

Introduction

The Online Food Ordering System is a digital solution developed in response to the rapid shift toward e-commerce and the increasing demand for convenience in the modern culinary industry. Historically, food ordering relied heavily on physical presence or telephonic communication, methods that were often limited by geographic constraints, manual errors, and busy phone lines. The centralised system combines web and mobile technologies to provide a convenient link between the consumer and the food industry (Nelson, 2022). Customers are able to browse menus and place orders via a convenient system that is available from anywhere with this mobile application. Moreover, the system integrates real-time data processing and secure payment gateways to ensure a seamless transition from selection to delivery. The platform not only enhances the user experience but also allows restaurant operators to optimize their resources and scale their business in an increasingly competitive digital marketplace.

The overall idea of the system is to create an integrated ecosystem that harmonizes the needs of customers, restaurant management, and delivery logistics. The system facilitates users in comparing menu prices, and checking on the availability of a meal dish at the time of order in real time, and also tracking the order through its production, transportation and other stages. The restaurant's system serves as the nerve centre, ensuring that orders are more accurate and providing valuable customer insight (Rane et al., 2022). An online food ordering system digitises the food service process, beginning at the point of customer order and concluding with the delivery of the meal. This modern system not only saves the business time but also allows customers to get their food quickly (Rane et al., 2022). It also makes the system transparent to consumers.