# ONLINE FOOD ORDERING SYSTEM

## INTERNET AND WEB TECHNOLOGY LABORATORY
## (19IT58C)
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# BONAFIDE CERTIFICATE

Certified that this Product Development laboratory report "**CANTEEN MANAGEMENT SYSTEM**" is the bonafide work of **"SANKARAPANDIAMMAL K (2015008), KARISHMA S (2015011), KAVISHKA (2015028), SOWMIYA C(2015029)"** who carried out the mini project.

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# ABSTRACT

The canteen food ordering system is the website, which allows the canteen to increase the business scope. Also, the system allows to quickly and easily managing an online menu which customer place orders. Canteen Employee then uses these orders through an easy to navigate graphical interface for efficient processing. With this method, food is ordered online and delivered to the student. So, the system designed in this project enable students go online and can place their food order.

The proposed online ordering system is originally designed for our college canteen, but the system is developed in a way such that it can be applicable to other companies in food delivery industry. The main advantage of this system is its simplicity in ordering the food process for both the students and the faculties. The system also greatly lightens the load on the canteen, as the entire process of taking orders is automated. Once an order is placed on the webpage, it is placed into the database and then retrieved, in pretty much real-time, by a desktop application on the canteen. Within this application, all items in the order are displayed, along with their corresponding options and delivery details, in a concise and easy to read manner. This allows the restaurant employees to quickly go through the orders as they are placed and produce the necessary items with minimal delay and confusion.

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# INTRODUCTION

Most studies on online shopping focus on the implications and benefits of e-commerce. This focus is expected to increase as more people are pushed toward shopping online in a bid to avoid crowded shopping malls. A gap in the literature had been identified while rifling through the topics with studies, detailing how online shopping works; There is limited research on shopping foods online, which is inherently with very different characteristics from buying other kinds of commodities via the World Wide Web. Nonetheless, food is one of the most common products for the mankind, and so are with great impact for human's online shopping life. A critical analysis for in-depth understanding of the special attributes that online food shopping has can facilitate the construction of a precise (for stakeholders' needs) and high – quality (for stakeholders' safety and satisfactions) online food shopping ecosystem. This report presents a conceptual analysis aimed at explicating the significant themes within the current literature. The review will conduct critical propositions reflected from these studies to propose future research directions. The academic review is significant to both researchers and online food stores as people across the world start embracing online shopping more than ever before.

# CHAPTER 2

## SURVEY

**BACKGROUND STUDY**:

The online food ordering system is one of the latest servicers most fast food restaurants in the western world are adopting. With this method, food is ordered online and delivered to the customer. This is made possible through the use of electronic payment system. Customers pay with their credit cards, although credit card customers can be served even before they make payment either through cash or cheque. So, the system designed in this project will enable customers go online and place order for their food. Due to the great increase in the awareness of internet and the technologies associated with it, several opportunities are coming up on the web. So many businesses and companies now venture into their business with ease because of the internet. One of such business that the internet introduced is an online food ordering system. In today's age of fast food and take out, many restaurants have chosen to focus on quick preparation and speedy delivery of orders rather than offering a rich dining experience. Until recently, most of this delivery orders were placed over the phone, but there are many disadvantages to this system. It is possible for anybody to order any goods via the internet and have the goods delivered at his/her doorsteps. But while trying to discuss the transfer methodof the goods and services, attention is focused on the payment mode. In otherwords, how possible is it to pay for goods and services via the internet. This thenleads to the discussion of the economic consequences of digital cash. What are the implementations from the view point of economic? Since the world is fast becoming a global village, the necessary tool for this process is communication of which telecommunication is a key player? A major breakthrough is the wireless telephone system which comes in either fixed wireless telephone lines or the Global System of Mobile communication (GSM) proposed is an onlineordering system originally designed for use in college cafeterias, but just as

applicable in any food delivery industry. The main advantage of this system is that it greatly simplifies the ordering process for both the customer and the restaurant. The system also greatly lightens the load on the restaurants end, as the entire process of taking orders is automated. Once an order is placed on the webpage that will be designed, it is placed into the database and then retrieved, in pretty much real-time, by a desktop application on the restaurants end. Within this application, all items in the order are displayed, along with their corresponding options and delivery details, in a concise and easy to read manner. This allows the restaurant employees to quickly go through the orders as they are placed and produce the necessary items with minimal delay and confusion. The greatest advantage of this system is its flexibility.

## MARKET SURVEY:

Canteen can offer electronic ordering both through their own online web or mobile site and through sites that serve various restaurants, and all restaurants alsoaccept orders via text message more over the credit point and discount coupon outthat canteen increased sales level as a result of accepting electronic orders. The canteen now a day's an interactive and up-to-date menu with all available options inan easy to use manner. Most of Younger consumers were more likely to have used online food ordering is essentially adoption on self-service approaches. Well-designed self-service ordering systems give customers actual control over the pace of their transaction and allow them to limit the amount of personal interaction of restaurant. In most cases, an increased level of control has been shown to lead to higher level of customer satisfaction and greater intent to use or recommend suggested the service. Perceived convenience of a self-service systemalso leads to an increase in adoption and satisfaction. In this instance, the definitionof convenience is related primarily to access convenience and transaction convenience. A customer will search for a favorite restaurant base on customer location, choose from available items. Payment can be amongst others either by credit card or cash.

**CUSTOMER SURVEY:**

Q1. Did you face any kind of difficulty in locating one or many of the following icons while making an online food order? (Tick against the options)

  A) Menu                                            B) Table Reservation

  C) Order Online                                  D) Open Hours

  E) Address & Phone Number

Q2. How user-friendly was our website when compared to other restaurant websites? (Rank us from 1-10. 1 being Most Dissatisfactory and 10 being Most Satisfactory). Also, tell us the reason for your rank

Q3. While you are surfing through the menu on the website to order food online, how precise and communicative is the menu pricing?

  A) Very clear                                    B) Clear

  C) Somewhat Clear                            D) Not Clear At All

Q4. Was there any factor that prevented you from ordering food online while on our restaurant website?

Q5. Do you receive an order confirmation message or email along with tracker details as soon as the online food order is placed?

  A) Yes                                         B) No

Q6. How would you rate the online payment procedure on our restaurant website? (Rank us from 1-10. 1 being Very Poor and 10 being Very Good). Also, tell us the reason for your rank.

Q7. Are there any features that you want us to include on our restaurant website to make it more loved by you?

Q8. What do you feel about our restaurant website loading time?

A) Very Quick                          B) Quick

C) Slow                               D) Very Slow

Q9. Do you enjoy placing online food orders, making digital payments, and completing food orders on our website? Also, rank us based on your experience (1 being Very Bad and 10 being Very Good)

B) Yes                               B) No

Q10. What is the best thing about ordering food online on our restaurant website? (You can choose more than one option)

A) User-Friendly Interface              B) Menu Variety

C) Menu Categorization                D) Clear Mention of Prices
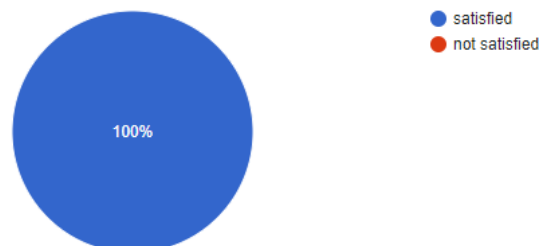


**Fig 2.1** Customer survey Question 1

## CUSTOMER JOURNEY MAP:

Customer journey maps are used to map the relationship between a customer and an organization over time and across all channels on which they interact with the business. Design teams use customer journey maps to see how customer experiences meet customers' expectations and find areas where they need to improve designs.

The figure 2.3 shows the customer journey map for the canteen online food ordering system.



**CUSTOMER JOURNEY MAP:**

**BEFORE**
1.Referred through online website
2.Referred the exisiting system
3.Get ideas about things for online food ordering

**DURING**
1.Add foods in the database
2.display the menu
3.customer can place th order

**AFTER**
1.Make plans for the next day
2. enjoy the food
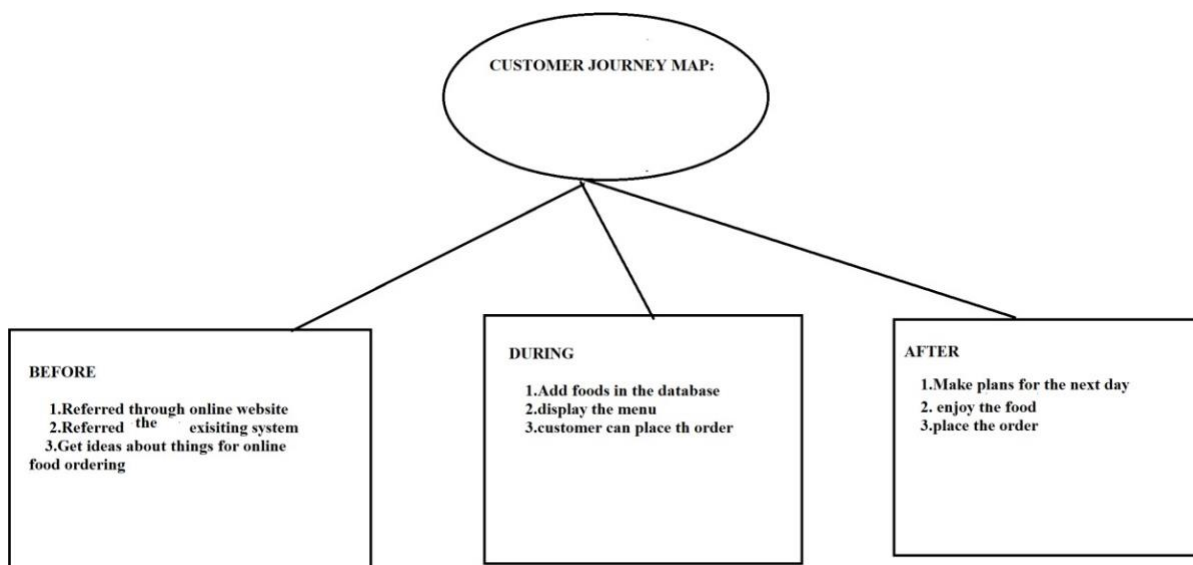3.place the order

**Fig 2.2** Customer Journey Map

**EMPATHY MAP:**

An empathy map helps to map what a design team knows about the potential audience. This tool helps to understand the reason behind some actions a user takes deeply. This tool helps build Empathy towards users and helps design teams shift focus from the product to the users who are going to use the product.
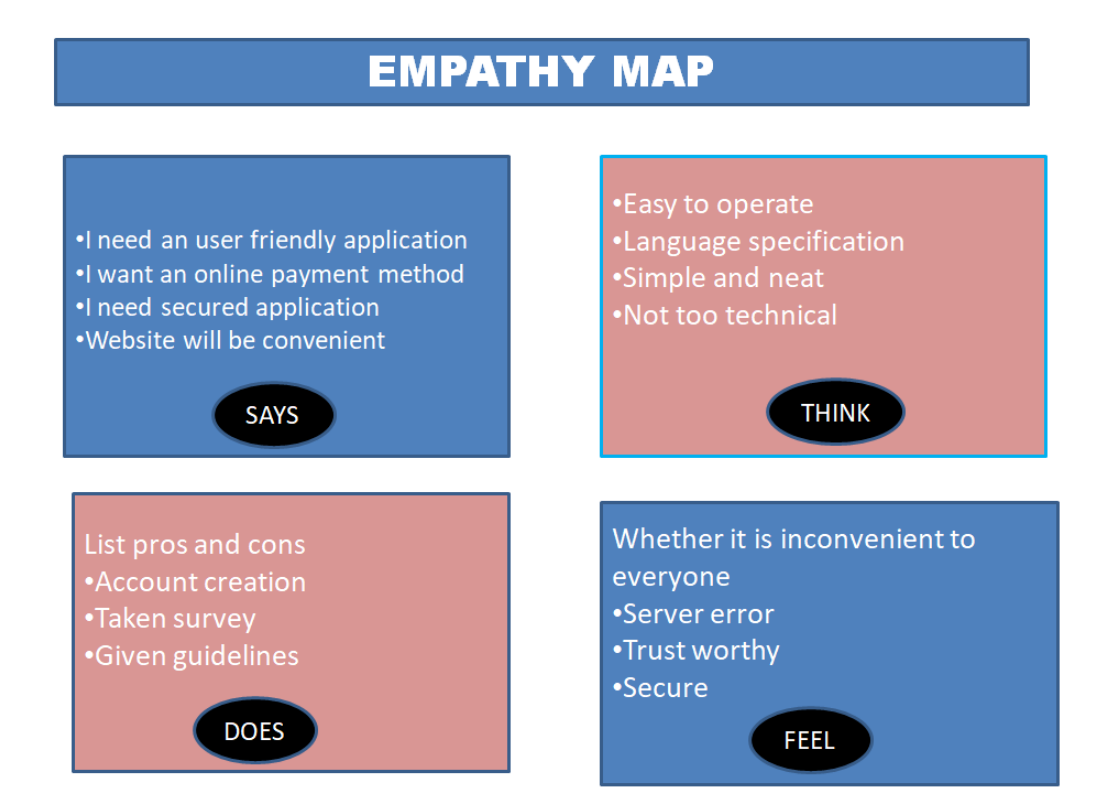


**Fig 2.3** Empathy Map

# CHAPTER 3

## IMPLEMENTATION:

As when we go to canteen there is much waiting time and we need to stay in a queue and there is lot of time waste and even for those who don't want to waste time**.**

A system had been developed to allow customers to place their food order online them with feedback, a generic image of the meal, a list of side dishes, main course and cost information.

The below Figure 3.1 shows the design of the proposed system. Where Users belong to them and feedbacks are sent to admin.
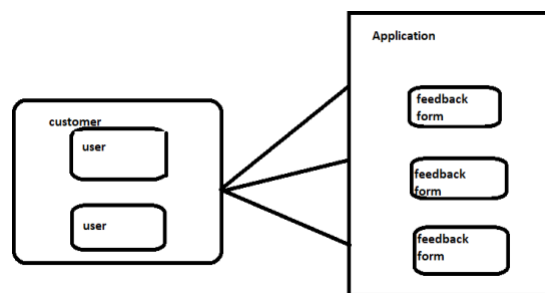
**Fig 3.1** Screen design

The below Figure 3.3 shows post dives deep into food order and all of the available option and events, and is broken down into four sections: general information about food invitations, food creation and manual accept/decline invitations.

**PSEUDOCODE:**

Use pseudo-code to specify the algorithm for a person who ordering food at a fast food restaurant. At the food counter, the person can either order not order the following items:

- A Burger
- Fries and a drink.

After placing her order the person then goes to the cashier.

Pseudo-Code: Example (Computer)

1.    Approach counter

2.    Input order_samosa

3.    if order_samosa = yes then

       order_samosa

4.    Input order_fries

5.    if order_fries = yes then

       order fries

# CHAPTER 4
# MODULES

- Home Page

- Food ordering

- View Food list

- Add new item for customer

- Update food item for customer

- Delete food item for customer

- Feedback

- Contact form

**Home Page**

This the homepage for customer they successfully login into the system Admin can retrieve, create, update the food items Once he/she has successfully logged in, they will be able to see the 'Home page' with a dashboard of menus, orders and food cart. He/she has to choose their favorite dishes from the menu, then place their favorite dishes in the food cart, this food cart will help them to customize the orders like increasing the quantity, removing the food items etc.
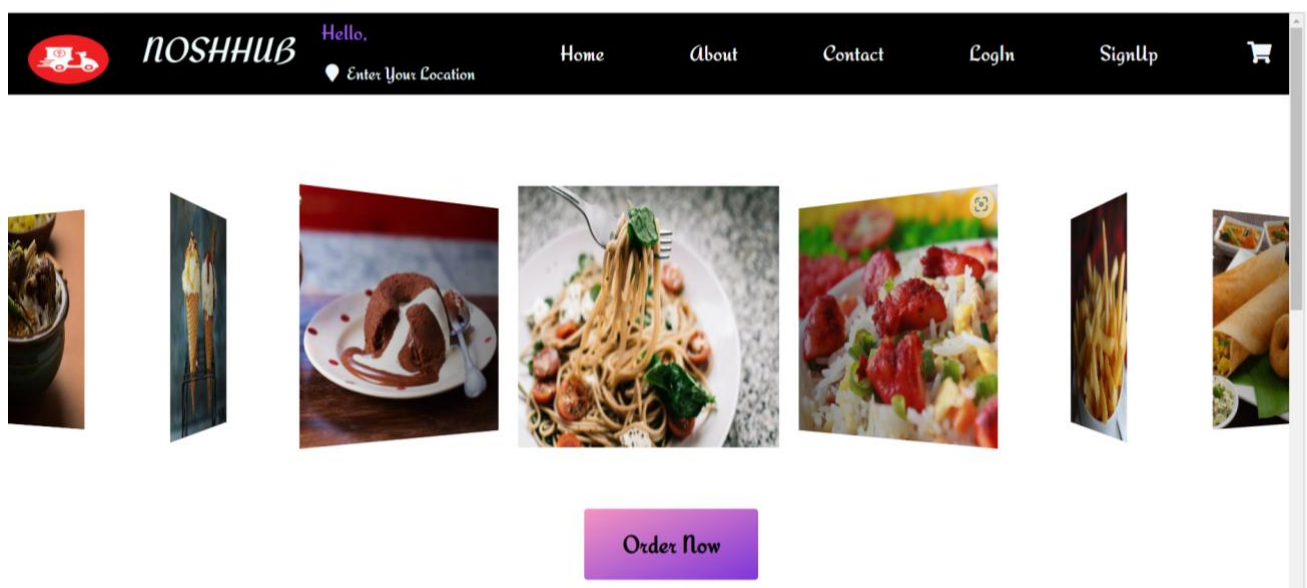


**Fig 4.1** Home page

**STRUCTURE:**

The database design for this Food Ordering System was created with the goal of managing food ordering requirements. The technology can secure and monitor the crews' and customers' activity and transactions. The admin has access to the orders and transactions of customers. The database design for ERD ensures that all data inputs and outputs are secure, according to the document. Food Ordering Information, Customer Order Details, Food Supply Management, and Transaction Reports Management are some of the aspects of this project. Each of these aspects is critical to the successful completion of the Food Ordering System procedure. They were also expected to appear in additional UML Diagrams, rounding out the concepts for the Food Ordering System Development.

**Food ordering**

The food ordering allows the user to add new food. Each channel will be made exclusively for the information on a particular topic. The food ordering page will show the list of foods users for the application, the user can select the food that he wishes to add the food. Once the user selects the food, he or she can use to select the food available in the application's top navigation bar. Once the user selects the food, a simple dialog box will appear read the food name from the user. If the user has second thoughts then the user can use the clear all option and get back to the previous page.

**Manage food**

The user will be first be landing on this page when he logins to the application. This page provides a list of all the available food. The user can choose any of the food and see the list of food that is shared in the menu. On clicking the update button, the admin will update the food and redirected to the home page of the application. The user can select the food he wishes to add and then click the add button available in the application's.

**Add new item for customer**

The profile pages of the application shows the user's name, and the password. The user can change the details listed in this page at any moment. The profile pages are designed with the help of flutter. The data are stored database. The data can be accessed only through the profile's page of the application and only the particular user's details will be displayed. All the data of all the users are stored in a single database. This provides a sense of security for the user confidential data. The profile's page of the application can be accessed by clicking on the user profile picture of the application. The figure 4.5 shows the add food page of Online Food ordering system.
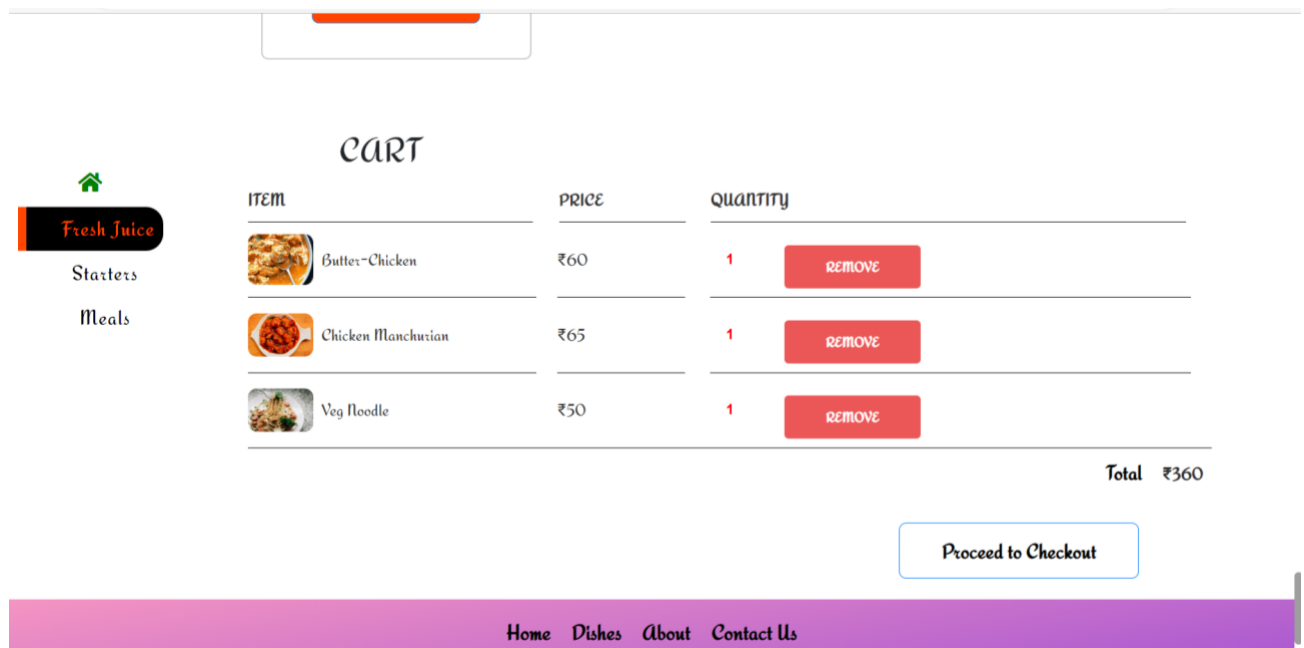


**Fig 4.2** Add new item for student

**Update food order for customer**

   To update food for the application can be accessed by using the update button to update the food in the application. The update button once clicked it will display the food name, food image etc. it will redirect the user to a separate page where the user can add or delete or update the food he wishes to search for. The food items results will be displayed in the database. The figure 4.6 shows the update food page of Online Food ordering system.



**Fig 4.3** Update food

**Delete food order for customer**

   To delete food for food in the application that can be accessed by using the delete icon in the application. The delete button once clicked it will display the food name, food image etc. it will redirect the user to a separate page where the user can add or delete or update the food he wished to search for. The food items results will be displayed in the database. The figure 4.7 shows the delete food page of Online Food ordering system.
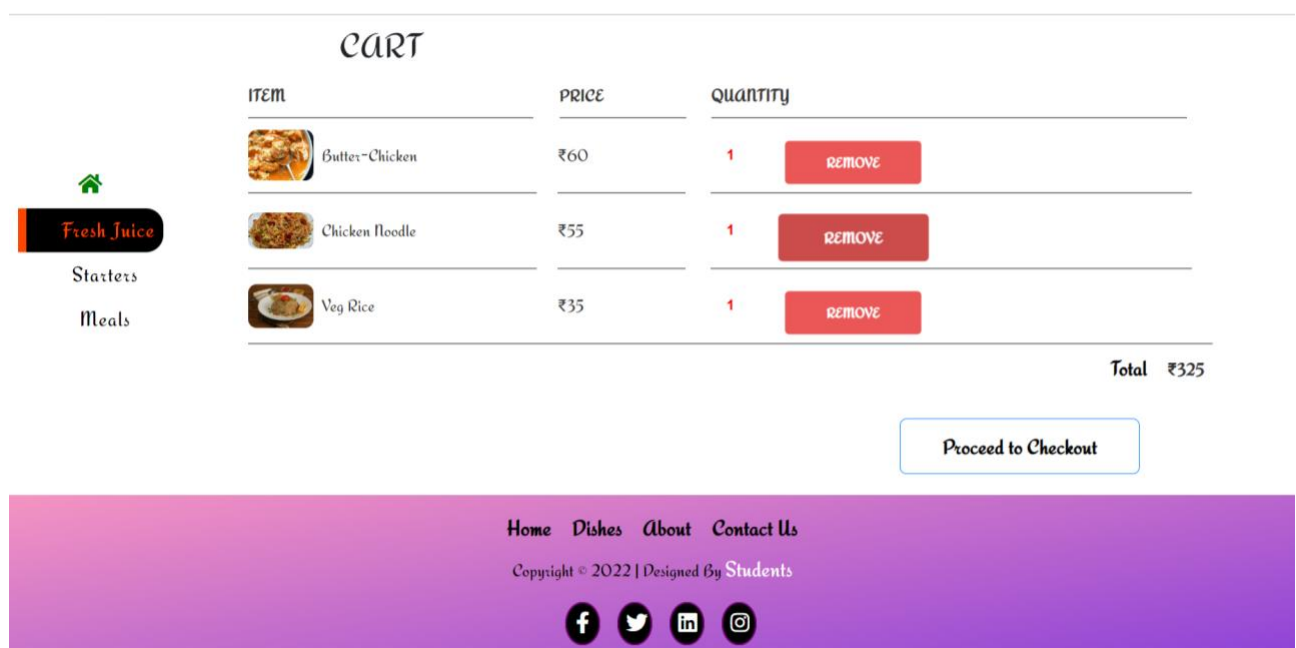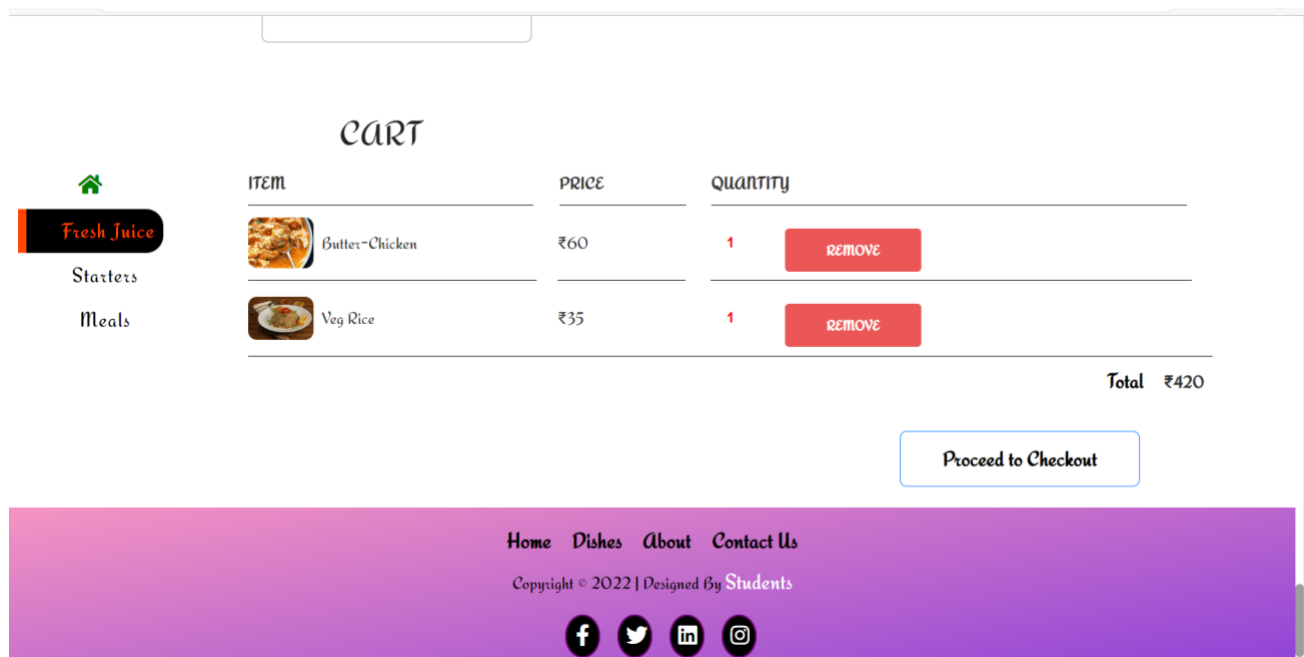
**Fig 4.4** Delete food

**Feedback:**

A feedback form is a way to collect opinions about your company's service. The goal is to gain a better understanding of the overall customer experience so you can identify areas for improvement. A good feedback form can help you do all of this and more. Even though we know it is crucial to gather feedback, it can sometimes be hard to know how to design a customer survey that actually works.
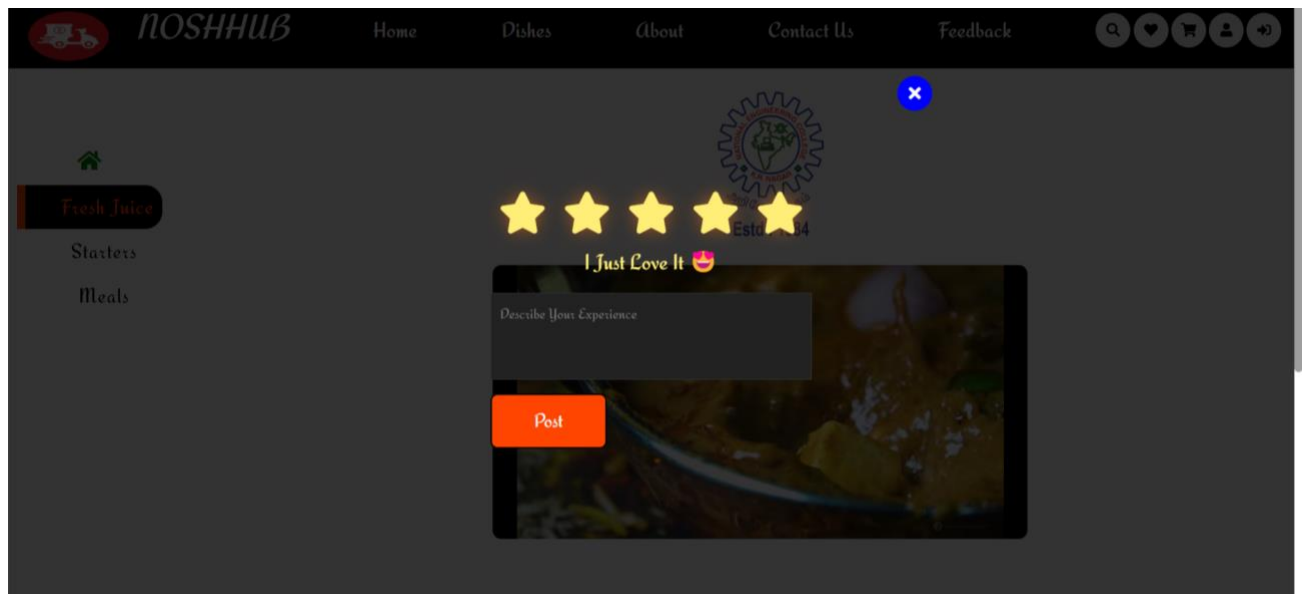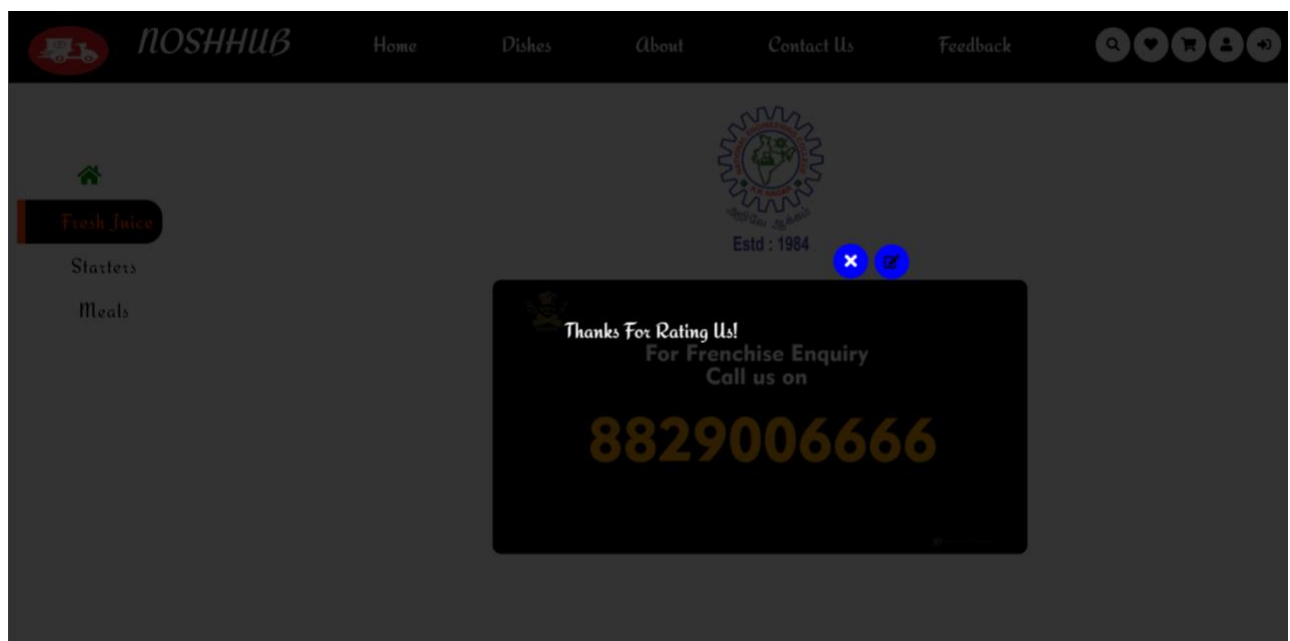
**Fig 4.5** Feedback form
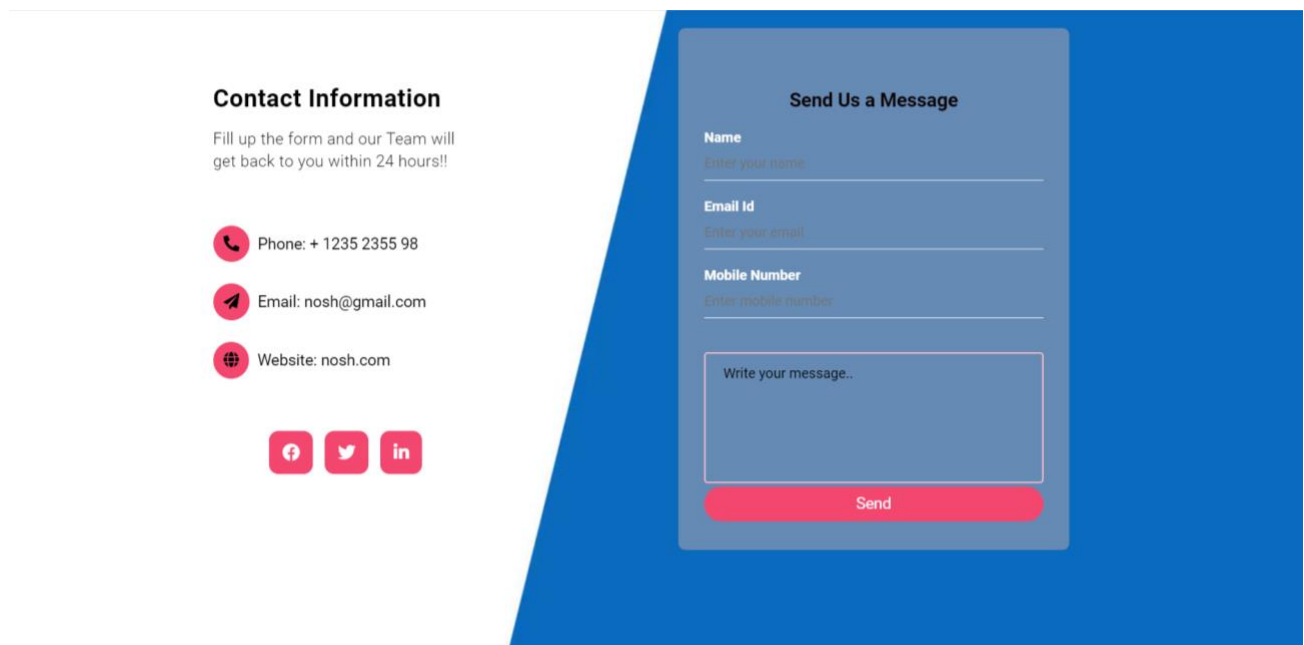


**Fig 4.6** Feedback form submission

**Contact Form:**

This contact page helps the admin to keep in contact with the students and faculty who need help or to deliver their query's. This helps in the improvement of the Canteen and improves the canteen state and also helps in improving the life of both student and faculty. They can send their query either through Facebook, Twitter or LinkedIn. These queries will be answered quickly and thus improves the contact between the students and the admin.



**Fig 4.7** Contact form

# CHAPTER 5

## RESULT AND ANALYSIS

If the user is new to the application then they can login their identity by entering their name, their email address and password in Figure 5.1. Once they login their identity and clicked the login button, then they will be redirected to the login page. The credentials they have entered will be saved to the database asynchronously. There will login page for the admin users also.
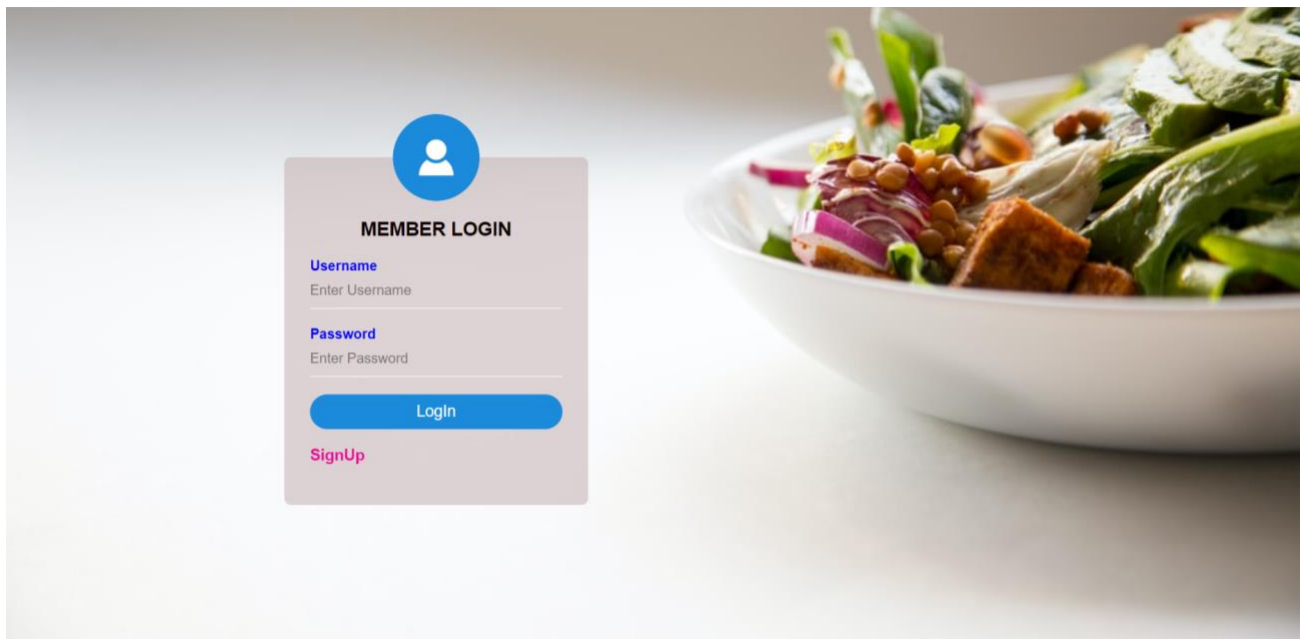


**Fig 5.1** Student login

### Menu

The below menu page allows the user to see the menu of the day. One can select the food by clicking order now button.
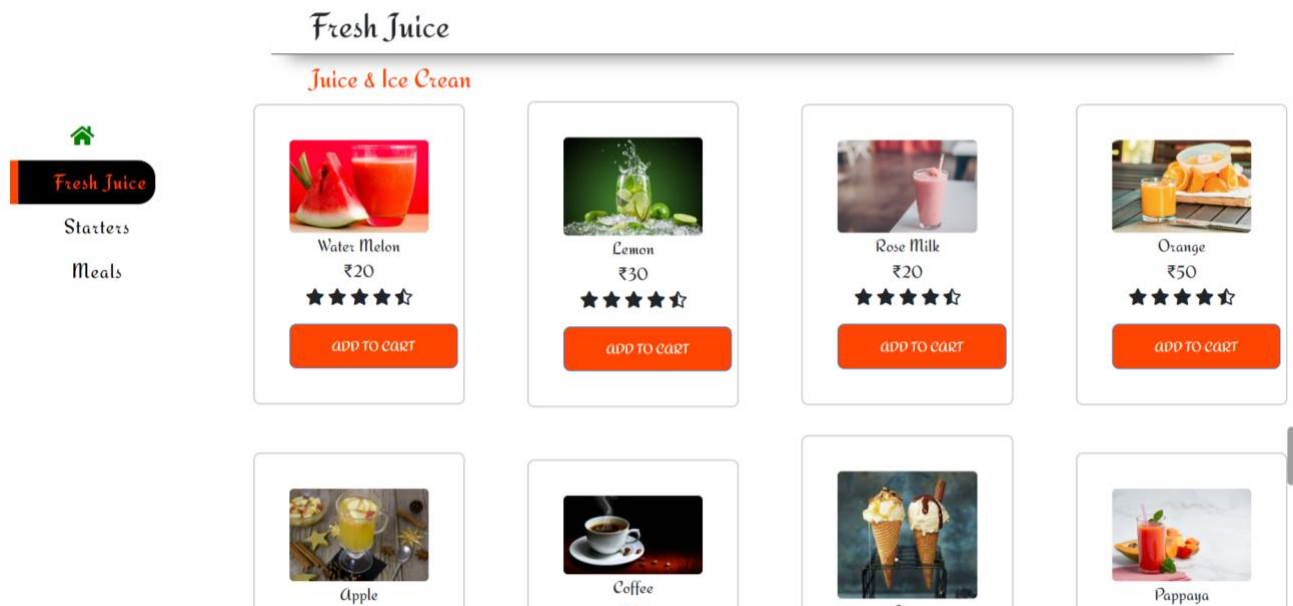
**Fig 5.2** Menu

## CONFIRM ORDER

The below Figure 5.3 & Figure 5.4 CONFIRM page allows the user to see the confirmation for the order, by clicking confirm order button. The figure 5.5 shows the order table of Online Food ordering system.



YOUR ORDER HAS BEEN PLACED

THANK YOU

**Fig 5.3** Order Confirmation

```
Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 188
Server version: 5.1.73-community MySQL Community Server (GPL)

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affiliates. Other names may be trademarks of their respective
owners.

Type 'help;' or '\h' for help. Type '\c' to clear the current input statement.

mysql> use canteen;
Database changed
mysql> select* from reg;
+----------+--------------------+--------------+-------------+-----------+-----------------+
| username | emailid            | mobilenumber | city        | password  | confirmpassword |
+----------+--------------------+--------------+-------------+-----------+-----------------+
| Kavishka | 2015028@nec.edu.in | 2546897315   | Madurai     | Kavi1234  | Kavi1234        |
| Prabha   | prabha@gmail.com   | 7894563589   | Madurai     | Prabha@34 | Prabha@34       |
| Praveen  | praveen@gmail.com  | 3256879456   | Chennai     | Praveen@31| Praveen@31      |
| harini   | 122@gmail.com      | 4578962456   | Chennai     | Hari1234  | Hari1234        |
| Praveen  | pra@gmail.com      | 7654897654   | Thoothukudi | Energy678 | Energy678       |
| ABCD     | abcd@gmail.com     | 1234567876   | Chennai     | Mykingdom | Mykingdom       |
+----------+--------------------+--------------+-------------+-----------+-----------------+
6 rows in set (0.00 sec)

mysql>
```

**Fig 5.4** Order Table

```
| reg             |
+-----------------+
2 rows in set (0.03 sec)

mysql> select* from orderdetails;
+------+--------------------+-------------+-------+
| name | email              | phonenumber | total |
+------+--------------------+-------------+-------+
| kavi | 2015028@nec.edu.in | 1234567890  |   165 |
| kavi | 2015028@nec.edu.in | 1234567890  |     0 |
| ABCD | 122@gmail.com      | 1234567564  |   335 |
+------+--------------------+-------------+-------+
3 rows in set (0.00 sec)

mysql>
```

**Fig 5.5** Login Table

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# CHAPTER 6

## CONCLUSION:

Our project is only a humble venture to satisfy the needs to manage their project work. Several user-friendly coding has also adopted. This package shall prove to be powerful. package in satisfying all the requirements of the school. The objective of software planning is to provide a framework that enables the manger to make reasonable estimates made within a limited time frame at the beginning of the software project and should be updated regularly as the project progresses.

A description of the background and context of the project and its relationto work already done in the area.

- Made statement of the aims and objectives of the project.
- The description of Purpose. Scope, and applicability.
- We define the problem on which we are working in the project.
- We describe the requirement Specifications of the system and the actions that can be done on these things.
- We understand the problem domain and produce a model of the system, which describes operations that can be performed on the system.
- We included features and operations in detail, including screen layouts

**FUTURE WORK**

The following section describes the work that will be implemented with future releases of the software.

- Customize orders: Allow customers to customize food orders
- Enhance User Interface by adding more user interactive features. Provide Deals and promotional
- Offer details to home page. Provide Recipes of the Week/Day to Home Page
- Payment Options: Add different payment options such as PayPal, Cash, Gift Cards etc. Allow to
- save payment details for future use.
- Allow to process an order as a Guest
- Delivery Options: Add delivery option
- Order Process Estimate: Provide customer a visual graphical order status bar
- Order Status: Show only Active orders to Restaurant Employees.
- Order Ready notification: Send an Order Ready notification to the customer.

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