CAFETERIA MENU DISPLAY

Introduction

Overview

A cafeteria menu display provides a visual presentation of the food and beverages available, often using digital signage or traditional methods like printed menus. It aims to inform customers about the options, prices, and potentially nutritional information, while also enhancing the dining experience and potentially boosting sales.

This document outlines the key considerations and components for an effective and user-friendly cafeteria menu display system. The primary goal is to provide clear, attractive, and easily updated information about daily food offerings, enhancing the customer experience and streamlining cafeteria operation

Purpose

The purpose of a cafeteria menu display is multifaceted, aiming to achieve several key objectives that benefit both the customers and the cafeteria operations. Here's a breakdown of its primary purposes.

Ideation phase

Problem Statement

The Cafeteria Menu Display Portal will enhance the management, publication, and accessibility of daily and weekly cafeteria menus across an organization. Administrators will be able to create, update, and publish menus efficiently, ensuring employees have real-time access to meal options. The portal will streamline the approval process for new menus, automate menu scheduling, and maintain a historical record for future reference. Employees can easily view upcoming meals, dietary options, and special offerings, improving cafeteria engagement and meal planning. By centralizing menu management, the platform will reduce manual effort, minimize errors, and enhance the overall dining experience for employees.

OBJECTIVE:

Automate the creation, publication, and management of Cafeteria menu, ensuring real-time update on available meal options and schedules.provide

Actionable insights on menu preferences and trends, notify administrators about required updates or special meal requests, and generate report to optimize meal planning and enhance the dining experience.

CHALLENGES

- Cafeteria Menu Display Project – Key Challenges
- Unclear requirements – No defined display needs or update process
- Hardware issues – Lack of screens or outdated equipment
- Integration problems – Can't connect with menu/kitchen systems

- Difficult content updates – No simple way to change menus daily
- Poor design – Display not user-friendly or attractive

Requirement Analysis

Solution Requirement

DATE	
YEAM ID	LTVIP2025TMID30716
PROJECT NAME	Cafeteria Menu Display

Functional Requirements

Following are the Functional Requirements

FR. No	Functional requirements	Description
FR-1	Studio	Creating a new application named "Cafeteria Menu Display" in ServiceNow Studio by navigating through the Studio module and completing the setup process.
FR-2	Table	Creating a new table named "Cafeteria Menu Display" in ServiceNow with fields: Menu Name, Menu Date, Menu Items, and Status.
FR-3	Service catalog	Creating a new catalog item "Submit new cafeteria menu" in ServiceNow under the Service Catalog, with variables for Menu Name, Menu Date, and Menu Items.
FR-4	Report	Creating a "Cafeteria Report" in ServiceNow using the Cafeteria Menu table, displayed as a list grouped by Menu Date, and adding it to a dashboard.
FR-5	UI Action	Create a UI Action button to mark an asset as "Published" in the Asset Inventory table with specific conditions and a confirmation message.
FR-6	Testing service Catalog Testing UI Action	Guide to ordering a service item from the service catalog by filling in required details and submitting the request. Steps to create and publish a new cafeteria menu by entering item details, menu date, and name.

NON -FUNCTIONAL REQUIREMENTS

The following are the non – Functional Requirements

FR.NO	Non Functional Requirements	Description
FR-1	Performance	The menu display should update within a reasonable time after changes are made by the cafeteria staff (e.g., price updates, new menu items). A target could be less than 1 second for most updates.
FR-2	Security	Only authorized personnel (e.g., cafeteria staff) should be able to modify the menu. This may involve user logins and role-based access.
FR-3	Usability	The interface for managing the menu should be easy to understand and use, even for staff who may not be tech-savvy.
FR-4	Reliability	The menu display should be consistently available during cafeteria operating hours. Downtime should be minimized
FR-5	Scalability	The system should be designed to handle potential future growth, such as an increase in the number of menu items or users.
FR-6	Maintainability	The system should be designed in a way that makes it easy to maintain and update in the future (e.g., modular design, clear documentation).
FR-7	Code quality	The code should be well-written and documented to facilitate future maintenance and debugging.

Dataflow Diagram

Creating a ServiceNow data flow for a Cafeteria Menu Display System is a great example of using ServiceNow for non-IT business applications. Here's a complete breakdown of how the data flow might look and be used. a .
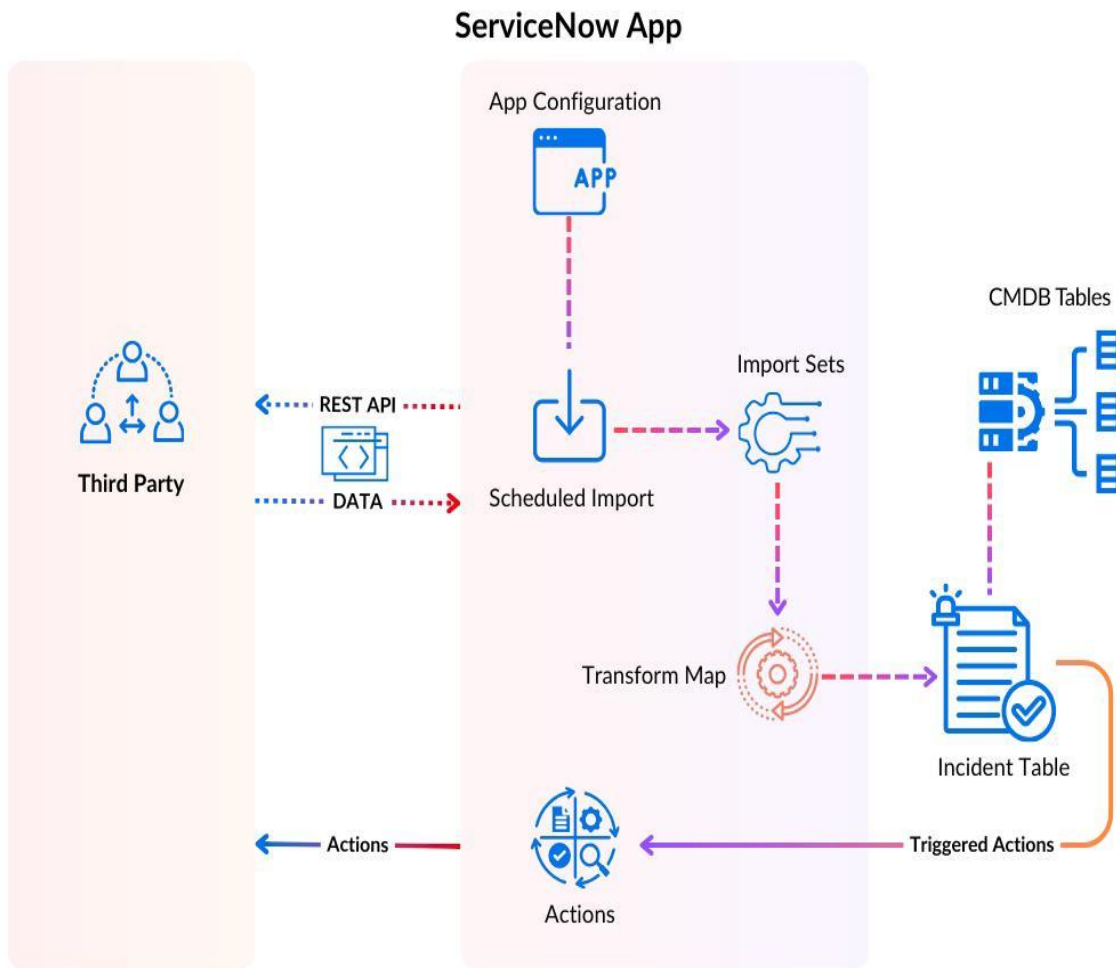
Uses

- Enables cafeteria staff to manage and update menu items in   one place.
- Reduces dependency on paper-based or email-based menu distribution
- Automatically updates and displays menu based on current date and time.
- Uses Flow Designer for easy automation and transformation of menu data.

```
┌─────────────────────────┐
│         STUDIO          │
└─────────────────────────┘
             │
             ▼
┌─────────────────────────┐
│         TABLE           │
└─────────────────────────┘
             │
             ▼
┌─────────────────────────┐
│     SERVICE CATALOG     │
└─────────────────────────┘
             │
             ▼
┌─────────────────────────┐
│         REPORT          │
└─────────────────────────┘
             │
             ▼
┌─────────────────────────┐
│        UI ACTION        │
└─────────────────────────┘
             │
             ▼
┌─────────────────────────┐
│         TESTING         │
└─────────────────────────┘
```

Technology Stack

Architecture of ServiceNow

ServiceNow App

App Configuration

APP

CMDB Tables

Import Sets

Third Party

REST API

DATA

Scheduled Import

Transform Map

Incident Table

Actions

Triggered Actions

Actions

- Automation Platform → Operations & Development
  Ena
  bles automation, orchestration, and app delivery.
- Operations & Development → Service ManagementSupports incident, change,
  problem, and asset management.
- Service Management → Business Management
  Provides insights for demand, cost, and risk decisions.
- Enterprise Service Model → Customers
  Delivers business value and supports customer needs.

PROJECT DESIGN

Proposed Solution

Project team shall fill the following information in the proposed temple

S.No	Parameter	Description
1	Problem 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.
2	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.
3	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:
4	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.
5	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.
6	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 is a list of available food and drink options in a cafeteria, typically displayed for customers to see and choose from. Cafeteria menus are often designed for quick service, offering a selection of pre-prepared items that can be easily accessed and served to customers. They often include a variety of dishes, including comfort food, daily specials, and options for different dietary needs.

Types

Cafeteria menus can be categorized into several types, including static menus, cycle menus, and du jour menus, each offering a different approach to food selection and variety. Additionally, cafeterias may offer a la carte options, buffet-style setups, and even ethnic or themed menus.

Milestone 1:Studio

Purpose

A cafeteria menu display studio focuses on the visual presentation of a cafeteria's food and beverage options. It leverages digital signage and other design elements to create an appealing and informative menu that enhances the customer experience and potentially boosts sales.

Uses

Digital menu display studios utilize digital signage technology to showcase menus, promotions, and other information in a dynamic and engaging way. These studios provide a platform for restaurants and cafes to create, manage, and display their menus on screens, offering flexibility, visual appeal, and efficient communication with customers.

Activity 1: Create Studio

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
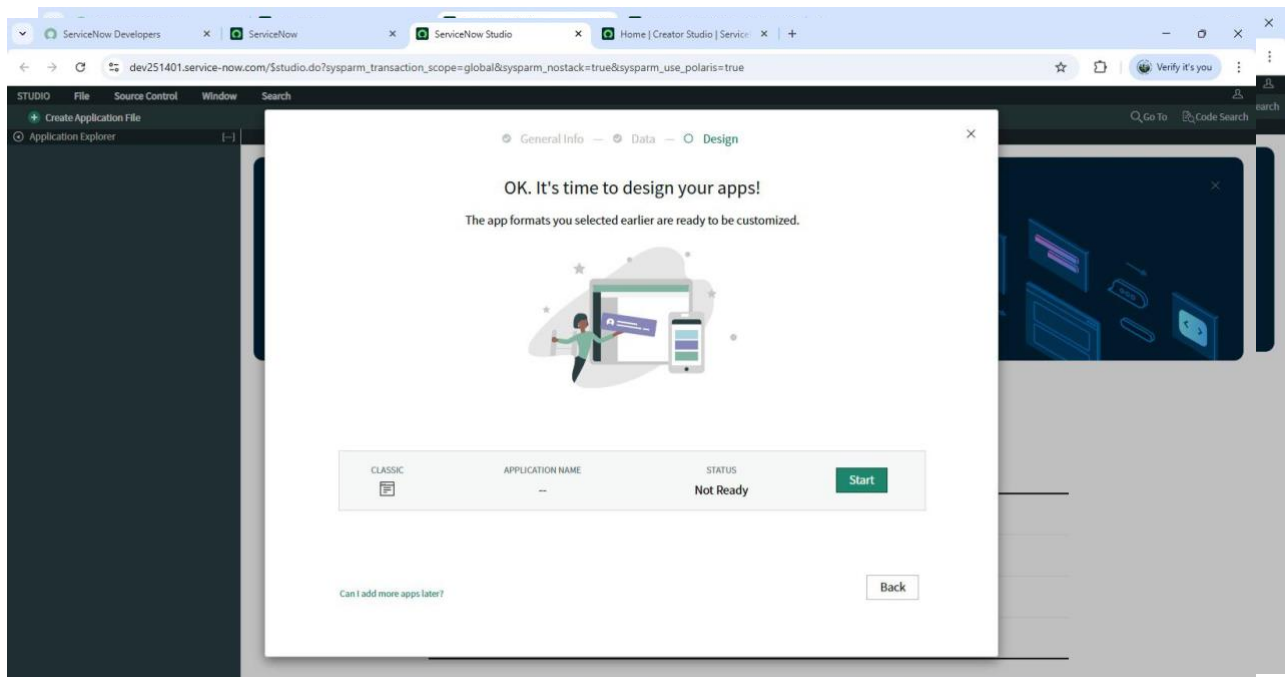
Milestone 2 :Table

Purpose

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.

Uses

A table menu display for a cafeteria can take various forms, from simple table top stands to more elaborate digital displays. Common options include acrylic or wooden holders, chalkboard stands, or even digital screens. The best choice depends on the cafeteria's style, budget, and the need for frequent menu changes.

Activity 1:Create Table

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
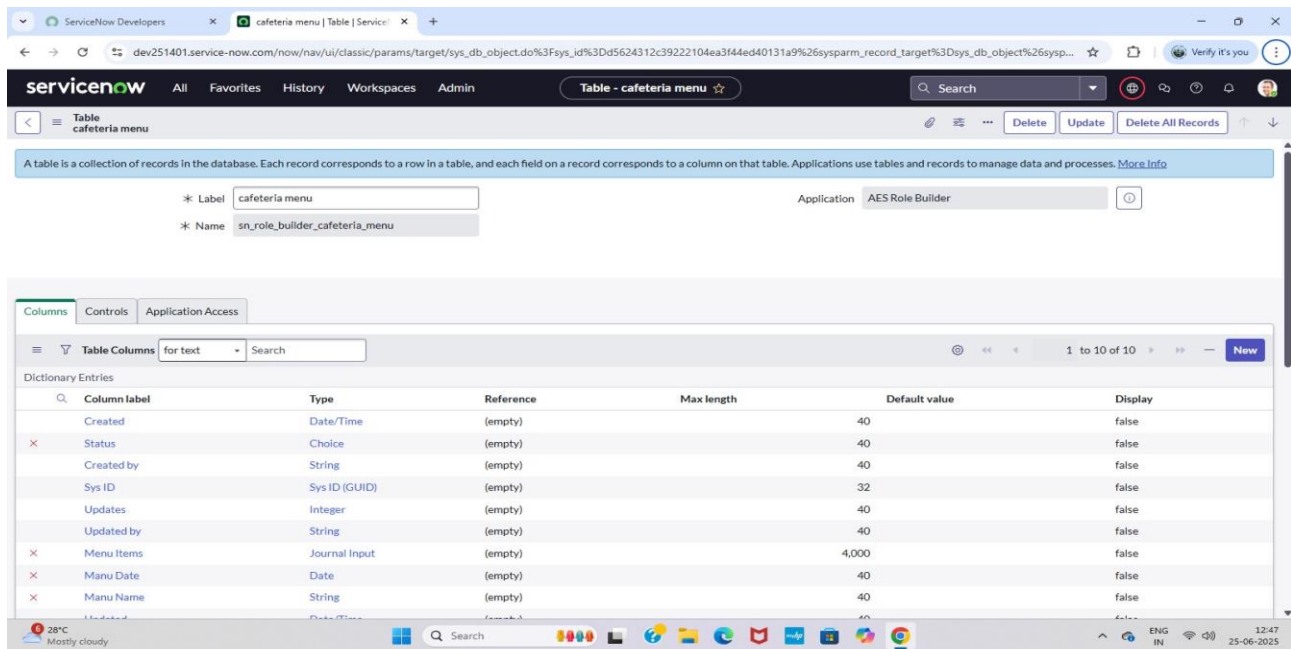
Milestone 3 :Service Catalog
Purpose

A Cafeteria menu display and a service catalog serve similar purposes: both provide a structured list of available options for users to choose from, whether it's food items or IT services. The menu/catalog helps users understand what's available, make informed decisions, and streamline the process of selection and fulfilment.

Uses

A cafeteria menu display can be considered a visual representation of a service catalog, specifically for food and beverage options. It shares information about available items, pricing, and potentially even nutritional information, similar to how an IT service catalog lists available IT services, their descriptions, and associated costs.

Activity 1:Create Service Catalog

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 new

servicenow All Favorites History Workspaces ⋮   Catalog Item - Submit new Cafeteris Menu Display ☆   🔍 Search

Catalog Item
Submit new Cafeteris Menu Display

Copy Try It Update **Edit in Catalog Builder** Delete

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.
- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name	Submit new Cafeteris Menu	
Catalogs	🔒 Service Catalog	
Category	Services	
State	-- None --	
Checked out	-- None --	
Owner	System Administrator	

Application	AES Role Builder
Active	✓
Fulfillment automation level	Unspecified

Item Details Process Engine Picture Pricing Portal Settings

Short description

Description

Table

B I U ↶ ↷   Verdana   8pt   ⊞▾   A▾ 🖊▾ 🔗 ✂   🖼 ▶ <>   ≡ ≡ ≡

≣▾ ≣▾ ⤢ ◐

28°C
Cloudy

🔍 Search

ENG
IN
15:29
25-06-2025

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servicenow All Favorites History Workspaces ⋮   Catalog Item - submit new cafeteria menu ☆   🔍 Search

Catalog Item
submit new cafeteria menu

Copy

⚠ This record is in the cafeteria menu display application, but Cafeteria menu display is the current application. To edit this record click here.

Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.

Meta

Copy

Related Links
Run Point Scan

Variables (3) Variable Sets Catalog UI Policies Catalog Client Scripts Available For Not Available For Categories Catalogs Catalog Data Lookup Definitions Related Articles Related Catalog Items Assigned Topics

≡ ▽ 💬   Order ▾ Search   ⚙ —   Actions on selected rows... ▾   New

Catalog item = submit new cafeteria menu

☐ 🔍	Type	Question	Order ▲
	Single Line Text	Menu Name	
	Date	Menu Date	
	Multi Line Text	Menu Items	

◁◁ ◁ 1 to 3 of 3 ▷ ▷▷

Light rain
In the afternoon

🔍 Search

ENG
IN
12:10
26-06-2025

Milestone 4 : Report

Purpose

A cafeteria menu display report serves to showcase menu items, prices, and promotions, often through dynamic digital signage. Its purpose is to enhance the customer experience, improve operational efficiency, and drive sales by providing real-time updates, engaging visuals, and targeted marketing opportunities.

Uses
Digital menu boards are widely used in cafeterias to display menu items, prices, and promotional information on electronic displays. These boards offer a dynamic and easily updated way to present information, replacing traditional printed menus. They are a type of digital signage solution, allowing for real-time updates, high-resolution visuals, and even the inclusion of videos and promotional content.

Activity 1:Create Report
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
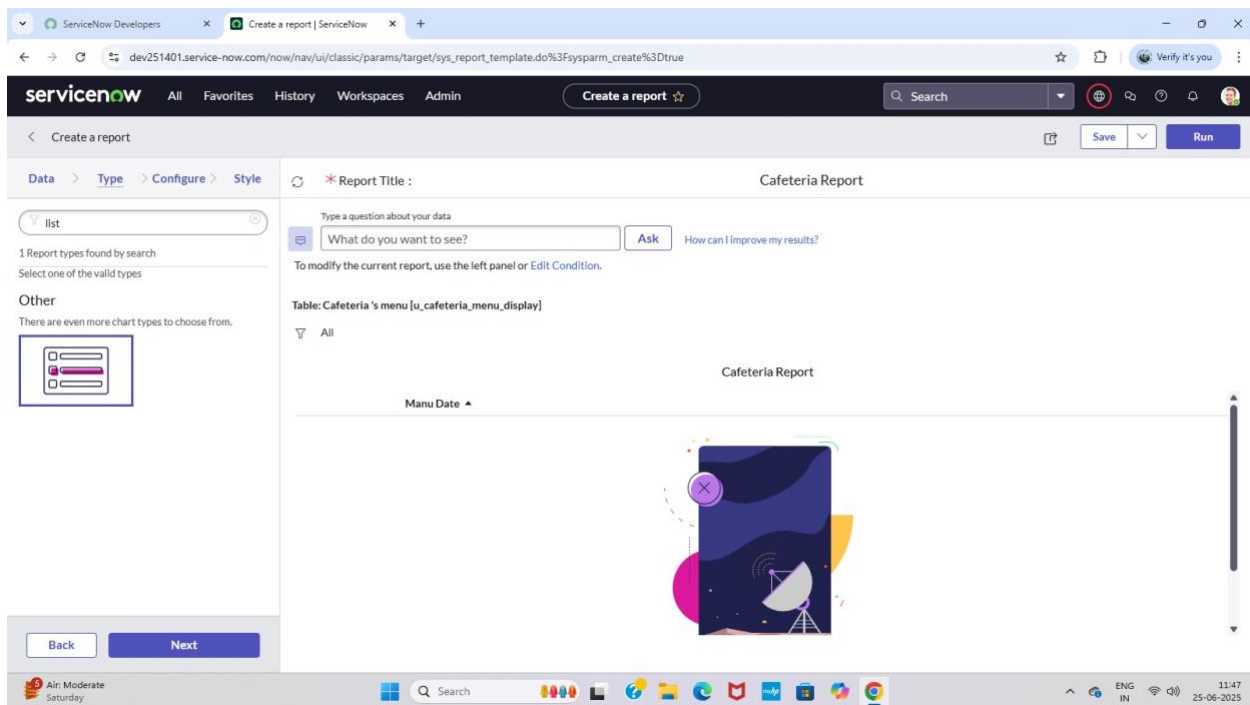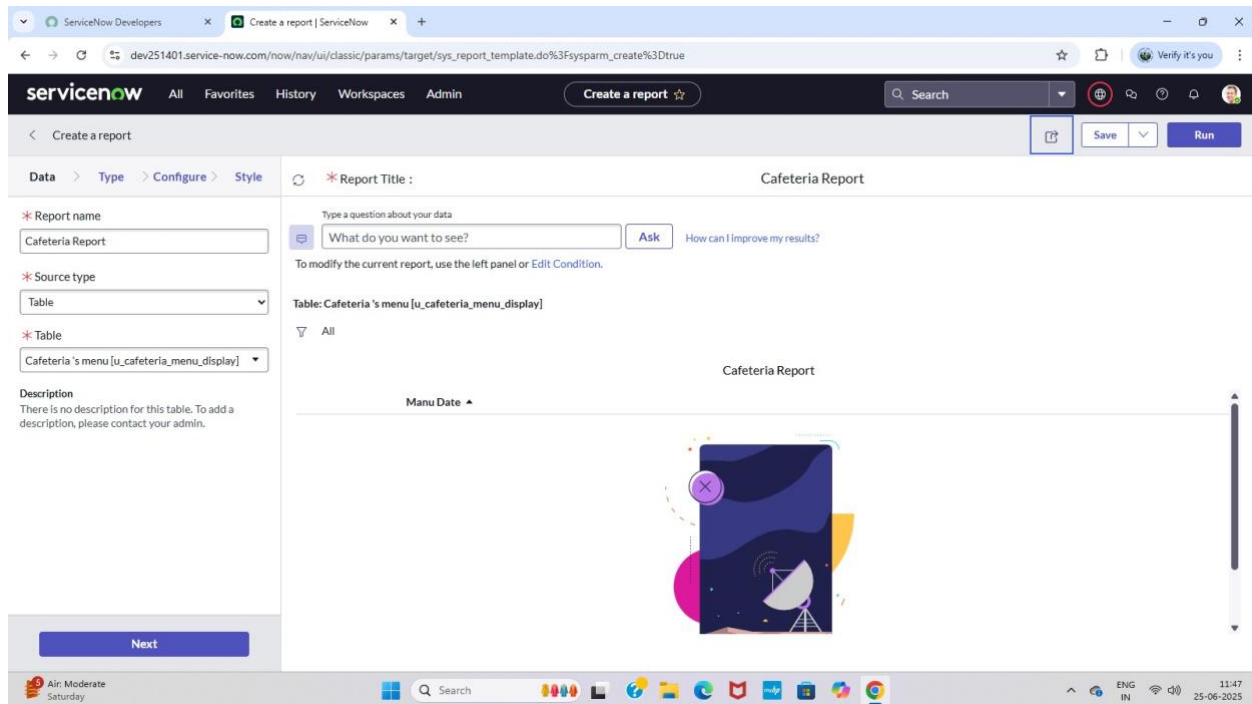
Milestone 5 : UI Action
Purpose

A cafeteria menu display UI action's primary purpose is to enable users to easily view and interact with the menu options available in a cafeteria setting. This can be achieved through various UI elements like buttons, dropdowns, or even more advanced interactive displays.

Uses

In the context of a cafeteria menu, UI actions would be used to enable users to interact with the menu display, allowing them to perform actions like selecting items, adding them to an order, or filtering the menu

Activity 1:Create UI Action

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

dev251401.service-now.com/now/nav/ui/classic/params/target/sys_ui_action.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_ui_action%26sysparm_checked_items%3D%26...

servicenow   All   Favorites   History   Workspaces   Admin   UI Action - New Record ☆   Search

UI Action
New record   Submit

Name	Mark as published		Application	AES Role Builder
Table	cafeteria menu [sn_role_builder_cafeteria_... ▼		Form button	☑
Order	100		Form context menu	☐
Action name	Mark_as_repaired		Form link	☐
Active	☑		Form style	-- None --
Show insert	☑		List banner button	☐
Show update	☑		List bottom button	☐
Client	☐		List context menu	☐
Overrides		🔍	List choice	☐
			List link	☐
			List style	-- None --

Messages

Comments

Hint

Condition   currentstatus!='published'

28°C
Mostly cloudy   Search   ENG IN   13:44   25-06-2025

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dev251401.service-now.com/now/nav/ui/classic/params/target/sys_ui_action.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_ui_action%26sysparm_checked_items%3D%26...

servicenow   All   Favorites   History   Workspaces   Admin   UI Action - New Record ☆   Search

UI Action
New record   Submit

Show insert	☑		List banner button	☐
Show update	☑		List bottom button	☐
Client	☐		List context menu	☐
Overrides		🔍	List choice	☐
			List link	☐
			List style	-- None --

Messages

Comments

Hint

Condition   currentstatus!='published'

Script   🔘 Turn on ECMAScript 2021 (ES12) mode ⑦

```
1   current.ststus='published';
2   current.update();
3   gs.addinfomessage("menu has been marked as published");
4   action.setRedirectURL(Current);
```

28°C
Mostly cloudy   Search   ENG IN   13:45   25-06-2025

Milestone 6: Testing
Purpose

The purpose of testing a cafeteria menu display, whether digital or traditional, is to optimize the menu for increased sales, improved customer satisfaction, and operational efficiency. This involves evaluating how effectively the menu communicates offerings, influences purchasing decisions, and enhances the overall dining experience

Uses

Cafeteria menu display testing uses involve evaluating how well the menu board design, content, and placement influence customer behavior and sales. This includes assessing the clarity of information, visual appeal, and how effectively the menu drives desired actions like increased order values or faster decision-making.

Activity 1: Testing Service Catalog

Steps

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

Catalog Item — Submit new Cafeteris Menu Display

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

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

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

Short description

Description

B I U Verdana 8pt Table

Submit new Cafeteris Menu diswplay

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

date
2025-06-25

Menu name
italian

menu items
pizza, pasta

Order this Item

Quantity 1

Delivery time 2 Days
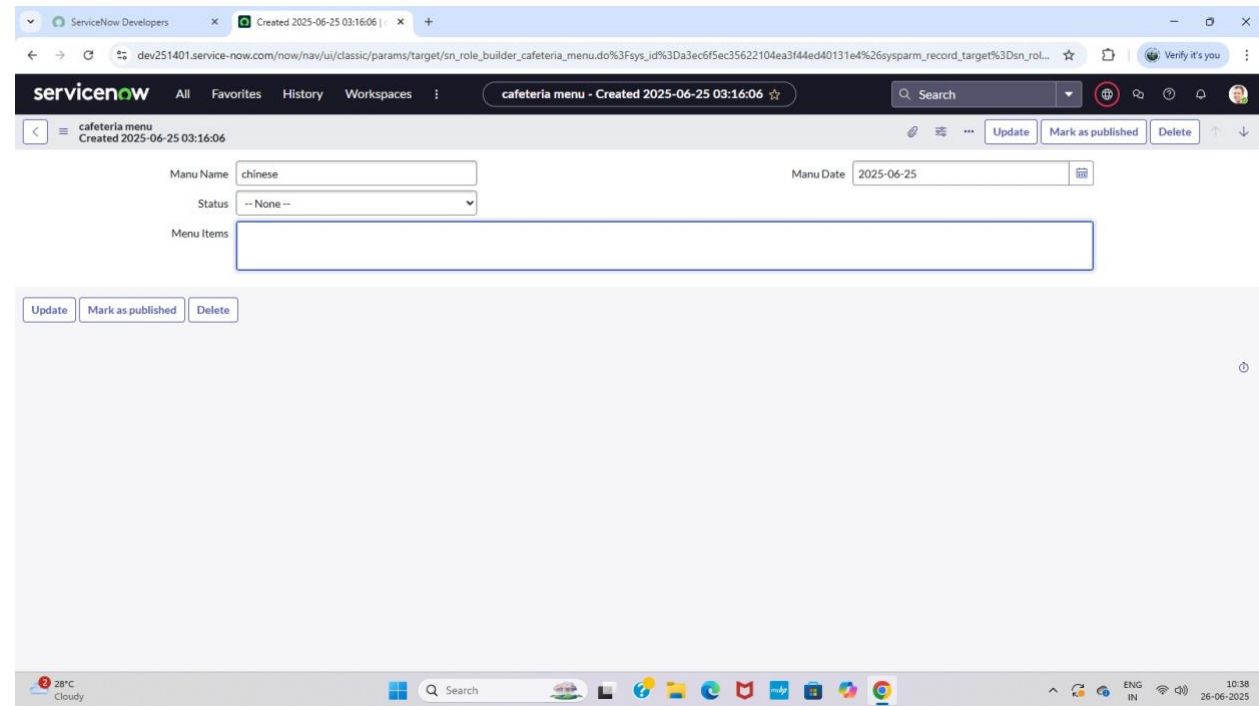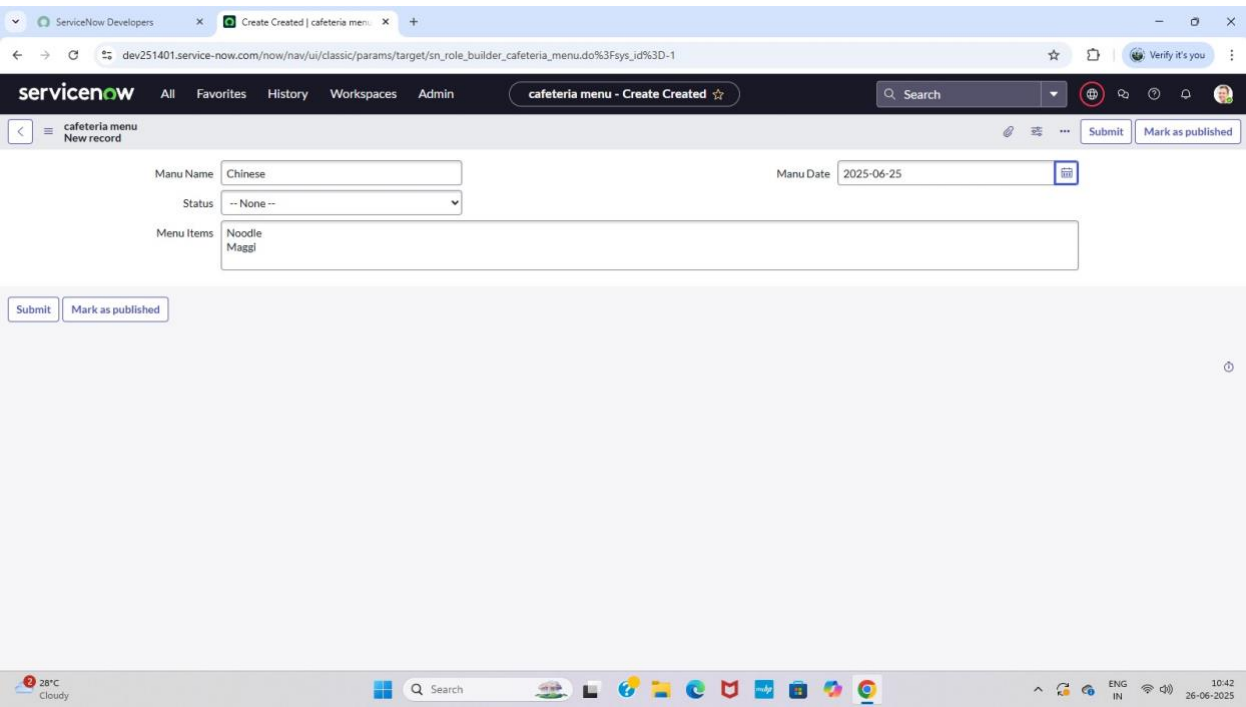
Order Now

Add to Cart

Shopping Cart
Empty
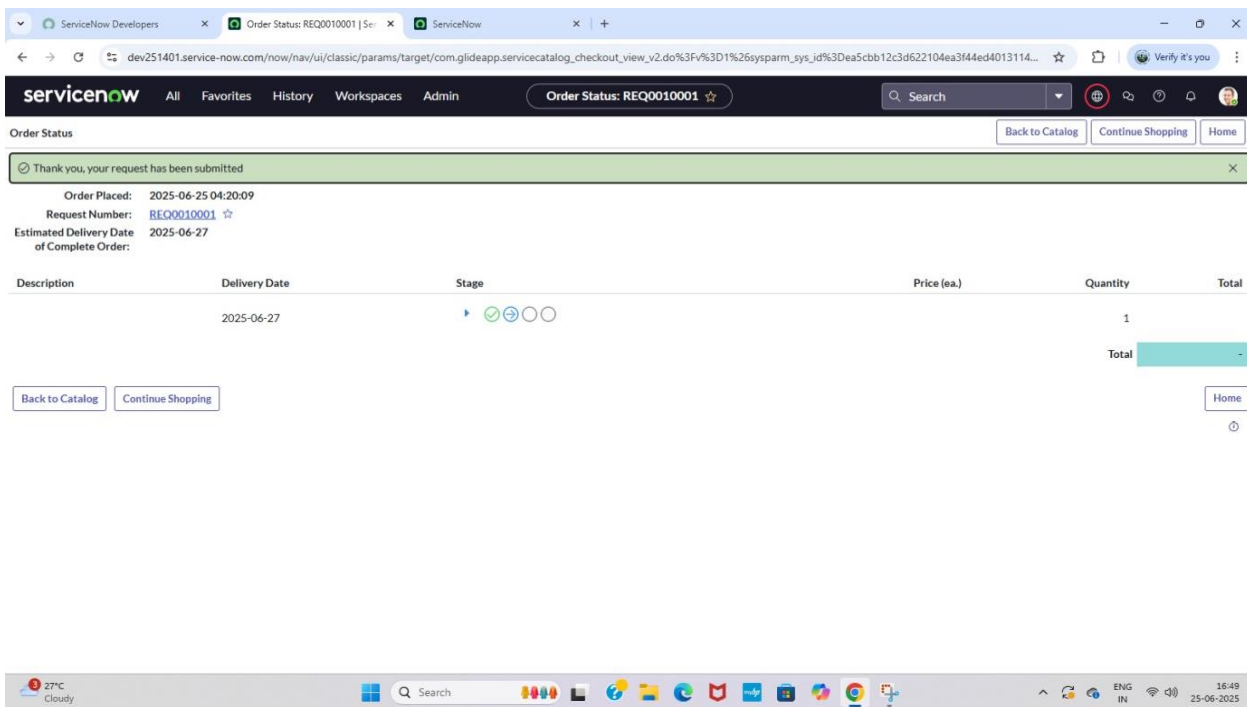
Activity 2: Testing UI Action

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
5. And click on mark as published

PROJECT PLANNING & SCHEDULING

Assigned task to the group members as shown in below

Functional requirements	User story	No of activities	Team members
Studio	cafeteria menu display project would likely involve designing and implementing a digital menu	1	Sayyad Fathima Bee

	board system. This would include choosing a layout and design, incorporating visuals like videos and animations, and potentially integrating data like customer reviews or inventory updates.		
Table	cafeteria menu display project refers to the narrative or theme that a menu aims to convey through its design and presentation, particularly when using table-based displays.	1	Sayyad Fathima Bee
Service Catalog	a digital menu board can be thought of as a service catalog. It's a structured list of available services (food and beverage items) that users can browse and select from	1	Thoyika Soniya
Report	cafeteria menu display project should detail the project's objectives, the process of creating the menu, the rationale behind the design choices, and any challenges encountered and how they were overcome.	1	Sayyad Fathima Bee
UI Action	cafeteria menu display project, UI actions could be used to allow users to perform actions on menu items or categories, such as adding, editing, or deleting them.	1	Thoyika Soniya
Testing service catalog	A cafeteria menu display project can utilize the concept of a service catalog, particularly in the context of digital menu boards. This involves defining, categorizing, and testing the menu items as "services" that are offered to customers.	1	Suranna Malleswari

Testing UI Action	In the Cafeteria intended, and reflects changes in real time on the display Menu Display project, testing a UI action story involves verifying that user interactions— such as clicking an "Update Menu" button correctly trigger updates to the displayed menu. The test ensures that the action is visible to authorized users, functions as.	1	Sujatha Gorle

FUNCTIONAL & PERFORMANCE TSTING

MILSTONE 6: TESTING

PURPOSE

The purpose of testing a cafeteria menu display, whether digital or traditional, is to optimize the menu for increased sales, improved customer satisfaction, and operational efficiency. This involves evaluating how effectively the menu communicates offerings, influences purchasing decisions, and enhances the overall dining experience

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.

Activity1: Testing UI Action

STEPS

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

ServiceNow Developers   ×   Order Status: REQ0010001 | Ser   ×   ServiceNow   × | +

← → C   dev251401.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog_checkout_view_v2.do%3Fv%3D1%26sysparm_sys_id%3Dea5cbb12c3d622104ea3f44ed4013114...   ☆   ⟳   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   2025-06-27
of Complete Order:

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
	2025-06-27	▸ ⊘⊘○○		1	
				Total	-

Back to Catalog   Continue Shopping   Home
⊙

27°C
Cloudy   Q Search   ⌂ ENG 🔊 16:49
                                         IN   25-06-2025

Add to Cart

menu items
pizza, pasta   Shopping Cart
                    Empty
                    ⊙

27°C
Cloudy   Q Search   ⌂ ENG 🔊 16:48
                                         IN   25-06-2025
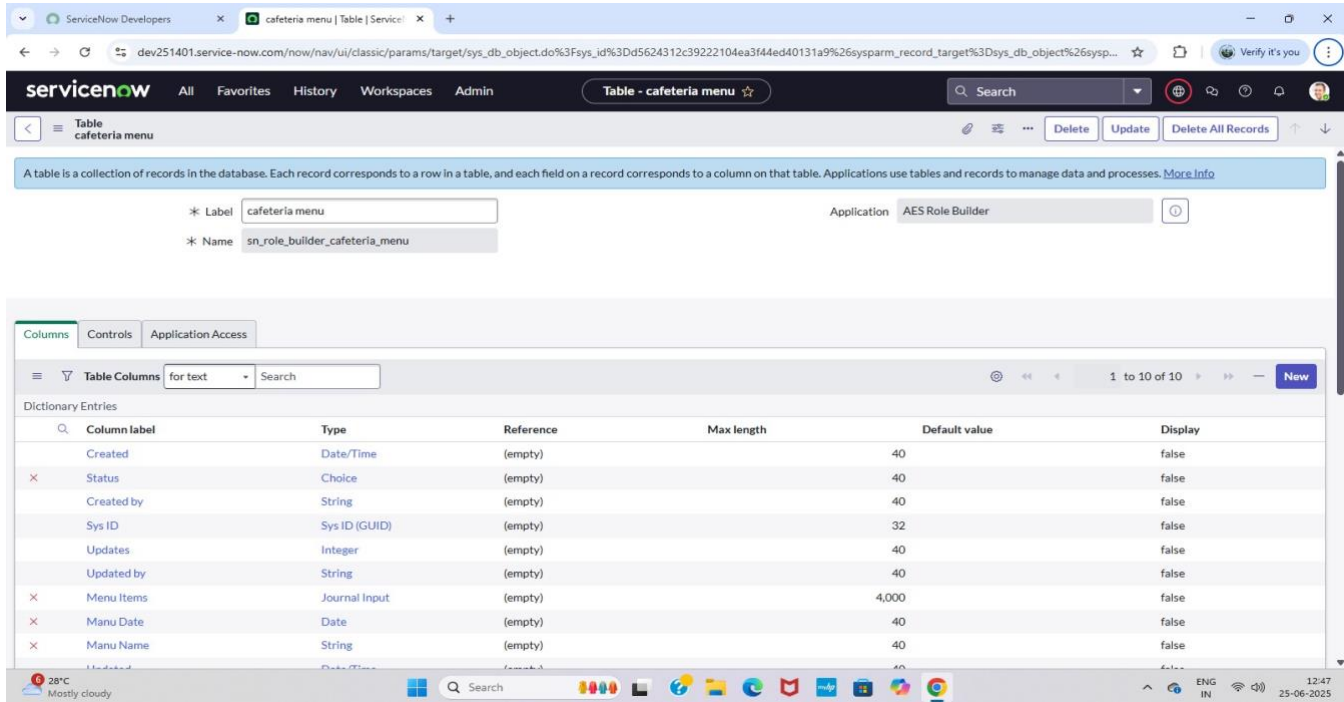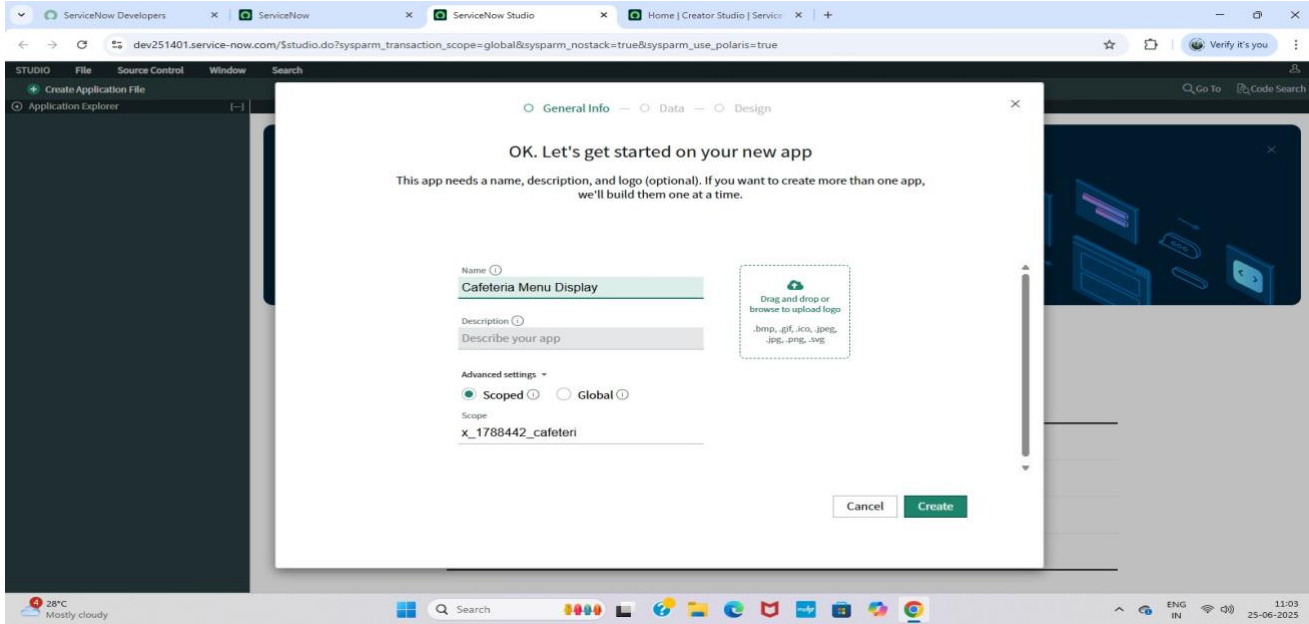
Activity 2 :Testing UI Action

STEPS

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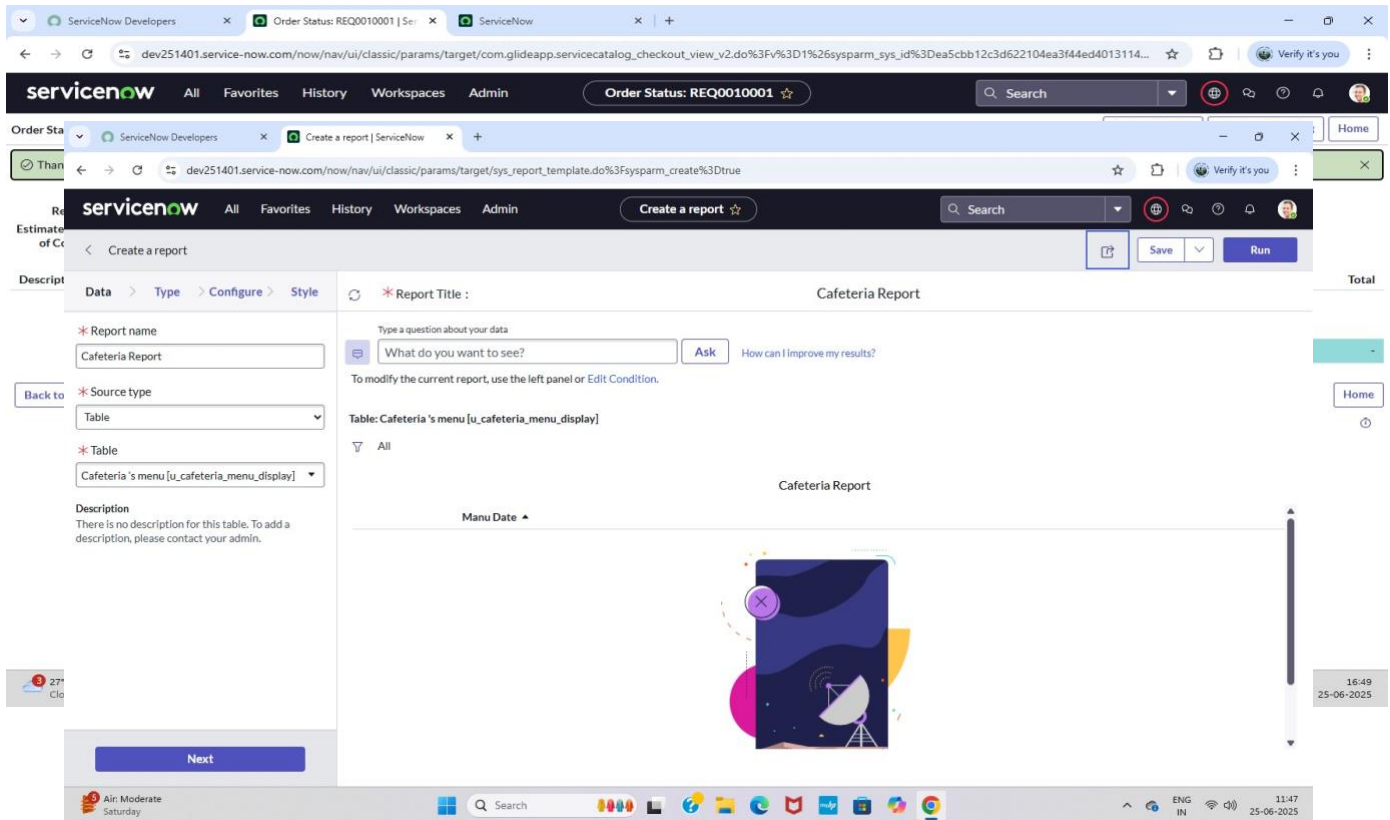4. And click on mark
5. And click on mark as published

RESULTT

ADVANTAGES & DISADVANTAGES

ADVANTAGES:

➢ Enhanced presentation : Digital menu boards can display high-quality images and animations, making the menu more appealing and enticing customers to try new items.

➢ Faster service: Digital menus allow for quicker ordering and reduce wait times, especially during peak hours.

➢ Cost savings: While there's an initial investment, digital signage can be cheaper than constantly printing and reprinting physical menus

- ➢ . Increased Sales: Digital menus can be used to highlight special offers, promotions, or high-profit items, potentially leading to increased sales.
- ➢ Brand Consistency : Digital menus ensure consistent messaging and branding across all locations.

DISADVANTAGE

- ➢ Initial Cost : The upfront cost of hardware (displays, computers, etc.) and software can be substantial.
- ➢ Technical issues: Digital menu boards are susceptible to technical glitches, which can disrupt service and frustrate customers
- ➢ Dependence on Technology:. A digital menu board relies on electricity and network connectivity, meaning any disruption can cause problems.
- ➢ Training Requirements Staff may need training on how to use and manage the digital menu system.

CONCLUSION

The Cafeteria Menu Display Portal provides a comprehensive solution for managing, publishing, and optimizing cafeteria menus with ease and efficiency. By leveraging automation and real-time updates, the platform ensures accurate meal scheduling, reduces administrative workload, and enhances employee engagement. Automated workflows for menu approval, publication, and reporting enable organizations to streamline cafeteria operations, minimize errors, and improve the dining experience. This project showcases the power of ServiceNow' s capabilities in integrating menu management, automation, and reporting tools to create a seamless food service system. By enhancing menu accessibility and operational efficiency, the platform helps organizations improve meal planning, reduce waste, and boost overall satisfaction.

Our cafeteria menu is thoughtfully crafted to offer a diverse range of nutritious, delicious, and affordable meals that cater to all tastes and dietary needs. Whether you're looking for a quick snack, a hearty lunch, or a healthy vegetarian option, our daily offerings ensure there's something for everyone. We are committed to quality,

freshness, and customer satisfaction—because great meals make great days.