**FOOD ORDERING SYSTEM DOCUMENTATION**

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**1. Introduction**

Food ordering system is a system which help restaurant to optimize and control over their restaurants

For the waiters, it is making life easier because they don’t have to go kitchen and give orders to the kitchen chiefs. The manager will able to control the restaurant because all activities are automatically so in today generation this system is wonderful because it is easier and faster and all activities of delivering were placed over the phone.

2. **Project Structure**

1. **User Interface**: This is the front-end part of the system that users interact with. It can be a website, mobile app, or even a kiosk in a physical location. The user interface allows customers to browse menus, select items, customize orders, and place their orders.
2. **Menu Management System**: This component manages the menu items offered by the restaurant. It allows restaurant owners or managers to add, edit, or remove items from the menu, set prices, and define item descriptions.
3. **Order Management System**: This is the backbone of the food ordering system. It handles the entire order lifecycle, from the moment an order is placed until it is delivered or picked up. It tracks orders, manages order statuses (such as pending, confirmed, preparing, ready for pickup, delivered), and communicates with various other components of the system to ensure orders are fulfilled smoothly.
4. **Payment Gateway Integration**: This component facilitates secure online payments. It allows customers to pay for their orders using various payment methods such as credit/debit cards, digital wallets, or cash on delivery. Integration with payment gateways ensures that transactions are secure and seamless.
5. **Customer Management System**: This component manages customer accounts and profiles. It allows customers to create accounts, save their delivery addresses and payment information for future orders, view order history, and track the status of their current orders.
6. **Kitchen Display System (KDS)**: In restaurants, this component displays incoming orders to kitchen staff in real-time. It helps kitchen staff prioritize orders, manage preparation times, and ensure timely order fulfillment.
7. **Delivery Management System (Optional)**: If the restaurant offers delivery services, this component manages the delivery process. It includes features such as assigning delivery drivers to orders, optimizing delivery routes, and providing real-time tracking for customers.
8. **Analytics and Reporting**: This component gathers data on orders, customer preferences, sales trends, and other relevant metrics. It provides valuable insights to restaurant owners or managers, helping them make informed decisions to optimize their operations and improve customer satisfaction.
9. **Admin Dashboard**: This is a backend interface used by restaurant owners or administrators to manage various aspects of the food ordering system. It provides tools for menu management, order tracking, customer management, analytics, and other administrative tasks.
10. **Third-party Integrations**: Food ordering systems often integrate with other third-party services, such as POS (Point of Sale) systems, inventory management systems, loyalty programs, and marketing tools, to enhance functionality and provide a seamless experience for both customers and restaurant staff

3. **Functionality**

* The overview should outline the core functionalities of the food ordering system, highlighting the key features that distinguish it from other systems or methods of ordering food. This could include:
  + Menu browsing: Allowing users to browse through a diverse selection of menu items from various restaurants or cuisines.
  + Order placement: Enabling users to place orders for delivery or pickup, with options for customization and special instructions.
  + Payment processing: Facilitating secure and convenient payment methods, such as credit/debit cards, digital wallets, or cash on delivery.
  + Order tracking: Providing real-time updates on the status of orders, from confirmation to preparation to delivery.
  + Feedback and ratings: Allowing users to provide feedback and ratings for their orders and overall dining experiences, contributing to quality control and customer satisfaction.
  + Account management: Allowing users to create accounts, manage personal information, view order history, and save preferences for future orders.

4. **Usage**

**Customer Usage:**

1. **Browsing Menu**: Customers access the food ordering system through a website, mobile app, or kiosk. They browse through the available menu items, which may include categories such as appetizers, main courses, desserts, beverages, etc.
2. **Selection and Customization**: Once customers find items they want to order, they select them and may have the option to customize their orders based on preferences or dietary restrictions. This could include choosing toppings, specifying cooking preferences, or adding special instructions.
3. **Placing Orders**: After finalizing their selections, customers proceed to place their orders through the system. They may also choose their preferred delivery or pickup options and provide necessary details such as delivery address or pickup time.
4. **Payment**: Customers complete the transaction by choosing a payment method (credit/debit card, digital wallet, cash on delivery, etc.) and providing payment details securely through the system.
5. **Order Tracking**: Customers may have the option to track the status of their orders in real-time, from the moment it is placed to when it's being prepared, out for delivery, or ready for pickup.
6. **Feedback and Reviews**: After receiving their orders, customers may have the opportunity to provide feedback and reviews through the food ordering system, helping restaurants improve their services and offerings.

**Restaurant Usage:**

1. **Menu Management**: Restaurant staff use the system to manage the menu, including adding, editing, or removing items, updating prices, and descriptions.
2. **Order Processing**: When orders are placed by customers, restaurant staff receive notifications through the system. They use the system to view and process orders, manage order statuses, and communicate with kitchen staff for order preparation.
3. **Kitchen Display System (KDS)**: In restaurants, kitchen staff use the KDS component of the system to view incoming orders in real-time, prioritize tasks, and ensure timely preparation and delivery of orders.
4. **Payment Processing**: Restaurant staff use the system to process payments received from customers securely and efficiently.
5. **Delivery Management (If applicable)**: For restaurants offering delivery services, staff use the system to manage delivery logistics, assign delivery drivers to orders, optimize delivery routes, and provide real-time tracking for customers.
6. **Customer Management**: Restaurant staff use the system to manage customer accounts, track order history, and provide support as needed.
7. **Analytics and Reporting**: Restaurant owners or managers use the system to access analytics and reports on sales, order trends, customer preferences, and other relevant metrics. This helps them make informed decisions to optimize operations and improve profitability.

**5. Conclusion**

A tough-based digital system designed for restaurants is suggested to replace the traditional pen-and paper method of taking orders. By automating the food ordering process, this system reduces the need for manual labor and minimizes costs. This system simplifies the entire food ordering process, offering real time feedback for customers, which make it more dynamic. The restaurants can use the self-ordering system to simplify the process of receiving and managing customers orders.by having the system installed at each table, customers can easily place their orders, which can help restaurants manage their inventory of available raw materials.