Sri Lanka Institute of Advanced Technological Education

(SLIATE)

A proposal on
Online food ordering and delivery management system

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1. Introduction

This project proposal is submitted" to meet the software development requirements of the Individual Project module conducted by the" Sri Lanka Institute of Advanced Technological Education (SLIATE), 2020.

ONLINE FOOD ORDER SYSTEM is a website designed primarily for use in the food delivery industry. Through these services restaurants can sell and distribute their resources at minimal resource usage effectively with high profits by gaining the customer trust. This Online food order system database will be helpful for the business owners to extend their business just by placing the orders online and not visiting the restaurant.

It is known globally that, in today's market, it is extremely difficult to start a new small-scale business and live-through the competition from the well-established and settled owners. In fast paced time of today, when everyone is squeezed for time, the majority of people are finicky when it comes to placing a food order. The customers of today are not only attracted because placing an order online is very convenient but also because they have visibility into the items offered, price and extremely simplified navigation for the order.

The online food ordering system has been developed to override the problems prevailing in the practicing manual system. This supported to eliminate and some cases reduce the hardships faced by this existing system.

2. Background and Motivation

We have selected to develop online food ordering system for a local restaurant Eat me in Batticaloa.

The online food ordering service is a local restaurant website for customers to provide more interactive menu so that the ordering process could be carried out. Ordering food online is designed for its more flexibility and performance.

Online ordering system that I am proposing here, greatly simplifies the ordering process for both the customer and the restaurant. System presents an interactive and up-to-date menu with all available options in an easy to use manner. My proposed system is an online food ordering system that enables ease for the customers. It overcomes the disadvantages of the traditional queuing system.

Online food ordering system sets up a food menu online and customers can easily place the order as per their wish. Customer can choose one or more items to place an order which will land in the Cart.

Customer can view all the order details in the cart before checking out. At the end, customer gets order confirmation details. Once the order is placed it is entered in the database and retrieved in pretty much real time. This allows Restaurant Employees to quickly go through the orders as they are received and process all orders efficiently and effectively with minimal delays and confusion.

Motivation

The motivation for designing this project came because in the fast food business and I personally do not like waiting for long in the store to place an order especially during the peak lunch or dinner hours.

2.1 . Literature Review

Based on the research in the internet, there are a lot of food ordering management systems around the world. However based on Sri Lanka, there are only a few management systems are available.

2.1.1. Orders2.me

In this food ordering system which will keep track of user orders smartly. Basically, they implemented a food ordering system for different type of restaurants in which user will make order or make custom food by one click only. By means of android application for Tablet PCs system was implemented. The Customer using a Smartphone is considered as a basic assumption for the system. When the customer approach to the restaurant, the saved order can be confirmed by touching the Smartphone. The list of selected preordered items shall be shown on the kitchen screen, and when confirmed, order slip shall be printed for further order processing. The solution provides easy and convenient way to select pre-order transaction form customers.

Figure 2.1.1 Orders2.me Portal

3. Problem in brief

Many restaurant storing all of their data in manual way. They have huge number of customer's daily.so because large number of customers, they need the help of some features so they can maintain and stores the records accurately. For managers it is difficult to view the tables and orders simultaneously. There are disadvantages of the traditional queuing system for waiting more time to order food.

In the existing system, entering all the details are done manually, it is taking lots of time and also there are chances for mistakes.

4. Aim &objectives

4.1 Aim

This project aims to develop online food ordering management system for the local restaurant to reduce the workloads, mistakes and process time made by the manual system with the help of the Information Technology.

4.2 Objectives

The main objectives of online food ordering management system are to improve which are more likely required in the restaurant. To reduce the workloads and mistakes made by the manual system.

- To utilize resources in an efficient manner by increasing productivity through IT based.
- To computerized and centralized all the information in order to reduce the time in retrieving all the data and information.
- To provide various facilities to the users of the system will get service effectively.
- To promote Eco-friendly software that will reduce the usage of paper.
- Sets up a food menu online and customers can easily place the order as per they like.

5. Proposed solution

The proposed solution will provide the flexibility to the Customers to order from Restaurants. In the proposed system, there will be no limitation on the amount of order the customer wants. The system/interface will take input from the user. This system is for making efficient communication between consumer and producer of the food system which will then leads to the ideal and effective system.

5.1 Planning

The objectives and goals of the system were defined clearly include the project scoped. In this case, the objectives and goals of the system are to improve the management process in restaurant and at the same way to improve process of recording ordered data and data retrieval to deliver the food. After this, the risks of the system are been identified and evaluated. Identify the tools that going to use in the development process.

5.2 Analysis

This phase includes identifying the data, the functions of the system, and the requirements for the system. Analysis involved a detailed study of the current system, leading to specifications of a new system.

Analysis is a detailed study of various operations performed by a system and their relationships within and outside the system. During analysis, data are collected on the available files, decision points and transactions handled by the present system. Interviews, on-site observation and questionnaire are the tools used for system analysis. Using the following steps it becomes easy to draw the exact boundary of the new system under consideration:

- Keeping in view the problems and new requirements.
- Workout the pros and cons including new areas of the system.

The main points to be discussed in system analysis are:

- Specification of what the new system is to accomplish based on the user requirements.
- Functional hierarchy showing the functions to be performed by the new system and their relationship with each other.

5.2.1 Requirements Analysis

5.2.1.1 Fact Gathering - Observation

Before I will design a system for the Eat me restaurant in Batticaloa, I do visit to that restaurant to do an observation on how is their daily business operation. It is an ordinary workflow which done everything manually without any technology help. I do observed and record down in detail how the progress flow from customer wait in the queue on the counter to order food long time .Through is the progress, I Observed customer waits long time to order food and receive it.

5.3 Design

Development of the system is based on the information during planning and analysis phases. The design will include data storage, interface design, architecture design and program design the development. Software design is a process of problem solving and planning for a software solution.

Based on the user requirements and the detailed analysis of a new system, the new system must be designed. It is a most crucial phase in the development of a system. To develop this online food ordering management system, text editor and WAMP server is required as it will be the main tools to coding.

6. Requirements

- Provides the functionality for customers to place their order and supply necessary details.
- System need to keep the record of cart for the customers to view their order records.
- Quick searching Details in a system to retrieve order information effectively.
- "Home" menu option allows the users to see all food items offered with nice images as well as select an item to place an order.
- Allows users to see details of the items placed in cart and User will be asked to provide all required details for delivery in displayed text boxes.

7. Resource Requirements

Hardware/Software Interface:

This section lists the minimum hardware and software requirements needed to run the system efficiently. The resources that are needed to complete the project.

7.1 Software Requirements

- PHP: It is language which began for developing web applications. PHP code is executed in a given order where it is first started by a PHP interpreter, which is then implemented as a web server module. The output of both of the interpreted and executed PHP code is combined by web server, which may be any type that is associated with the created web page.
- MySQL: It is the central component of the WAMP open-source web application software stack. From source code MySQL can be built and installed manually, but it is always installed from a binary package due to customization.

7.2 Hardware requirement

Processor: Intel Core 2 Duo Processor

RAM: 2GB or above

Disk Space: 2GB or above

Internet Connection.

8. References

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