**Abstract**

This paper describes the theory and implementation methods and processes of online food delivery system ‘Food delight’. This is a dynamic and efficient system for ordering and delivering foods in all situations. The main objectives of this website are giving online services to the customers, facilitating restaurant owner to manage their restaurant related tasks easily and ensuring that no customer will be in inconvenience regardless of any situation. In this web application, we have created a webpage that would be promising for the restaurant owner to run his/her restaurant smoothly in any situation. This web-application is useful in many ways. In this application, an admin can easily maintain his/her system online. S/he can easily update, delete any food, categories and food menu. Moreover, s/he can also change his/her profile and update accordingly. In addition, s/he can calculate the revenue generated from selling. Customers can easily select and order food. They can also make profile and update information. They can also see the price of food and the quantity of foods added to cart. In addition, customers can send messages and location related information separately. Furthermore, s/he can contact the admins and write reviews and send them accordingly. Finally, authority will be financially benefitted as it is an online food delivery system.

**OVERVIEW**

**1.1 Introduction**

The covid-19 pandemic has created devastating effects on restaurant industry. As government directives to shut down restaurants and social distancing are applied everywhere, people are getting socially distracted and other offices, institutions have been remaining closed for a long time. So, the restaurant industry is going to suffer the backlash of corona as a huge loss for it. Nonetheless, Information and Communication Technology has brought a lucrative opportunity to restaurant business during this hard time. For retaining profit, an online food delivery system will be much effective for restaurant owners to move on in this pandemic time. That’s way, our project ‘Food delight’ -a web-based food delivery system will be a gateway for customers to order their desired foods for fulfilling their cravings. Moreover, it includes effective and useful features such as Foods, Categories, Profile, Contact, About ,Location .The features Foods and Categories will help customers to select foods from their desired categories .They will also be able to create profile and update or delete their information effectively through various options from Profile page. Moreover, they can also send location related information and messages to admin of restaurant owner and they can also see the location of this restaurant through the help of Location page. Furthermore, they will be able to contact the admin from Contact page. Finally, they will be able to know the information of Food delivery system such as email, phone and address through About page. Finally, Food delight will be a best option for customers for fulfilling their needs in any situation.

**1.2. Project Definition**

Food delight is an online food delivery system that is basically based on the popular cloud kitchen model. It is mainly an inbuilt food delivery system that will work with only single brand restaurant. It enables restaurant owners to run their restaurant business in any situation. It is a platform for successful collaboration between customers and admin of restaurant. In addition, this cloud kitchen gives facilities to customers for exploring and analyzing food menu and ordering foods easily without going to any shop front restaurants. In this way, it is also a cost-effective system for both customers and restaurateur. In short, it is a successful cloud kitchen system that helps in providing customer information effectively and easily contacting with restaurateur. However , it consists of both admin and customer parts separately so that restaurateur and customers can cooperate successfully. From admin panel , admin can see the dashboard which consists of number of categories and foods that have been added to Food delight by admins. Moreover, admins can monitor total orders and revenue generated .In addition, an admin can manage other admins such as s/he can add or delete other admins. They can manage categories that is adding different types of categories and deleting them and making them featured as well. They can also see the order related information such as order id, dates, customer names ,contacts , emails ,addresses , status and actions. Admins can also create profile and update their information. From customers’ side, customers can see the outstanding categories and foods from Homepage. They can order foods easily by adding them to cart . Moreover, they can see the order related information from Cart page. In addition ,they can also create profiles and manage information easily. In addition ,they can also contact and send their location related information easily. Moreover, they can also write reviews from Contact page.

**1.3. Purpose of Our Project/ Motivation**

Our project ‘Food delight’ is basically based on the cloud kitchen model. Cloud kitchen model is flourishing and taking restaurant industry to an unimaginable height. So, cloud kitchen model is perfectly suitable to Bangladeshi restaurant industry. In addition, the revenue growth of online food delivery system is increasing rapidly day by day and it will become one of the most profitable choice for entrepreneurs in the near future. In addition, coronavirus pandemic has hit hard the economy of Bangladesh. In this situation, many merchants are in bankruptcy due to their huge loss in businesses. However, the restaurant industry is tackling this situation successfully because of the advent of Information and Communication Technology. In this situation, creating an online food delivery system that is developing a successful cloud kitchen model for a single brand restaurant will be an effective project to implement for us. This idea has been the incentive for us to come up with an project idea of ‘Food delight’ that is an online food delivery system. This cloud kitchen based model would help restaurant owners to recover themselves from huge loss due to this pandemic.

**1.4. Project Goal**

Our project is implemented in a way that has enabled us to achieve our missions successfully. Our project goals are mentioned below .

* Giving online services to the customers
* Facilitating restaurant owner to manage his/her restaurant related tasks easily
* Ensuring that no customer will be in inconvenience regardless of any situation
* Increasing revenue in pandemic situation
* Ensuring profits without any shop front

**1.5.Summary**

Food delight is a successful cloud kitchen model that has enabled single branded restaurant to make profits in any situation .In addition, customers could also find it easy to order and select their foods conveniently through this web application. This application has included certain features to achieve our project missions successfully. These are Categories ,Foods, Cart, Profile, Contact and Location. Furthermore , admins could successfully manage Food delight through admin panel .In short, Food delight is an effective platform that includes all the characteristics of a cloud kitchen model . Finally, Food delight would be an effective choice for restaurateur to cope with this pandemic situation.