**T.J.S Engineering College**

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**PROJECT REPORT**

**ON**

**SB FOODS – FOOD ORDERING APP**

**IN PARTIAL FULFILLMENT OF REQUIREMENT**

**DEPARTMENT OF COMPUTER SCIENCE & ENGINEERING**

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**ABSTRACT**

The "SB Foods - Food Ordering App" is an innovative solution designed to revolutionize the online food ordering experience. Built using the MERN (Mongo DB, Express.js, React.js, Node.js) stack, this application provides an intuitive and seamless interface for users to browse menus, place orders, and manage their profiles. The app features user authentication, allowing secure sign-up and login processes, and incorporates advanced cart management for a smooth ordering experience.

On the backend, robust API endpoints handle user, product, order, and cart data, ensuring efficient data flow and interaction. The admin dashboard enables easy management of products, orders, and users, providing real-time insights into operational metrics. The database design leverages Mongo DB to ensure scalability, with collections for users, admins, products, carts, and orders.

Advanced features such as live order tracking, personalized recommendations, and integration with payment gateways enhance user engagement and convenience. The project emphasizes responsive design, ensuring compatibility across devices. With its modular and scalable architecture, the "SB Foods - Food Ordering App" aims to set a benchmark in online food service platforms.

**TABLE OF CONTENTS**

**1.Introduction**

1.1 Purpose

1.2 Scope

1.3 Technologies

1.4 Objectives

1.5 Target Audience

1.6 Benefits

**2.System Requirements**

2.1 Functional Requirements

2.2 Non-Functional Requirements

2.3 Hardware Requirements

2.4 Software Requirements

2.5 Network Requirements

2.6 Backup and Recovery Requirements

**3.System Design**

3.1 System Architecture

3.2 High Level System Design

3.3 Authentication and Security Design

3.4 Payment Integration

3.5 Deployment Design

**4. Coding**

4.1 Frontend

4.2 Backend

4.3 Database

**5. Output**

**6. Deployment and Scaling**

**7. Impacts and Benefits**

**8. Future Improvements**

**9. Conclusion**

**SB FOOD ORDERING APP USING MERN STACK**

**1. Introduction**

**1.1 Purpose of the System**

The **SB Foods Ordering App** using the MERN stack (MongoDB, Express.js, React.js, Node.js) is designed to provide a seamless and efficient platform for online food ordering. The primary purpose of this application is to enhance customer convenience by enabling them to browse menus, customize their orders, and place them with ease from any device, at any time. It eliminates the need for physical interactions and ensures a hassle-free ordering process, catering to the growing demand for digital food services.

For the business, the app streamlines operations by automating order management, minimizing manual errors, and improving efficiency in processing orders. It provides restaurant staff with tools to handle orders effectively, allowing them to focus more on food preparation and customer satisfaction. Additionally, the app serves as a digital interface for managing menus, tracking inventory, and monitoring order statuses.

From a growth perspective, the SB Foods Ordering App offers scalability to accommodate increased traffic and expanding customer bases. It supports secure online payments and integrates promotions, discounts, and loyalty programs to encourage customer retention and boost revenue. The application also collects valuable insights on customer preferences, sales trends, and operational metrics, which can be used to make data-driven business decisions.

Built using the MERN stack, the app leverages the flexibility and scalability of MongoDB, the robust API capabilities of Express.js, the dynamic user interfaces of React.js, and the efficient server handling of Node.js. This ensures a responsive, secure, and high-performing platform capable of meeting current needs and adapting to future enhancements. The SB Foods Ordering App positions the business to thrive in the competitive food service market by delivering convenience, reliability, and a superior user experience.

The purpose of this system is to:

**1. Enhancing Customer Convenience**

* Allows customers to browse menus, place orders, and track them online with ease.
* Provides a seamless experience on all devices with responsive design.

**2. Streamlining Restaurant Operations**

* Automates order processing and reduces manual errors.
* Enables efficient menu management and order tracking for staff.

**3. Boosting Sales and Revenue**

* Attracts a wider audience through an online platform.
* Increases average order value through upselling, cross-selling, and promotional offers.

**4. Improving Customer Retention**

* Integrates loyalty programs and discounts to encourage repeat business.
* Provides real-time updates and personalized recommendations.

**5. Providing Scalability for Growth**

* Built to handle increasing customer traffic and evolving business needs.
* Easily adaptable to new features like AI recommendations or multilingual support.

**6. Ensuring Secure Transactions**

* Incorporates secure payment gateways for online transactions.
* Implements robust user authentication and data protection mechanisms.

**7. Offering Data Insights for Decision-Making**

* Tracks customer behaviour , sales trends, and operational efficiency.
* Generates reports to guide business strategies and marketing efforts.

**8. Competing in the Digital Marketplace**

* Establishes a strong online presence to stay ahead in the competitive food industry.
* Differentiates the business with modern features and a user-friendly interface.

**9. Fulfilling Customer Expectations**

* Meets the growing demand for online food ordering and contactless services.
* Delivers fast, reliable, and convenient solutions aligned with market trends.

**10.Supporting Future Enhancements**

* Designed with flexibility for future integrations and upgrades.
* Enables continuous innovation to align with changing customer needs.

**1.2. Scope of the Project**

The scope of the SB Foods Ordering App is to develop a user-friendly, efficient, and scalable web application that caters to the needs of customers and restaurant administrators. Built using the MERN stack, the project encompasses a wide range of functionalities and technical capabilities to ensure smooth operation and future scalability. Below are the key aspects of the project scope:

**User Management:** Enable customers to register, log in, and manage their profiles.Allow secure access and authentication for both customers and administrators.

**Menu Management:** Provide a dynamic menu display with categories, item descriptions, prices, and availability status. Allow admins to add, update, or remove menu items in real-time.

**Order Placement and Management :** Allow customers to add items to a cart, customize orders, and proceed to checkout. Enable real-time order status tracking for customers.Provide tools for administrators to manage, update, and monitor incoming orders.

**Payment Integration :** Integrate secure payment gateways to support multiple payment methods (credit/debit cards, digital wallets, cash on delivery).Ensure safe and encrypted transaction handling.

**Real-Time Notifications :** Notify customers of order updates, including preparation, dispatch, and delivery status.Provide alerts for promotions, discounts, or loyalty program updates.

**Responsive Design :** Ensure the app is fully responsive and works seamlessly across desktops, tablets, and mobile devices.

**Data Analytics and Reporting :** Enable admins to generate reports on sales, popular menu items, and customer preferences.Provide data visualization tools for better decision-making.

**Security and Privacy :** Implement robust security measures, including user authentication, data encryption, and secure APIs.Ensure compliance with data privacy regulations to protect user information.

**Scalability and Performance :** Design the app to handle increasing traffic and transactions efficiently.Use best practices for database and server management to maintain high performance

**1.3 Technologies Used**

The SB Foods Ordering System is developed using the MERN stack, seamlessly integrating the front-end,back-end,database, and authentication mechanisms. Here's how each component works together within the system:

* **Front-End (React.js)**

The front-end is responsible for delivering an interactive, responsive, and user-friendly experience. It allows customers and administrators to interact with the application.

**Dynamic User Interface**: Built using React components to manage different parts of the system, such as menus, cart, and order tracking.

**Routing**:React Router is used for seamless navigation between pages, such as home, menu, cart, and admin dashboard.

**State Managemen**t:React Context API or Redux is used to manage the application state, including cart data and user sessions.

**Responsiveness**: Tailwind CSS or Bootstrap ensures the application is mobile-friendly and works on all devices.

**User Interfaces:**

**Customer Views**:

- Homepage showcasing menu categories.

- Product page with detailed descriptions and “Add to Cart” functionality.

- Cart and checkout pages for managing orders.

- Real-time order tracking and status updates.

**Admin Views:**

- Dashboard for managing menu items, orders, and user accounts.

- Forms for adding or editing menu items.

- Tools to update order statuses.

* **Back-End (Node.js + Express.js)**

The back-end serves as the core of the system, managing business logic, APIs, and integrations.

**Key Responsibilities:**

RESTful API Development: Routes for handling user authentication, menu retrieval, order placement, and order management.

**Business Logic Implementation**:

Verifies user credentials during login and registration.Manages order processing, including updating statuses like "In Progress," "Dispatched," and "Delivered."

**Middleware:**

Middleware functions for request validation, error handling, and ensuring secure communication.

**Real-Time Features:**

The back-end uses WebSocket or Socket.IO to enable real-time updates for order tracking and notifications.

* **Database (MongoDB)**

The database stores all the critical data for the application in a structured, document-oriented format.

**Users Collection**:Stores user details, such as names, email addresses, hashed passwords, and roles (customer/admin).

**Orders Collection**:Tracks orders, including user ID, items ordered, payment status, and order status.

**Database Integration :**

MongoDB is accessed through Mongoose, an Object Data Modeling (ODM) library, to interact with collections using schemas and models.

* **Authentication (Using JWT and Bcrypt)**

Authentication ensures that only authorized users can access specific features or data.

**User Authentication Process:**

1. Registration:        - Users register with a name, email, and password.

                                             - Passwords are hashed using Bcrypt before being stored

            2. Login:                  - Users log in by providing their email and password.

                                             - The back-end validates the password and generates a JWT.

            3. Protected Routes: - Access to routes (e.g.order history) requires a valid JWT.

                                             - Middleware verifies the token before granting access.

**Workflow of the System:**

**1. Customer Interaction (Frontend):**

- A user browses the menu and adds items to their cart using the React-based UI.

- At checkout, the system sends the order data to the backend via an API.

**2. Order Processing (Backend):**

- The back-end validates the order data, updates the database, and triggers real-time notifications using WebSocket or API responses.

**3. Data Storage (Database):**

- MongoDB stores the updated data, such as new orders, user details, and menu modifications.

**4. Authentication:**

- The system ensures that only authenticated users can access protected routes like order history or the admin dashboard.

**5. Admin Management:**

- The admin manages menu items, tracks orders, and updates order statuses using a secure dashboard.

**1.4 Project Objectives**

* Provide an intuitive and responsive user experience for customers.
* Streamline administrative workflows and order management.
* Ensure secure authentication and payment processing.
* Implement real-time order tracking and notifications.
* Build a scalable, high-performance system using the MERN stack.
* Enable data-driven insights for continuous improvement.
* Ensure mobile compatibility and cross-platform accessibility.
* Provide secure access controls and privacy measures for user data.

   By achieving these objectives, the **SB Foods Ordering App** will not only meet the immediate needs

**1.5 Target Audience**

**1. Customers (End Users)**

   - Who: Individuals (18+) who prefer online food ordering.

   - Needs: Easy navigation, quick checkout, real-time order tracking, and multiple payment options (credit/debit cards, cash on delivery).

   - Expectation: A seamless and convenient food ordering experience across devices (mobile and desktop).

**2. Restaurant Administrators**

   - Who: Restaurant owners, managers, and staff.

   - Needs: Efficient menu management, order tracking, reporting, and secure access controls.

   - Expectation: Streamlined operations with real-time insights into sales, orders, and customer data.

**3. Delivery Personnel (Couriers)**

   - Who:Delivery staff responsible for delivering orders.

   - Needs: Clear order details, efficient route navigation, and real-time status updates.

   - Expectation: Easy-to-use app to track orders and manage deliveries smoothly.

**4. Restaurant Suppliers & Vendors**

   - Who:Suppliers providing ingredients or packaging to the restaurant.

   - Needs:Visibility into menu popularity and inventory needs.

   - Expectation:Timely orders and better inventory forecasting.

**5.Business Analysts**

   - Who:Analysts and stakeholders interested in restaurant performance.

   - Needs: Data-driven insights into sales trends, customer behavior, and operational metrics.

   - Expectation:Actionable analytics to improve business decisions.

**6. Investors or Stakeholders**

   - Who:Investors monitoring the financial growth of the restaurant.

   - Needs: Financial performance metrics and scalability insights.

   - Expectation: Confidence in the platform's growth potential and profitability.

This broad audience ensures that the app meets diverse needs, from customers ordering food to administrators managing orders and delivery staff facilitating efficient service.

**1.6 Benefits of the System**

**1. Convenience for Customers** : Customers can easily place orders anytime, anywhere, using any device. Real-time order tracking and multiple payment options enhance their experience.

**2. Improved Operational Efficiency** : The system automates order management, reduces manual errors, and allows real-time updates, making restaurant operations smoother and faster.

**3. Scalability** : The MERN stack supports future growth, handling increased traffic and new features like loyalty programs or promotions.

**4. Security and Privacy** : Secure user authentication, data encryption, and compliance with privacy regulations ensure safe transactions and personal data protection.

**5.Real-Time Notifications** : Customers, admins, and delivery personnel receive timely updates about orders, improving communication and transparency.

**6. Insights and Reporting** :Business owners get valuable insights into sales trends, customer preferences, and inventory, helping with data-driven decisions.

**7. Cost Efficiency** :Automation reduces manual labor and improves inventory management, leading to operational cost savings.

**8. Enhanced Delivery Management** : Efficient route optimization and real-time delivery tracking ensure fast and accurate deliveries.

**9. Competitive Advantage** : The user-friendly, personalized experience boosts customer retention and increases sales.

In summary, the system provides convenience, efficiency, scalability, security, and valuable insights, benefiting both customers and the business.

**2. System Requirements**

To ensure that the **SB Foods Ordering App** functions smoothly, the system needs certain hardware, software, and network requirements for both development and deployment. Below are the functional and non-functional system requirements for the project:

**2.1. Functional Requirements**

These are the core features and functionalities that the system must support.

**Customer Side:**

* User Registration/Login: Allow users to create an account, login, and manage profiles.
* Browse Menu: Display menu items with descriptions, prices, and availability.
* Order Placement: Allow users to add items to their cart and proceed to checkout.
* Payment Integration: Support multiple payment methods like credit/debit cards, digital wallets, and cash on delivery.
* Order Tracking: Enable customers to track the status of their orders in real-time.
* Feedback/Reviews: Customers can rate and leave reviews for orders.

**Admin Side:**

* Menu Management: Admins can add, update, or remove menu items, set prices, and manage availability.
* Order Management: Admins can view, process, and update orders, including marking them as prepared or delivered.
* Customer Management: Admins can view customer profiles and order history.
* Reports & Analytics: Generate reports on sales, popular items, and customer behavior.
* User Role Management: Admins can manage user roles and permissions (e.g., admin, delivery personnel).

**Delivery Side:**

* Order Assignment: Delivery personnel receive new order assignments with details and delivery addresses.
* Route Optimization: Integration with GPS for optimal route planning.
* Delivery Tracking: Delivery staff can update the status of deliveries in real time.

**2.2 Non-Functional Requirements**

These requirements describe how the system should perform under various conditions.

**Performance Requirements:**

* Scalability: The system should handle increasing traffic and orders, especially during peak hours, without compromising performance.
* Responsiveness: The app should load quickly (within 3-5 seconds) and have minimal latency.
* Availability: The system should be available 24/7 with minimal downtime.

**Security Requirements:**

* Data Protection: Sensitive customer data (e.g., payment info) should be encrypted.
* Authentication: Secure login and registration process using JWT (JSON Web Tokens) and password hashing with Bcrypt.
* Authorization: Role-based access control to restrict access to certain features for customers, admins, and delivery personnel.

**Usability Requirements:**

* User-Friendly Interface: Intuitive and easy-to-navigate UI/UX for both customers and admins.
* Mobile-Friendly Design: The app should be responsive and fully functional on both desktop and mobile devices.

**Compatibility Requirements:**

* Cross-Browser Support: The web app should be compatible with major browsers like Chrome, Firefox, Safari, and Edge.
* Cross-Device Compatibility: The app should work seamlessly across all devices, including desktops, tablets, and smartphones.

**2.3. Hardware Requirements**

For both development and deployment, the following hardware specifications are recommended:

**Development:**

* Processor: Minimum Intel i5 or equivalent.
* RAM: 8 GB (16 GB recommended for smoother development).
* Storage: 256 GB SSD (or more) for fast data access and storage.
* Graphics: Integrated graphics are sufficient, but a dedicated GPU can be useful for UI/UX design work.

**Production (Deployment):**

Server Requirements (for cloud hosting or on-premise deployment):

* CPU: Multi-core processor (4 cores minimum, 8 cores for higher traffic).
* RAM: 16 GB (32 GB for high traffic scenarios).
* Storage: SSD with at least 100 GB of space.
* Bandwidth: High-speed internet (1 Gbps or higher for cloud-based systems).

**2.4. Software Requirements**

The following software tools and technologies are necessary to develop and deploy the system:

**Development Tools:**

**Backend:**

* Node.js (for server-side scripting and handling requests).
* Express.js (for routing and middleware).
* MongoDB (NoSQL database for storing customer, order, and menu data).\

**Frontend:**

* React.js (for building the interactive user interface).
* Redux (for state management in React).
* Axios (for handling HTTP requests).

**Authentication & Security:**

* JWT (JSON Web Tokens) for secure user authentication.
* Bcrypt for password hashing and secure storage.

**Payment Gateway Integration:**

* Stripe/PayPal API for processing payments.
* Version Control:
* Git(for version control) with \*\*GitHub\*\* or \*\*GitLab\*\* for repository management.

**Development Environment:**

* Visual Studio Code or any suitable IDE for writing and debugging code.
* Postman (for API testing).
* MongoDB Atlas (cloud-hosted database, or local MongoDB setup).

**Other Tools:**

* Docker (for containerizing the application, if needed).
* Nginx or Apache (for deploying the application in production).

**Production/Hosting:**

Web Hosting Services:

* AWS EC2, Heroku, or DigitalOcean for hosting the application.
* MongoDB Atlas for managed database hosting.

Web Servers:

* Nginx or Apache for managing web traffic and proxying requests.
* SSL/TLS Certification:\*\* For secure communication (HTTPS) with users.
* Content Delivery Network (CDN): For faster content delivery globally (e.g., Cloudflare).

**2.5. Network Requirements**

**High-Speed Internet Connection**: To ensure fast communication between the client, server, and database.

**Firewall and Load Balancing**: To handle high traffic efficiently and secure the system from unauthorized access.

**Domain Name & DN**S:The system should have a valid domain name and DNS setup for reliable access.

**2.6. Backup and Recovery Requirements**

**Automated Backups:** Regular database backups to prevent data loss in case of failures.

**Disaster Recovery Plan:** A recovery plan in place to restore the system quickly in case of downtime or system failure.

**Summary of System Requirements:**

**Functional Requirements:** User registration, order management, menu management, payment integration, real-time order tracking, and role-based access control.

**Non-Functional Requirements:** High performance, scalability, security, usability, and cross-device compatibility.

**Hardware Requirements:** Minimum 8 GB RAM, SSD storage, and multi-core processor for development and higher specs for deployment.

**Software Requirements:** MERN stack (MongoDB, Express, React, Node), JWT for authentication, and payment gateway integration.

**Network Requirements:** High-speed internet, firewall, load balancing, and DNS management.

**Backup & Recovery**: Regular backups and a disaster recovery plan.

These system requirements ensure that the SB Foods Ordering App operates smoothly, securely, and is scalable to meet the needs of customers and restaurant administrators.

**3.System design**

The system design of the **SB Foods Ordering App** describes the overall architecture of the system, the interactions between different components, and how they are structured to meet the functional and non-functional requirements. This design focuses on the frontend, backend,database, and security.

**3.1. System Architecture**

The architecture of the SB Foods Ordering App follows a **client-server model**. It uses the MERN stack, which stands for MongoDB, Express.js, React.js, and Node.js. This is a full-stack JavaScript solution for building scalable, efficient, and dynamic applications. The system design can be broken down as follows:

* Frontend (Client-side): React.js
* Backend (Server-side): Node.js with Express.js
* Database: MongoDB (NoSQL database)
* Authentication: JWT (JSON Web Tokens) and Bcrypt for password hashing
* Payment Integration: Stripe or PayPal APIs
* Deployment: Cloud hosting (e.g., AWS, Heroku) and Nginx/Apache for web server management

**Flow Overview:**

* Client (User Interface): React app communicates with the backend through API calls.
* Backend (API Layer): Node.js/Express.js handles the business logic, processes requests, and interacts with the database.
* Database: MongoDB stores all data related to users, orders, products, payments, and reviews.
* Authentication: JWT tokens are used for secure login sessions and to protect routes requiring authorization.

**3.2. High-Level System Design**

**A. Client-Side Design (Frontend)**

**User Interface (UI):**

* The frontend of the application is built using \*\*React.js\*\*, a JavaScript library for building interactive UIs. React’s \*\*component-based architecture\*\* allows for reusable UI components.
* The UI is responsive, designed to work across desktops, tablets, and mobile devices.
* Key UI components include:

                 - Login/Register Forms (Authentication)

    - Menu Display (List of food items)

    - Cart (Items added for order)

    - Checkout Page (Payment and final order review)

                - Order Tracking Page (Real-time status of the order)

                - Admin Dashboard (For restaurant admins to manage orders and menu items)

**State Management:**

* Redux is used for managing the application state across components, allowing seamless data flow between UI components (e.g., cart updates, user login status, etc.).

**HTTP Requests:**

* Axios is used to handle HTTP requests to interact with the backend APIs (GET, POST, PUT, DELETE requests).
* These requests allow for real-time updates to the UI, such as displaying new menu items or updating order status.

**B. Server-Side Design (Backend)**

**Node.js with Express.js**:

* Node.js is the server-side runtime that handles incoming HTTP requests.
* Express.js is a framework built on top of Node.js, used to build RESTful APIs and handle HTTP routes.

**Core API Endpoints:**

**User Authentication & Authorization:**

* POST `/api/auth/register` – Create a new user account.
* POST `/api/auth/login` – Authenticate a user and issue JWT tokens.
* PUT `/api/auth/update` – Update user details (e.g., change address, password).

**Product Management (For Admin):**

* GET `/api/products` – Fetch all products.
* POST `/api/products` – Add a new menu item (admin only).
* PUT `/api/products/:id` – Update product details.
* DELETE `/api/products/:id` – Remove a product from the menu.

**Order Management:**

* POST `/api/orders` – Place a new order.
* GET `/api/orders/:id` – Get details of a specific order.
* PUT `/api/orders/:id` – Update order status (e.g., preparing, delivered).

**Payment Gateway Integration:**

* Integration with Stripe or PayPal API for secure payment processing.
* POST `/api/payment/checkout` – Handle payment transactions.

**Real-Time Order Updates:**

* WebSockets or long-polling could be used to send real-time order status updates from the server to the client (for both customer and admin).

**C. Database Design**

The backend is connected to MongoDB, a NoSQL database, which stores structured and unstructured data related to users, orders, menu items, and more. MongoDB’s flexible schema structure allows easy scaling and modification of the database as the system grows.

**Collections:**

**Users:**

* Stores user data such as name, email, hashed password, address, order history, and role (customer/admin/delivery personnel).

**Products:**

* Stores menu items with details such as name, description, price, category, and availability status.

**Orders:**

* Stores order details including order status, items ordered, user ID (customer), delivery address, payment status, and timestamps for order creation and updates.

**Payments:**

* Stores payment information such as transaction ID, payment method, and status.

**Reviews:**

* Stores customer feedback for menu items (ratings and comments).

**Relationships:**

 MongoDB is a NoSQL database, so there are no rigid relationships like in relational databases. Instead, embedded documents or references are used:

* Orders may store references to user details and the products they ordered.
* Reviews are embedded inside the products to track customer feedback on specific menu items.

**3.3. Authentication & Security Design**

**JWT (JSON Web Token):**

* The system uses JWT for secure user authentication.
* After a user logs in, a JWT token is generated on the server and returned to the client. This token is sent with every subsequent request in the header to verify the user's identity.

**Bcrypt for Password Hashing:**

* User passwords are hashed using Bcrypt before storing them in the database, ensuring that sensitive information remains protected.

**Role-Based Access Control:**

* Different user roles (admin, customer, delivery personnel) will have different access levels. This ensures that sensitive data is protected and only accessible to authorized users.
* Admins can manage products and orders, while customers can only browse the menu and place orders.

**HTTPS:**

* The application uses SSL/TLS certificates for secure HTTPS communication, ensuring that all data between the client and server is encrypted.

**3.4. Payment Integration**

**Payment Processing:**

* Stripe or PayPal API is integrated into the system to handle secure payments.
* The payment gateway securely processes user transactions, and the backend confirms the order once the payment is successful.

**Order Confirmation & Receipt:**

* Upon successful payment, an order receipt is generated, and the order is confirmed. The system sends a confirmation email or SMS to the customer.

**3.5. Deployment Design**

**Hosting Environment:**

* The app is hosted on cloud platforms like AWS, Heroku, or DigitalOcean.
* Mongo DB Atlas is used for database hosting, providing automatic backups and scaling.

**Web Server (Nginx or Apache):**

* Nginx or Apache is used to serve the app, handle HTTP/HTTPS traffic, and manage incoming requests efficiently.

**CI/CD Pipeline:**

* A CI/CD pipeline (e.g., using GitHub Actions, Jenkins, or CircleCI) can automate testing, building, and deployment, ensuring faster and error-free releases.

**Key Takeaways**

**1. User-Centered Design**

* The system prioritizes user convenience by offering an easy-to-use interface, real-time order tracking, and multiple payment options, making it highly accessible and user-friendly for customers.

**2. Scalable Architecture**

* The use of the MERN stack (MongoDB, Express, React, Node.js) ensures the app is scalable, allowing it to handle an increasing number of users, orders, and menu items as the business grows.

**3. Efficient Operations**

* Automation of order management, inventory control, and customer handling improves operational efficiency, reduces errors, and frees up staff to focus on high-priority tasks like food preparation.

**4. Secure & Flexible Authentication**

* JWT-based authentication and Bcrypt password hashing ensure secure user logins and personal data protection, while role-based access control restricts access to sensitive information.

**5. Real-Time Order Updates**

* The system offers real-time notifications and order tracking for both customers and administrators, enhancing transparency and improving the customer experience.

**6. Payment Gateway Integration**

* Integration with Stripe or PayPal  provides secure payment processing, enabling customers to pay via multiple methods while ensuring the system handles transactions smoothly.

**7. Data-Driven Insights**

* Analytics and reporting features allow the business to monitor sales, popular menu items, customer preferences, and inventory levels, aiding in data-driven decision-making.

**8. Mobile-Friendly Experience**

* The app’s responsive design ensures it works seamlessly across desktops, tablets, and mobile devices, providing a consistent and enjoyable experience on any platform.

**9. Cost Efficiency**

* By automating various business processes like order management, payment processing, and customer management, the system reduces manual labor and overhead costs.

**10. Improved Customer Retention**

* A personalized, fast, and easy-to-navigate interface, along with the convenience of tracking and ordering from anywhere, increases customer satisfaction and fosters loyalty

**11. Secure and Reliable Deployment**

* Hosting on reliable platforms like AWS or Heroku, coupled with a robust CI/CD pipeline for automated deployment, ensures the system is always available and reliable.

**12. Business Growth and Future-Proofing**

* The app’s scalable infrastructure allows it to handle increasing traffic and adapt to new features in the future, like loyalty programs or promotional campaigns, supporting business growth.

**Conclusion:**

The **SB Foods Ordering System** effectively combines a seamless user experience with operational efficiency, security, and scalability. By leveraging modern technologies like the MERN stack and implementing real-time features and secure payment processing, the system can drive both customer satisfaction and business success.

**4. Code**

Folder Structure

/SB-Food-App

│

├── /frontend

│ ├── /public

│ ├── /src

│ │ ├── /components

│ │ ├── /pages

│ │ ├── /context

│ │ ├── /hooks

│ │ ├── App.js

│ │ └── index.js

│ └── package.json

│

├── /backend

│ ├── /config

│ │ └── db.js

│ ├── /controllers

│ ├── /models

│ ├── /routes

│ ├── /utils

│ └── server.js

│

├── /uploads

│

└── package.json

**Code Overview**

**Frontend (React)**

1. **Dynamic Recommendations Component**

import React, { useEffect, useState } from "react";

import axios from "axios";

const Recommendations = ({ userId }) => {

const [recommendedDishes, setRecommendedDishes] = useState([]);

useEffect(() => {

const fetchRecommendations = async () => {

const { data } = await axios.get(`/api/recommendations/${userId}`);

setRecommendedDishes(data);

};

fetchRecommendations();

}, [userId]);

return (

<div>

<h2>Recommended for You</h2>

<ul>

{recommendedDishes.map((dish) => (

<li key={dish.id}>{dish.name}</li>

))}

</ul>

</div>

);

};

export default Recommendations;

**2. Order Tracking Component**

import React, { useEffect, useState } from "react";

import io from "socket.io-client";

const socket = io("http://localhost:5000");

const OrderTracking = ({ orderId }) => {

const [status, setStatus] = useState("Processing");

useEffect(() => {

socket.emit("joinOrderRoom", orderId);

socket.on("orderStatusUpdate", (updatedStatus) => {

setStatus(updatedStatus);

});

return () => {

socket.disconnect();

};

}, [orderId]);

return (

<div>

<h3>Order Status: {status}</h3>

</div>

);

};

export default OrderTracking;

import React, { useEffect, useState } from "react";

import io from "socket.io-client";

const socket = io("http://localhost:5000");

const OrderTracking = ({ orderId }) => {

const [status, setStatus] = useState("Processing");

useEffect(() => {

socket.emit("joinOrderRoom", orderId);

socket.on("orderStatusUpdate", (updatedStatus) => {

setStatus(updatedStatus);

});

return () => {

socket.disconnect();

};

}, [orderId]);

return (

<div>

<h3>Order Status: {status}</h3>

</div>

);

};

export default OrderTracking;

import React, { useEffect, useState } from "react";

import io from "socket.io-client";

const socket = io("http://localhost:5000");

const OrderTracking = ({ orderId }) => {

const [status, setStatus] = useState("Processing");

useEffect(() => {

socket.emit("joinOrderRoom", orderId);

socket.on("orderStatusUpdate", (updatedStatus) => {

setStatus(updatedStatus);

});

return () => {

socket.disconnect();

};

}, [orderId]);

return (

<div>

<h3>Order Status: {status}</h3>

</div>

);

};

export default OrderTracking;

#### Backend (Node.js + Express)

#### Real-Time Updates Using Socket.IO

const express = require("express");

const http = require("http");

const { Server } = require("socket.io");

const app = express();

const server = http.createServer(app);

const io = new Server(server);

io.on("connection", (socket) => {

console.log("User connected");

socket.on("joinOrderRoom", (orderId) => {

socket.join(orderId);

console.log(`User joined room: ${orderId}`);

});

socket.on("orderUpdate", ({ orderId, status }) => {

io.to(orderId).emit("orderStatusUpdate", status);

});

});

server.listen(5000, () => console.log("Server running on port 5000"));

**2. Recommendations API**

const express = require("express");

const router = express.Router();

const { getRecommendations } = require("../controllers/recommendationController");

router.get("/recommendations/:userId", getRecommendations);

module.exports = router;

// recommendationController.js

const Recommendation = require("../models/recommendationModel");

exports.getRecommendations = async (req, res) => {

try {

const userId = req.params.userId;

const recommendations = await Recommendation.find({ userId });

res.json(recommendations);

} catch (error) {

res.status(500).json({ message: "Error fetching recommendations" });

}

};

**3. Stripe Payment Integration**

const stripe = require("stripe")(process.env.STRIPE\_SECRET\_KEY);

exports.processPayment = async (req, res) => {

const { amount } = req.body;

try {

const paymentIntent = await stripe.paymentIntents.create({

amount,

currency: "usd",

payment\_method\_types: ["card"],

});

res.json({ clientSecret: paymentIntent.client\_secret });

} catch (error) {

res.status(500).json({ message: "Payment failed" });

}

};

### Database (MongoDB)

1. Order Model

const mongoose = require("mongoose");

const orderSchema = new mongoose.Schema({

user: { type: mongoose.Schema.Types.ObjectId, ref: "User", required: true },

items: [{ product: String, quantity: Number }],

total: { type: Number, required: true },

status: { type: String, default: "Processing" },

});

module.exports = mongoose.model("Order", orderSchema);

**2. Recommendation Model**

const mongoose = require("mongoose");

const recommendationSchema = new mongoose.Schema({

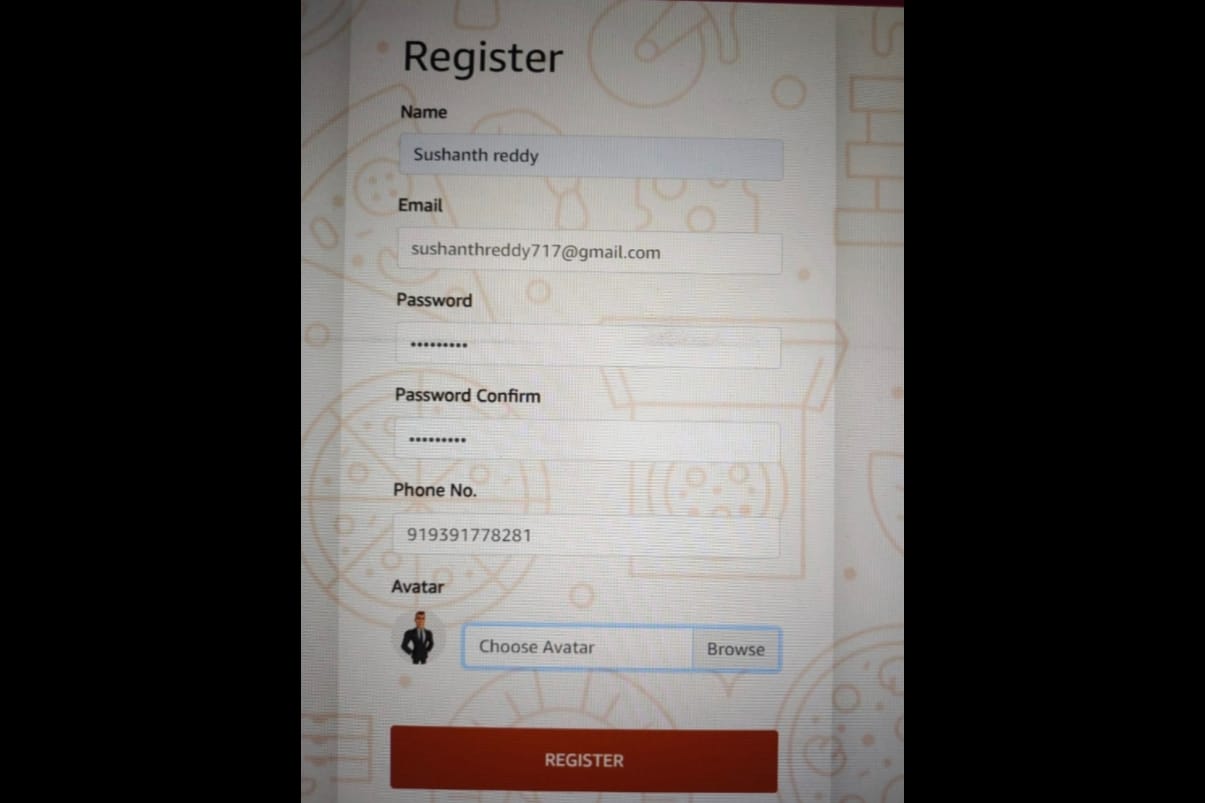
userId: { type: mongoose.Schema.Types.ObjectId, ref: "User", required: true },

dishes: [{ name: String, popularity: Number }],

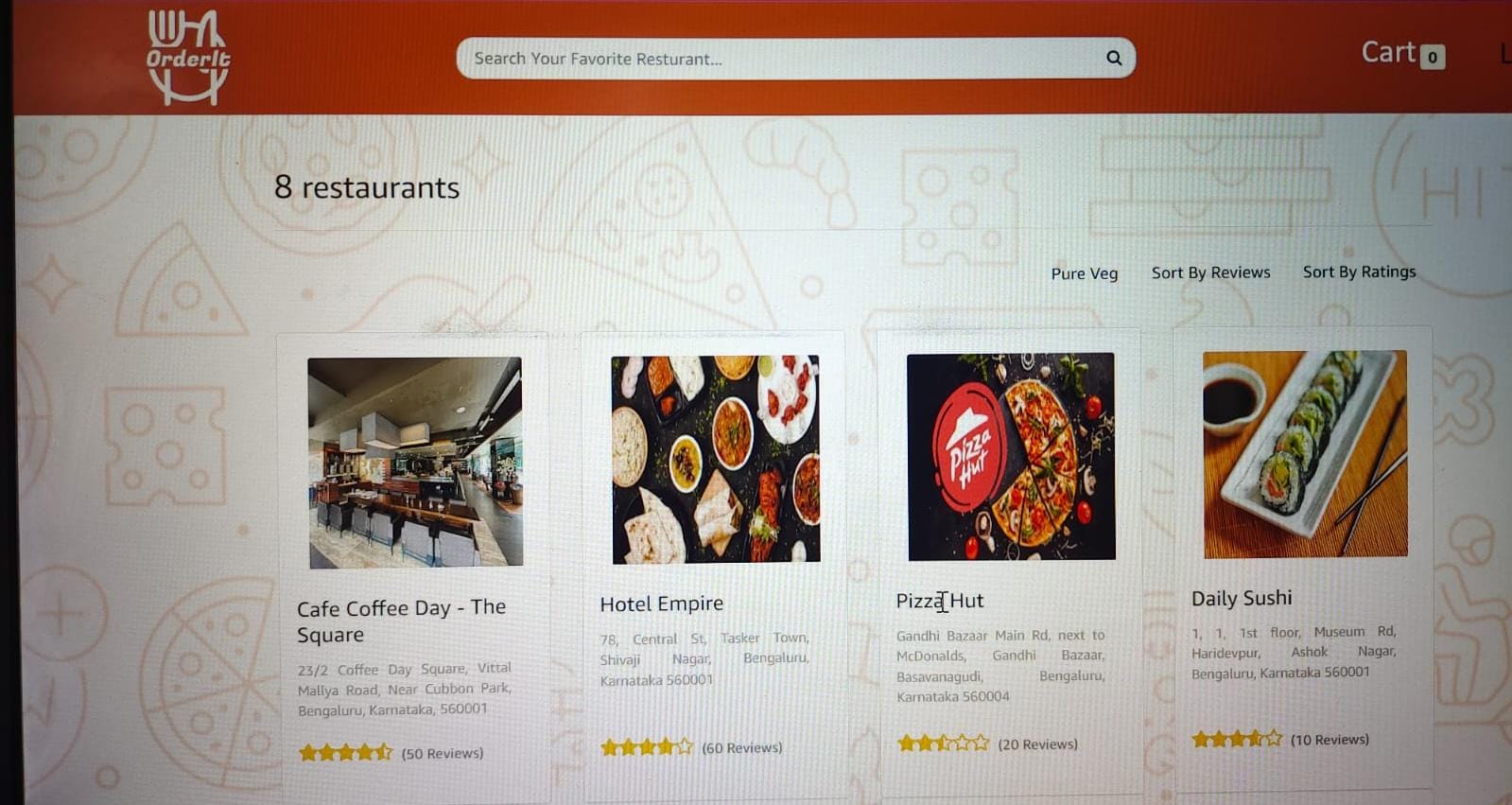
});

module.exports = mongoose.model("Recommendation", recommendationSchema);

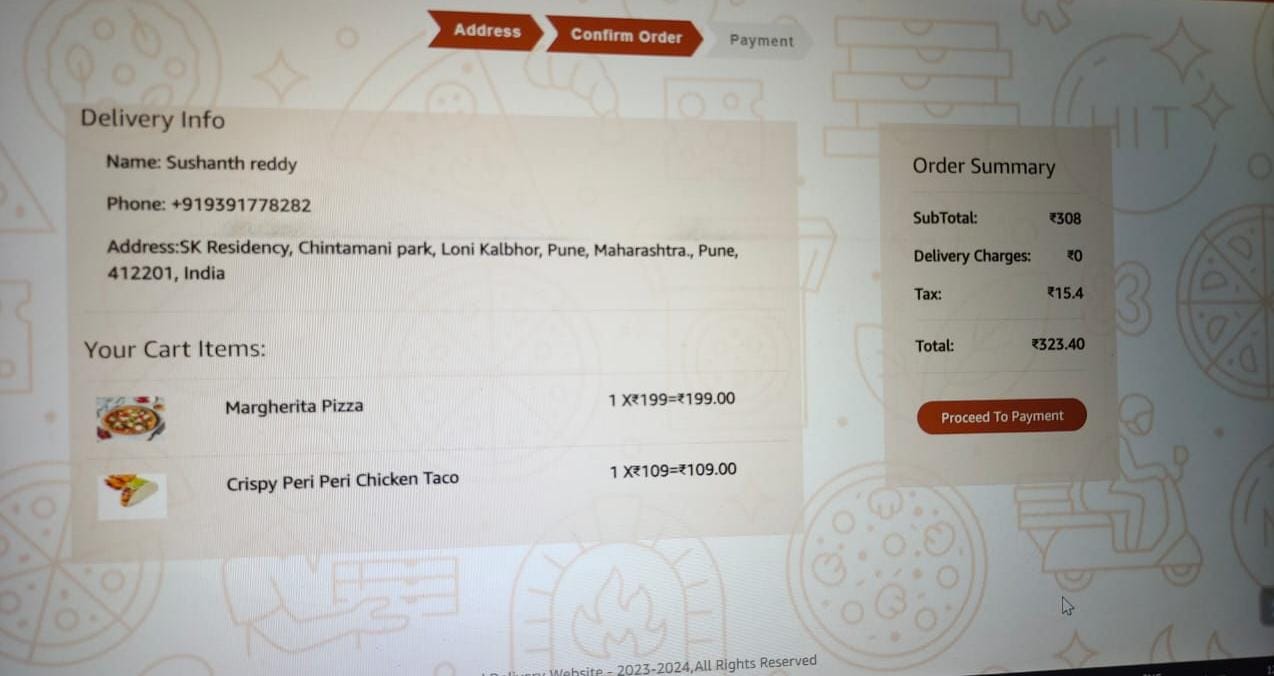
**OUTPUT:**

****

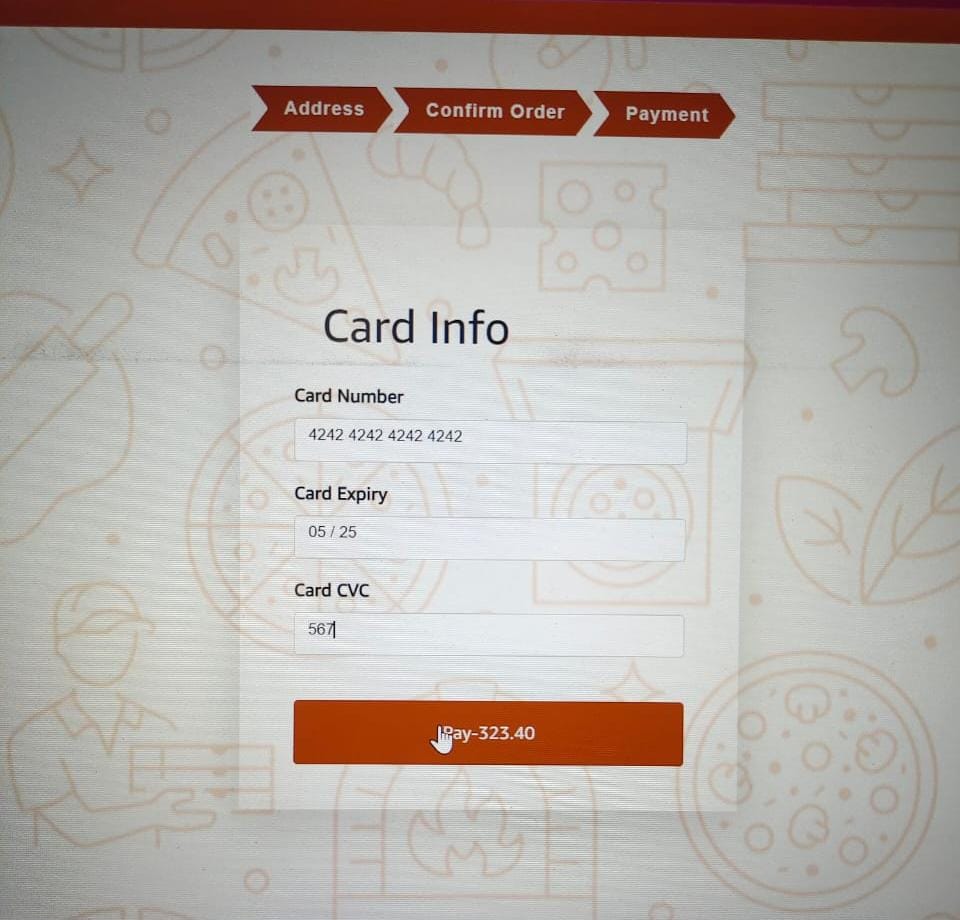
**REGISTER PAGE**

****

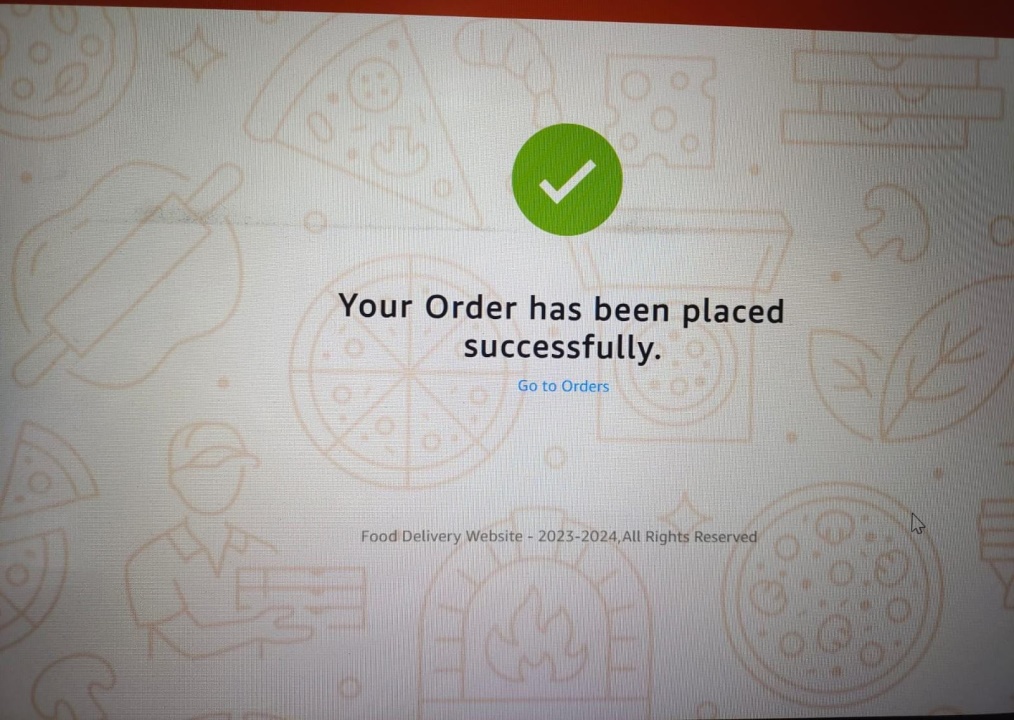
**MAIN PAGE**

****

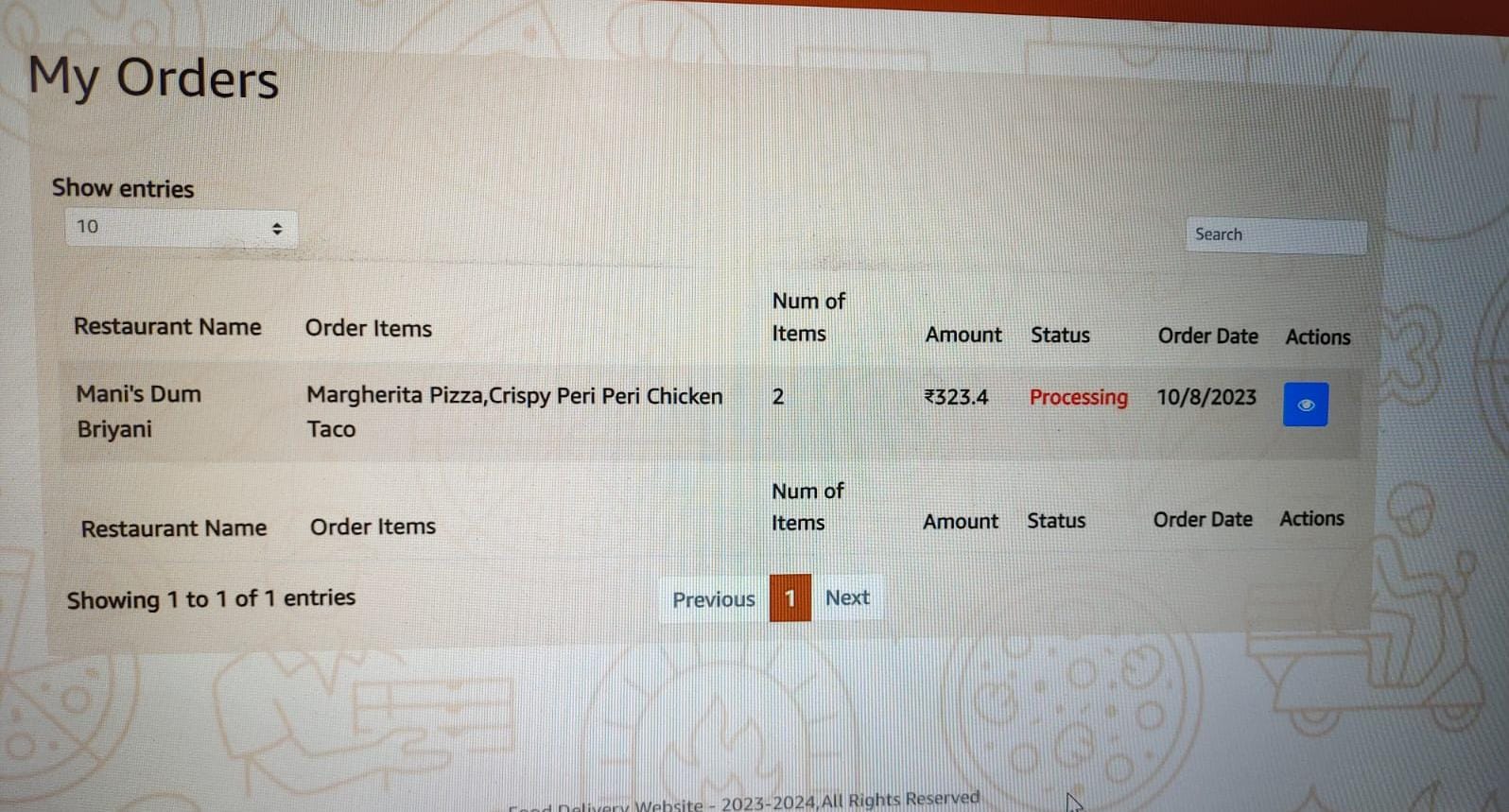
**ORDER STATUS**

****

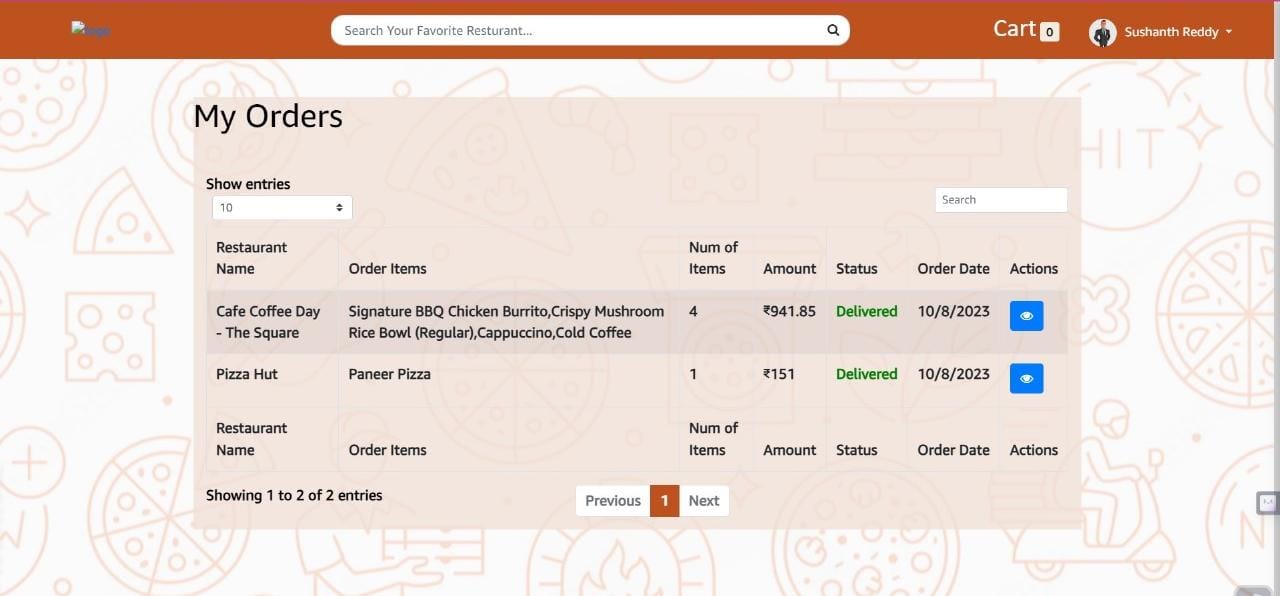
**PAYMENT GATEWAY**

****

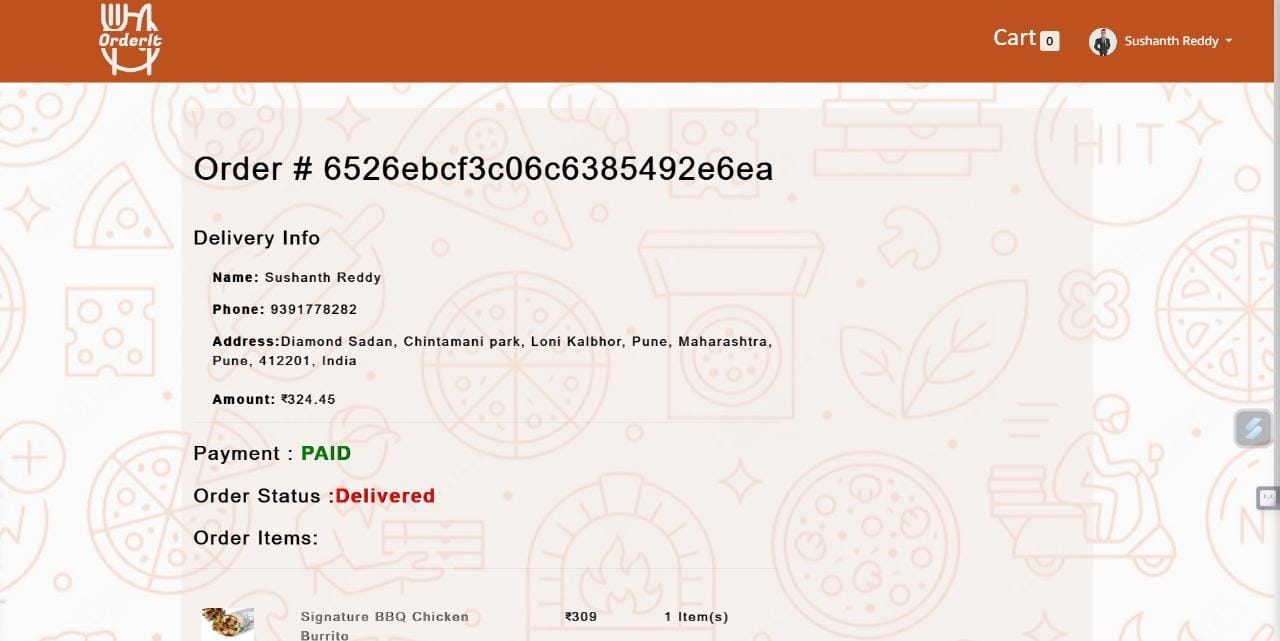
**ORDER PLACED**

****

**MY ORDERS**

****

**CART DETAILS**

****

**ORDER STATUS**

**Deployment and Scaling**

1. **Deployment:**
   * Use **Heroku** for backend deployment and **Netlify** or **Vercel** for the frontend.
2. **Scaling:**
   * Set up **AWS S3** for image uploads and **MongoDB Atlas** for database hosting.
   * Add a load balancer for real-time traffic handling.

**Impact and Benefits**

The SB Foods Ordering System brings a significant positive impact to both the customers and the business, improving operational efficiency, customer satisfaction, and profitability. Here's a breakdown of its impact and the benefits it offers:

**1. Impact on Customers**

**Enhanced Convenience:**

* 24/7 Access: Customers can place orders at any time, from anywhere, using their smartphones or computers.
* Real-Time Tracking : Customers can track their orders in real time, enhancing transparency and providing them with better control over their experience.
* Multiple Payment Options : The integration of secure payment gateways (like Stripe and PayPal) ensures customers have various options to pay, including credit/debit cards and digital wallets.

**Improved User Experience:**

* Intuitive UI/UX: A seamless, responsive design provides an easy-to-navigate interface across devices, whether customers are ordering via desktop or mobile.
* Personalized Experience: Customers can view their order history, manage their accounts, and quickly reorder their favorite meals.

**Faster and Accurate Ordering:**

* Real-Time Order Confirmation: Customers receive immediate feedback on order status, reducing the anxiety that often accompanies waiting for delivery.
* Easy Customization: The system allows customers to customize their orders (e.g., food preferences, additional requests), making the service more adaptable to their needs.

**2. Impact on Business Operations**

**Operational Efficiency:**

* Automated Order Management : The system automates order tracking, processing, and delivery assignments, reducing manual intervention and speeding up order fulfillment.
* Centralized Data Management : Admins can easily manage menu items, update prices, and keep track of orders, which reduces errors and manual work.
* Inventory Management : The system can be linked with the inventory to automatically update stock levels based on orders placed, ensuring that the kitchen and admin teams are aware of real-time stock availability.

**Scalability:**

* Adaptable Infrastructure: Built on the MERN stack, the system can handle an increase in traffic, orders, and users without compromising performance. This means the system can grow as the business expands.
* Support for Future Features: The scalable architecture supports easy addition of new features like loyalty programs, promotions, and advanced customer analytics as the business evolves.

**Data-Driven Insights:**

* Analytics & Reporting : Admins can access reports on sales trends, customer preferences, popular dishes, and more, enabling data-driven decisions for menu optimization and targeted marketing strategies.
* Customer Behavior Analysis : Understanding customer habits and preferences helps in making informed decisions about pricing, promotions, and inventory management.

**3. Impact on Delivery Efficiency**

**Improved Delivery Management:**

* Route Optimization: Delivery personnel benefit from route optimization, which reduces delivery time and costs. This results in faster delivery and a better customer experience.
* Real-Time Updates: Both customers and delivery staff are updated in real-time about the order status, allowing for better coordination and fewer missed or delayed deliveries.

**Reduced Delivery Errors:**

* Accurate Delivery Assignments: The system assigns orders automatically to delivery personnel, minimizing the chances of errors related to manual order assignments.
* Order Tracking for Staff: Delivery personnel can access detailed order and customer information, ensuring they have the right items and addresses, improving accuracy.

**4. Security and Trust**

* Secure Transactions : Integration with trusted payment gateways ensures that customers’ payment information is protected through encryption and secure processing.
* User Authentication: JWT-based authentication and Bcrypt password hashing ensure that users' sensitive data, such as passwords, is securely stored and protected from unauthorized access.
* SSL Encryption: The system uses SSL/TLS encryption to secure communications between the user’s device and the server, ensuring that personal data is transmitted securely.

**Trust-Building Features:**

* Order Confirmation and Receipts: Customers receive automatic order confirmations and receipts, providing clear documentation of the transaction and reducing potential disputes.
* Review and Rating System : The ability to leave reviews for dishes provides transparency, builds trust, and helps new customers make decisions based on feedback from others.

**5. Financial Benefits to the Business**

**Cost Savings:**

* Reduced Manual Labor: By automating order management, inventory tracking, and payment processing, the system reduces the need for manual intervention, which translates to cost savings in operational expenses.
* Reduced Errors: Automation minimizes human errors, reducing costly mistakes in orders and inventory.

**Increased Revenue:**

* Expanded Reach: The online ordering system allows the business to reach a wider audience, including those who prefer to order remotely, leading to more sales opportunities.
* Customer Retention: A seamless and personalized customer experience increases customer satisfaction and loyalty, leading to higher repeat business.
* Upselling Opportunities: The system can recommend additional items to customers during the checkout process, increasing the average order value.

**New Revenue Streams:**

* Promotions and Discounts: Admins can easily implement promotional campaigns, such as discounts or special offers, to attract more customers and boost sales.
* Loyalty Programs: Future integration of loyalty programs could further incentivize repeat purchases, encouraging customers to return for more orders.

**6. Competitive Advantage**

**Modern & Efficient Platform:**

* The SB Foods Ordering System offers a more modern, efficient, and customer-friendly experience compared to traditional ordering methods (e.g., phone orders). This can provide a competitive edge in a highly competitive market.

**Brand Image:**

* A well-designed, fast, and secure ordering app helps improve the brand’s image. Customers are more likely to trust a business that offers a high-quality, tech-driven experience, leading to better customer retention and word-of-mouth marketing.

**7. Impact on Business Growth**

**Expansion Opportunities:**

* With the scalability of the system, the business can expand to new locations or markets without needing a major overhaul of the technology infrastructure.
* Adaptability : The system can incorporate new features (like loyalty programs or AI-based recommendations) to continuously improve the customer experience and stay competitive.

**Franchise/Multiple Locations:**

* For businesses with multiple locations, the system can manage all locations under a centralized system, providing admins with a unified view of orders, inventory, and customer feedback from each location.

**Conclusion:**

The SB Foods Ordering System delivers both immediate and long-term value to customers and the business. By enhancing user experience, improving operational efficiency, offering data-driven insights, and ensuring scalability, the system positions the business for growth, increased profitability, and a competitive edge. Additionally, the seamless integration of payment gateways, security features, and delivery management helps provide a secure and trustworthy experience, fostering customer loyalty and business expansion.

**Opportunities for Future Improvement in the SB Foods Ordering System**

The **SB Foods Ordering System** has the potential for continued growth and enhancement. Here are some key future improvement opportunities that can further optimize the system, enhance user experience, and help the business scale effectively.

**1. Integration of AI and Machine Learning**

**Personalized Recommendations:**

- Opportunity: Use machine learning algorithms to analyze customer order history and preferences. The system can then suggest personalized meal recommendations or promotions based on these insights.

- Benefit: Improves the customer experience by making the ordering process quicker and more relevant, potentially increasing the average order value.

**Predictive Analytics:**

- Opportunity: AI-driven predictive analytics could forecast customer demand, helping businesses adjust inventory and staffing levels dynamically.

* Benefit: Reduces waste, ensures adequate stock, and optimizes staffing, leading to cost savings and better operational efficiency.

**2. Loyalty and Reward Programs**

**Customer Retention:**

- Opportunity: Introduce a loyalty program that rewards customers with points, discounts, or exclusive deals after a certain number of orders.

- Benefit: Encourages repeat customers, fosters brand loyalty, and increases overall sales by incentivizing customers to order more frequently.

**Referral Programs:**

- Opportunity: Implement a referral program where existing customers can refer new customers and both the referrer and referee get a discount or reward.

- Benefit: Expands the customer base through word-of-mouth marketing, which is both cost-effective and highly impactful.

**3. Multi-Language and Multi-Currency Support**

**Global Expansion:**

- Opportunity: Add support for multiple languages and currencies to cater to a broader, global audience.

- Benefit: Opens up opportunities to expand into international markets, offering a more accessible platform to non-native speakers and enabling smooth transactions across different currencies.

**4. Advanced Order Management and Customization**

**Advanced Customization Options:**

- Opportunity: Allow customers to customize dishes more extensively (e.g., ingredient swaps, special dietary requirements, etc.) with more detailed preferences.

- Benefit: Provides a more personalized experience, catering to a wide variety of customer preferences, including those with food allergies, dietary restrictions, or specific tastes.

**Group Orders:**

- Opportunity: Enable **group ordering**, where multiple people can collaborate to order together (e.g., for offices, parties, or family gatherings) with the ability to split payments.

- Benefit: Facilitates bulk ordering for events, which can increase order volume and attract larger groups of customers.

**5. Integration with Third-Party Services**

**Delivery Integration:**

- Opportunity: Partner with **third-party delivery platforms** like Uber Eats, Door Dash, or Post mates, to extend delivery capabilities beyond in-house delivery.

- Benefit: Expands the delivery network, improving reach and delivery efficiency, especially in areas where in-house delivery might be less viable.

**Integration with Food Suppliers:**

- Opportunity: Integrate with local food suppliers and vendors for real-time inventory updates and automatic stock replenishment.

- Benefit: Ensures that the system reflects accurate stock levels, reducing the chances of menu items being unavailable, and streamlines the supply chain process.

**6. Augmented Reality (AR) Menu Visualization**

**Interactive Menu Experience:**

- Opportunity: Implement augmented reality (AR) features that allow customers to visualize their food items before ordering by scanning a menu item or using their camera.

- Benefit: Enhances the user experience by allowing customers to see how dishes look in 3D, helping them make more informed decisions and creating an innovative and engaging experience.

**7. Enhanced Mobile App Features**

**Mobile App for iOS and Android:**

- Opportunity: Build dedicated mobile applications for iOS and Android, offering the same features as the web app with mobile-specific enhancements.

- Benefit: A native app provides better performance, offline access, and push notifications for order updates, promotions, and new menu items, improving customer engagement.

Push Notifications:

- Opportunity: Use push notifications to alert customers about order status, promotions, special offers, or discounts.

- Benefit: Increases engagement and retention by keeping customers informed and encouraging them to return for more orders.

**8. Block chain for Transparency**

**Enhanced Payment Security and Transparency:**

- Opportunity: Implement block chain technology to handle payment transactions, improving security and creating a transparent, immutable ledger of all transactions.

- Benefit: Builds trust with customers by providing a transparent and secure payment system that ensures fraud prevention and data integrity.

**9. Voice-Activated Ordering**

**Voice Assistant Integration:**

- Opportunity: Integrate the ordering system with voice assistants like Amazon Alexa, Google Assistant, or Apple Siri to enable customers to place orders via voice commands.

- Benefit: Offers a more convenient and hands-free ordering experience, appealing to customers who prefer to use voice-enabled devices.

**10. Sustainability Features**

**Eco-Friendly Initiatives:**

- Opportunity : Introduce eco-friendly delivery options such as carbon-neutral deliveries, where customers can opt for a more sustainable delivery method (e.g., electric vehicles or bicycles).

- Benefit: Appeals to environmentally-conscious customers and helps the business reduce its carbon footprint.

**Sustainable Packaging:**

**-** Opportunity: Partner with suppliers that offer sustainable packaging and promote eco-friendly practices within the business.

Benefit: Aligns the business with sustainability trends, attracts environmentally-conscious consumers, and potentially reduces packaging waste.

**11. AI-Driven Customer Support**

**Chat bots and Virtual Assistants:**

- Opportunity: Implement AI-driven chat bots that can handle basic customer queries (e.g., order status, menu inquiries) instantly and efficiently.

- Benefit: Reduces response times, enhances customer satisfaction, and allows human customer service agents to focus on more complex issues.

**12. Smart Kitchen Integration**

**Real-Time Order Processing:**

- Opportunity: Integrate the ordering system with the smart kitchen where orders can be automatically routed to kitchen displays or printers, optimizing preparation time.

- Benefit: Streamlines the kitchen process, reduces delays, and improves order accuracy.

**Conclusion:**

There are numerous opportunities for future improvements that can help the SB Foods Ordering System evolve to meet changing customer expectations, improve operational efficiency, and stay ahead in a competitive market. By embracing new technologies like AI, AR, block chain, and voice activation, and by implementing customer-focused features such as loyalty programs, sustainability practices, and mobile apps the system can continue to drive business growth and customer satisfaction for years to come.