

## **XpressTech Online Food Delivery Services**

The following insights were drawn from the dataset:

1. The average age of the respondents is 25 years old with an average family size of three children.
2. Most of the respondents are male and majority of the respondents are students.
3. Majority of the respondents are single and no source of income.
4. Respondents with Graduate and Postgraduate degrees are almost the same percentage of the respondents and they consist the bulk of the respondents.
5. The respondents first preference for medium of ordering food is through Food Delivery Apps while Direct Call is the second preference.
6. The respondent's preference for first meal of order is Snacks while the second is dinner.
7. Non-vegetable food is the customer's preference for first meal while vegetable food is the second preference.
8. Majority of the respondents agree to the ease, convenience and time saved to deliver food.
9. The respondents would love to have more restaurant choices with easy payment options while not compromising on good food quality and more offers and discounts.
10. The respondents agree there is a good tracking system for food order but the time of delivery is too long.
11. Most of the respondents agreed that there has been no wrong delivery of food but the desired maximum wait time is 45 minutes as most of them reside in busy locations.
12. The accuracy of the google map was agreed on by most of the respondents with good road condition.
13. The high quality of packaging the foods, the politeness and ability of the delivery person was agreed on by majority of the respondents.
14. The freshness, optimum temperature, good taste, good quantity was agreed to be important by most of the respondents.
15. The respondents agreed that the number of calls and the online rating is important in their decision to order for meal.