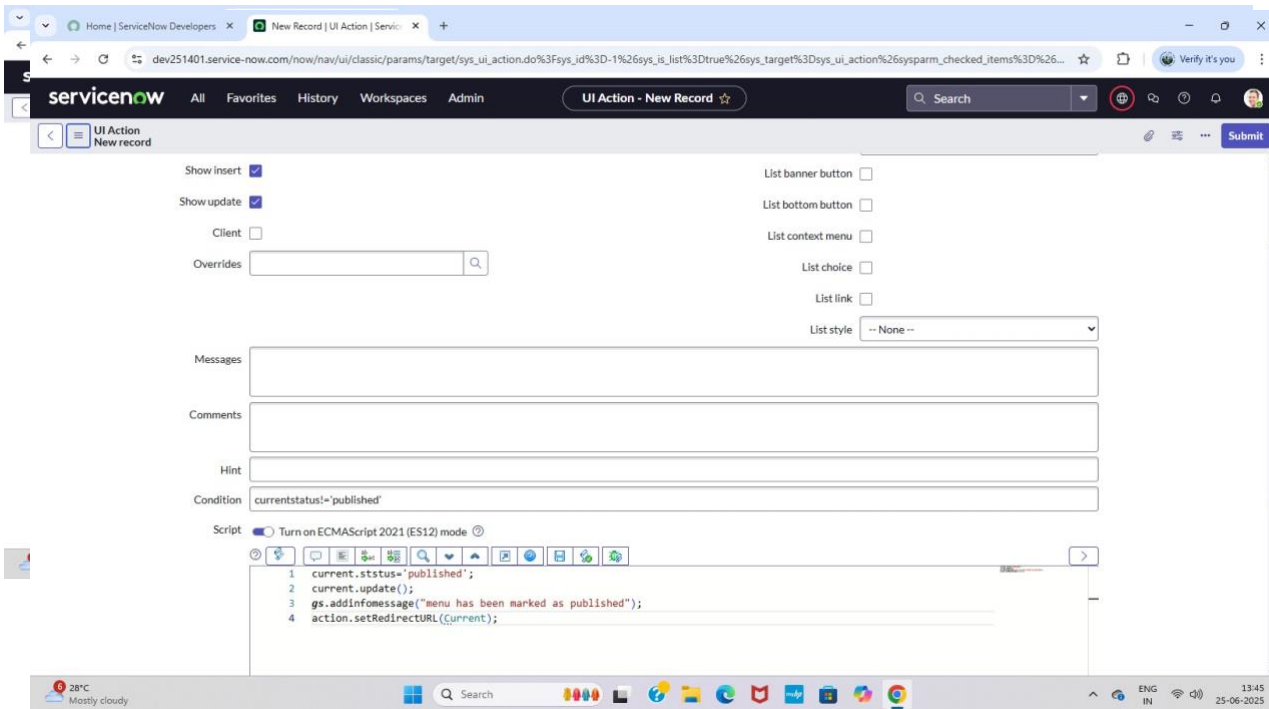
- Allows users (customers or staff) to interact with the menu (e.g., select items, view details, place orders).
- Actions like “Add to Cart” or “Customize” streamline order placement and improve the user experience.
- Enables users to modify items (e.g., choose size, toppings, dietary preferences) before 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

The screenshot shows the ServiceNow 'Submit new Cafeteris Menu Display' form. The form is titled 'Catalog Item - Submit new Cafeteris Menu Display' and includes a search bar and navigation tabs. The form fields are as follows:

- Name:** Submit new Cafeteris Menu
- Application:** AES Role Builder
- Category:** Service Catalog
- Services:** Services
- State:** --None--
- Checked out:** --None--
- Owner:** System Administrator
- Fulfillment automation level:** Unspecified

The form also includes a 'Short description' field and a 'Description' field with a rich text editor. The 'Table' button is visible in the description field. The interface is in English and shows a search bar and navigation tabs.

ServiceNow Developers

Submit new Cafeteris Menu di

ServiceNow

dev251401.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog_cat_item_view.do%3Fv%3D1%26sysparm_id%3D8623eb92c35622104ea3f44ed40131ce

servicenow

All

Favorites

History

Workspaces

Submit new Cafeteris Menu display

Search

Verify it's you

<

Service Catalog > Office > Services > Submit new Cafeteris Menu display

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

Empty

ServiceNow Developers

Order Status: REQ0010001 | Se

ServiceNow

dev251401.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog_checkout_view_v2.do%3Fv%3D1%26sysparm_sys_id%3Dea5cbb12c3d622104ea3f44ed4013114...

servicenow

All

Favorites

History

Workspaces

Admin

Order Status: REQ0010001

Search

Verify it's you

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	Delivery Date	Stage	Price (ea.)	Quantity	Total
	2025-06-27			1	
				Total	-

Back to Catalog

Continue Shopping

Home

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