Takeaway Food Delivery Enterprise

Presented by:

Mohammed Maaz Bimawala - x17155282 – 25%

Mandar Vaidya – x17153409 - 25%

Amala Sudhan Appas – x17157510 – 25%

Karthika Murugesan – x17157633 – 25%

Content

Objective:

The main purpose of this project is to create a database system that can store the data coming from an app called 'Takeaway'. The app is a food order/delivery system which enable the user to order food from their locality and it provides discounts and offers based on their order choices. The system will be designed in such a way that will display his/her's frequently ordered items and frequently visited restaurants on the homepage.

Organizational Background:

'Takeaway' is a food delivery enterprise which is working as an online customer service portal to order food. People can order food through the website or by using the Takeaway app. The user will be able to order food from his/her's surrounding localities by even entering the Eircode and searching upon accordingly. Once the restaurant receives the order, they will start to prepare the food and pack it. When the food is ready to go, the Takeaway rider will deliver it to the customer's place. There is a special organized order in this system, where a customer can pre-order up to 24 hours in advance with a scheduled delivery service as well.

Kind of restaurants:

There are plenty of top quality restaurants available in the Takeaway system which includes Chinese, Italian, Indian and many other national burger chains.

Infrastructure:

When the customer enters into the service they can find various food categories according to the nationality and there will be more sub-categories under the national burger. The customer can order their desire food in their favorite restaurants.

The process of ordering food:

- Enter the app by using (Sign in or Sign up) user name and password.
- Enter area Eircode.
- Enter nationality.
- Enter restaurant.
- Select food.
- Select time.
- Payment by card
- Address and contact.

Food Delivery:

Once the food is ordered; the message from the Takeaway is received by the restaurants and the ordered food will be prepared by the restaurant which is packed carefully and the rider from the restaurant will deliver the food to the customers place on time as per the instructions on the order.

Customer Relationship Management:

CRM is a relationship between people and the organization that seeks to understand company's customers. Takeaway provides more discounts and offer to regular quality customer like combo offers, free shipping etc.,

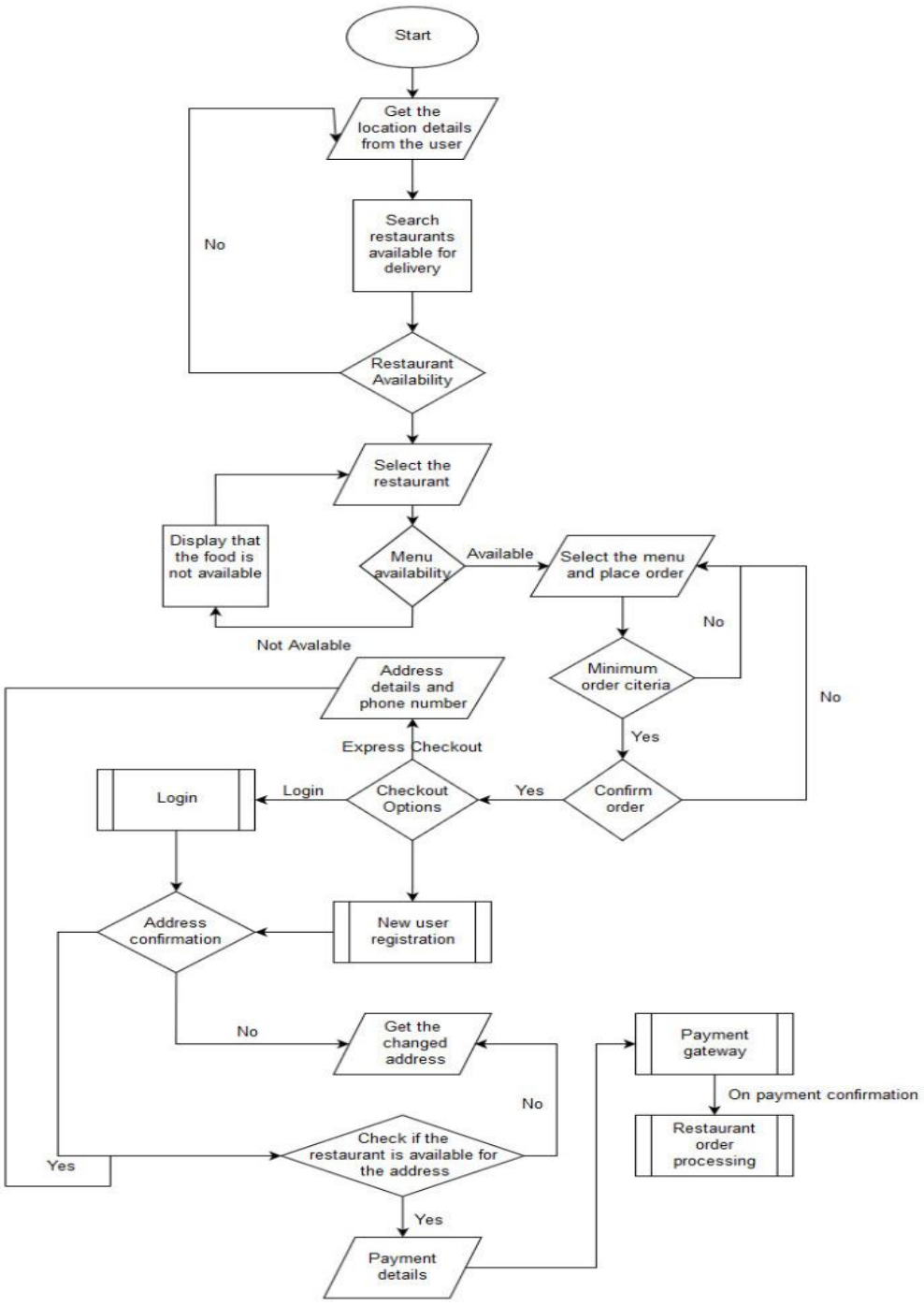
Infrastructure of the proposed system:

By using salesforce this online food ordering system can be implemented easily. The customer details are secured in the database of the Takeaway system and can be managed easily. Takeaway can easily identify a customer's desired food items by seeking the most searched food and display it in the priority list, so that the customer can order the food with ease.

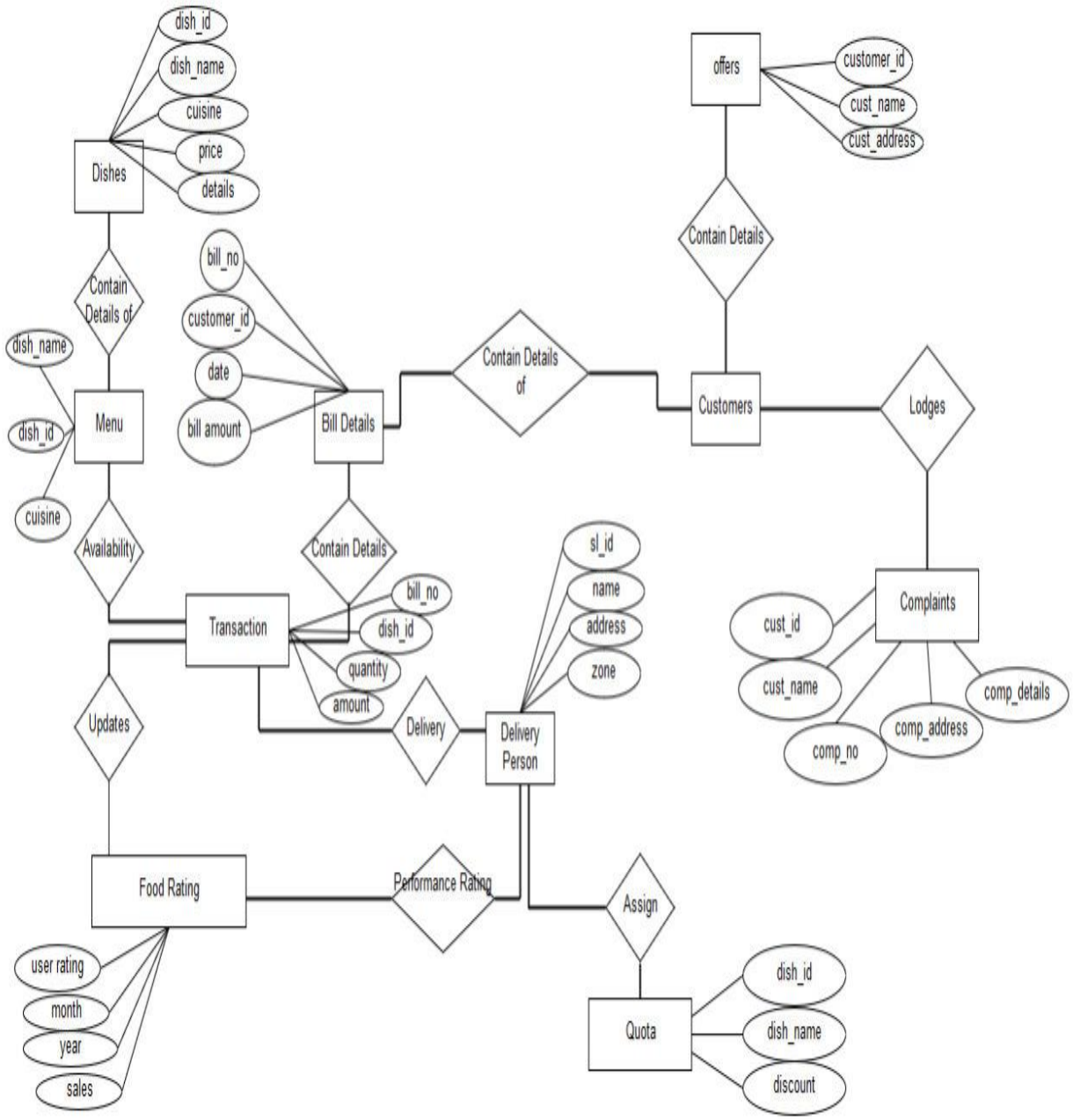
Payment methods:

- Online payment by card
- Cash on delivery
- If the payment is made through online, the customer can get a discount of 10%.

Flowchart:


Start
Get the location details from the user
Search restaurants available for delivery
No
Restaurant Availability
Select the restaurant
Display that the food is not available
Menu availability
Available
Select the menu and place order
No
Not Avalable
Minimum order citeria
No
Address details and phone number
Yes
Express Checkout
Login
Login
Checkout Options
Yes
Confirm order
Address confirmation
New user registration
No
Get the changed address
Payment gateway
On payment confirmation
No
Restaurant order processing
Check if the restaurant is available for the address
Yes
Yes
Payment details

Entity Relationship Diagram:



Data Dictionary:

Dish Table:

Stores all the details of the dishes while registration.

Field Name	Data Type	Input Type
dish_id	Varchar (50)	Text Field
dish_name	Varchar (50)	Text Field
cuisine	Varchar (50)	Text Field
price	INT	Text Field
details	Varchar	Text Field

Menu Table:

Stores all the details of the dishes available. Example, the cuisine which a person selects to order, etc.

Field Name	Data Type	Input Type
dish_name	Varchar (50)	Text Field
dish_id	Varchar (50)	Text Field
cuisine	Varchar (50)	Text Field

Food Rating Table:

Food rating table contains the ratings and reviews of the past customers like which dish is the best, etc.

Field Name	Data Type	Input Type
user rating	INT	Text Field
month	INT	Text Field
year	INT	Text Field
sales	INT	Text Field

Transaction:

This Table contains all the details regarding transaction.

Field Name	Data Type	Input Type
bill_no	INT	Text Field
dish_id	INT	Text Field
Quantity	INT	Text Field
Amount	INT	Text Field

Bill Details:

This Table contains all the details regarding bill.

Field Name	Data Type	Input Type
bill_no	INT	Text Field
customer_id	INT	Text Field
Date	INT	Text Field
Amount	INT	Text Field

Delivery Person:

This table contains the details of delivery person.

Field Name	Data Type	Input Type
sl_id	INT	Text Field
Name	Varchar (50)	Text Field
Address	Varchar (50)	Text Field
Zone	Varchar (50)	Text Field

Quota:

This table contains the quota of food items.

Field Name	Data Type	Input Type
dish_id	INT	Text Field
dish_name	Varchar (50)	Text Field
amount	INT	Text Field

Offers:

This table contains the offers on food items.

Field Name	Data Type	Input Type
cust_id	INT	Text Field
cust_name	Varchar (50)	Text Field
cust_address	Varchar (50)	Text Field

Complaints:

This table contains the complaints of customers regarding any issues.

Field Name	Data Type	Input Type
cust_id	INT	Text Field
cust_name	Varchar (50)	Text Field
comp_no	INT	Text Field
comp_address	Varchar (50)	Text Field
comp_details	Varchar (50)	Text Field