

CHAPTER ONE

INTRODUCTION

1.1 BACKGROUND OF STUDY

The online food ordering system is one of the latest services 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 method of the goods and services, attention is focused on the payment mode. In other words, how possible is it to pay for goods and services via the internet? This then leads 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).

What I propose is an online ordering 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.

1.2 STATEMENT OF PROBLEM

As industries are fast expanding, people are seeking for more ways to purchase products with much ease and still maintain cost effectiveness. The vendors need to purchase the products in order to sell to end users. The manual method of going to their local food sales outlets to purchase food is becoming obsolete and more tasking. Food can be ordered through the internet and payment made without going to the restaurant or the food vendor. So there is need for a wide range of publicity and enabling direct order, processing and delivering of food through online system. For this system, there will be a system administrator who will have the rights to enter the menu with current prevailing prices.

1.3 OBJECTIVES OF STUDY

This study lays out a framework for a new system to be developed and brought to the market for maximum use and to create an avenue through the web where users can log on to our server and make a selection of whatever goods or food they like and subsequently pay via the internet. The following are the objectives this would bring:

1. The home page of this web interface provides an avenue where customers will be able to gather more and reliable information about what the fast food industry really does.
2. The products and services offered would provide the customers with all the different categories of available products that they can choose and select from.
3. This will provide a user friendly environment between the customer and employee thus increasing the efficiency of the food ordering system.
4. There will also be an online purchase form with which valued customers will be using to get in touch with any of their request whenever the need arises.
5. It will also help for easy retrieval of orders made by the customers.

1.4 SCOPE OF STUDY

In this project, a fast food company is designed and KRISPY FAST FOOD, AWKA is taken as a case study to enable customers order for food and get it delivered accordingly and also to reduce the long queues of customers at the counter ordering for food and to reduce the work load on the employees.

The following things are among other things that are discussed and what the software would handle:

- ❖ About the fast food company
- ❖ The fast food and the services offered there

- ❖ Online purchase
- ❖ Type of food provided.

1.5 SIGNIFICANCE OF STUDY

In view of the rapid development of computer technology in almost all the fields of operation and its use in relation to information management, it has become important to look into the development of online ordering system for firms to meet up with demands of the customers. Therefore, the food ordering and delivery system will help customers and management to:

1. Advertise available foods in their company
2. Reduce the workload in the present system
3. Reduce time wasted in data processing
4. Create a platform for online purchase and delivery of fast food
5. Keep accurate record on purchased order and delivery.

1.6 LIMITATIONS

Due to time and financial constraints, the software that is developed covers only the aspect of food ordering and payments.

1.7 DEFINITION OF TERMS

FOOD: Any nutritious substance that people or animals eat or drink, or that plant absorbs, in order to maintain life and growth.

MENU: A list of dishes available in a restaurant or the food available or to be served in a restaurant or at a meal for example "a dinner-party menu", "politics and sport are on the menu tonight".

ONLINE FOOD ORDERING: Online food ordering services are websites that

feature interactive menus allowing customers to place orders with local restaurants and food cooperatives.

CREDIT CARD: A **credit card** is a [payment card](#) issued to users as a system of [payment](#). It allows the cardholder to pay for goods and services based on the holder's promise to pay for them.

ORDERING SYSTEM: This is referred to as a set of detailed methods that is being used in handling the ordering process.

RESTAURANT: (eating place) is a place where meals and drinks are sold and served to customers.

CUSTOMER: Sometimes known as a client, buyer, or purchaser) is the recipient of goods, services, products or idea obtained from a seller, vendor, or supplier for a monetary or other valuable consideration.

TECHNOLOGY: It is the study of techniques or process of mobilizing resources (such as information) for accomplishing objectives that benefit man and his environment.

HAMBURGERS: A hamburger is a sandwich consisting of a cooked patty of ground meat usually placed inside a sliced hamburger bun.

SHAWARMA: Shawarma is a Levantine Arab meat preparation, where lamb, chicken, turkey, beef, veal, or mixed meats are placed on a spit, and may be grilled for as long as a day.

BEEF: Beef is the culinary name for meat from bovines, especially cattle. Beef can be harvested from cows, bulls, heifers or steers. Beef muscle meat can be cut into steak, roasts or short ribs.

CHAPTER TWO

LITERATURE REVIEW

2.1 INTRODUCTION

An ordering system is referred to as a set of detail methods that is being used in handling the ordering process. Food ordering can be computerized or done manually. Thos helps the customer to order their food themselves which is known as the customer self-ordering system.

The customer self-ordering system can be defined as a computerized system that is being used by customers to place their own orders in the restaurant and allow the orders to be tracked, in order to prepare and deliver the food to the computers.

2.2 SELF-SERVICE/SELF-ORDERING IN RESTAURANT

Self-service or self-ordering in restaurant industry refers to the restaurant taking orders from customers through applying various types of technologies such as internet and many others. Self-service or self-ordering is successful when it is applied at restaurants in many other countries. The usage of the self-service or self-ordering technology is proven to benefit most of the investors.

Odesser-Torpey(Odesser-Torpey, 2008) reports that most of the Americans hate waiting for an order. Therefore, they prefer self-service technology, which can be in form of text messaging, the internet and kiosk. Usually, the customer prefers self-service because of speed and convenience in making order and transaction while minimize the miscommunication. He also mentioned that self-activated terminals are more likely to serve as ordering innovation in the future. The

implementation of alternative ordering can increase check size, free up counter staff that need to serve customers and take money handling out of service equation.

Bhatnagar(Bhatnagar, 2006) mentioned that the innovation of kiosk and computerized table top ordering screen will force restaurant industry re-jigger an often used acronym quick service restaurant to the self-service restaurant. Customers can get information or search for recipes from the kiosk and internet. The kiosk and internet also takes orders and receives credit cards or debit cards payment. As a result, wrong order and long queue can be avoided, order staff can be arranged to somewhere else and focus to speed up on delivery orders. On the other hand, a table-top touch screen order system can take customer orders as well as handle other customer requests such as refill drinks, call a waiter and make payment by credit card and debit card.

Bytes, a restaurant located at Canterbury has been successfully standing apart from the competitors because of applying online self-service ordering and the payment concepts. The system used in Bytes allows the customers make an order through the touch screen, and the order will be directed to bar or kitchen. The system also offers games after a customer placed the orders while internet access will be provided to customers in the future. Touch screen ordering reduces the need of the waiter. The system also provides database for customers' habits and preferences, generate the management reports, perform analysis as well as allows the menu to be updated instantly. (Brickers, 2006).

Based on study, it is possible for applying the online food ordering system to the fast food restaurants in Nigeria. This is because the system can improve workplace efficiency, increase sales of the restaurant as well as reduce making incorrect order. As a result, it is worth for investing on the system, whereby it can shorten the return on investment.

In addition, the system should be supported by the food origin taste and services to maintain the customers' loyalty and satisfaction. However, widely implementing the food ordering system may cause the influx of labor due to the elimination of waiters in restaurant industry. Even the system is important to be implemented, yet there is still some risk in other factors such as a direct interaction and restaurant design concept, which need to be considered for ensuring the success of the system.

Gan (Gan, 2002) proposed to develop an online fast food restaurant ordering system that allows customers to place orders anytime at any place. The system helps to manage order from customer as well as advertise promotion. It allows kitchen staff to view ordering information, management to manage fast food raw materials and staff to search customer delivery and profile information. This system helps to reduce queue issues during peak hours, speed up food preparation and increase customer volumes. As a result, market share of fast food restaurant can be boosted up and increases return of investment for the investor.

De Leon (De Leon, 2008) mentioned that there are several aspects that should be included in a good online food ordering system. System should be simple to navigate, not clustered and easy to make an order, (Sharma, 2007,) designed with professionals looking with search engine optimize capability and available 24hours. The system should also have a secure payment gateway to protect their customers' credit cards information, fast and keep track on orders and sales history easily as well as generate a comprehensive sales report, (Sharma, 2007).

2.3 E-COMMERCE

Electronic commerce or e-commerce according to Garret, (1996) is the exchange of goods and services by means of the internet or other computer networks. In e-commerce, buyers and sellers transact business over networked computers.

Electronic commerce is also sharing business information, maintaining business relationships and conducting business transactions by means of communication networks. It includes the relationship between companies (business-to-business), between customers (customer-to customer) as well as between companies and customers (business- to-customer). Business to business segment currently dominates the e-commerce while customer oriented segment is significantly lagging behind and current estimate places it at less than 10% of the total volume, even though they are all experiencing an exponential growth (Vladimir, 1998). E-commerce offers buyers convenience. They can visit the World Wide Web (www) sites of multiple vendors 24hours a day and seven days a week to compare prices and make purchases, without having to leave their homes or offices.

For sellers, e-commerce offers a way to cut costs and expand their markets. They do not need to build staff or maintain a store or print and distribute mail order catalogs. Because they sell over the global internet, sellers have the potential to market their products or services globally and are not limited by the physical location of a store.

E-commerce also has some disadvantages, however. Customers are reluctant to buy some products online. Online furniture businesses for example, have failed for the most part because customers want to test the comfort of an expensive item such as a sofa before they purchase it. Many people also consider shopping a social experience, for instance, they may enjoy going to a store or a shopping mall with

friends or family, an experience they cannot get online. Customers also need to be reassured that credit card transactions are secure and that their privacy is respected. E-commerce is not only widening customer's choice of product and services, but also creating new business and compelling established business to develop internet strategies.

2.4 HISTORY OF FAST FOOD/RESTAURANT

A fast food restaurant is a restaurant characterized both by food ready to eat quickly after ordering and by minimal service. One trait shared by all fast food establishments is that the customer pays for the food prior to consuming it. Often this food is referred to as fast food. The food in these restaurants is often cooked in bulk and in advance and kept warm or reheated on order.

Although fast food restaurants are often viewed as a representation of modern technology, the concept of "ready cooked food to go" is as old as cities themselves, unique variations are historical in various cultures. Ancient Roman cities had bread-and-olive stands, East Asian cultures features noodle shops. Flat bread and falafel are ubiquitous in the Middle East. Popular Indian fast food delicacies include Vada Pav, Papri Chaat, Bhelpuri, Panipuri and Dahi Vada. In the French speaking nations of west Africa, meanwhile, roadside stands in and around the larger cities continue to sell- as they have done for generations-a range of ready-to-eat char grilled meat sticks known locally as "brochettes" (not to be confused with the bread snack of the same name found in Europe).

The modern history of a fast food in America began on July 7, 1912 with the opening of a fast food restaurant called the Automat in New York. The Automat was a cafeteria with its prepared foods behind small glass windows and coin-operated slots. Joseph Horn and Frank Hardart had already opened an Automat in Philadelphia but their Automat at Broadway and 13th street, in New York City,

created a sensation and numerous Automat restaurants were quickly built around the country to deal with the demand. Automats remained extremely popular throughout the 1920's and 1930's. The company also popularized the notion of "take-out" food, with their slogan "less work for mother". The American company White Castle is generally credited with opening the second fast food outlet in Topeka, Kansas in 1921, selling hamburgers for five cents a piece. White Castle later added five holes to each beef patty to increase its surface area and speed cooking times. White Castle was successful from its inception and spawned numerous competitors.

Mc Donald's, the largest fast food chain in the world and the brand most associated with the term "fast food" was founded as a barbeque drive-in in 1940 by Dick and Mac. After discovering that most of their profit came from hamburgers, the brothers closed their restaurant for 3 months and reopened it in 1948 as a walk-up stand offering a simple menu of hamburgers, French fries, shakes coffees and coca-cola, served in disposable paper wrapping. As a result, they were able to produce hamburgers and fries constantly, without waiting for customer orders, and could serve them immediately; hamburgers cost 15cents, about half the price at a typical dinner. The McDonald's stand was the milkshake machine company's biggest customer and a milkshake salesman named Ray Kroc travelled to California to discover the secret to their high-volume burger-and-shake operation. Kroc thought he could expand their concept, eventually buying the McDonald's operation outright in 1961 with the goal of making cheap, ready-to-go hamburgers, French fries and milkshakes a nationwide business.

CHAPTER 3

METHODOLOGY AND SYSTEM ANALYSIS

3.1 RESEARCH METHODOLOGY

Research methodology has many research dimensions and methods. The scope of research methodology is wider than research method. This is mainly adopted by the researcher in undertaking this research. Methodology is the underlying principles and rules that govern a system method, on the other hand it is a systematic procedure for a set of activities. Thus, from these definitions a methodology encompasses the methods used within a study.

A waterfall model under the software development life cycle (SDLC) is the methodology used to produce the online food ordering system and the customer self ordering system. It is used by system developers to produce or alter information systems or software.

It divides the development process into several stages or processes. After the completion of one stage, it will logically move to another stage. Sometimes moving back to the previous stage is necessary due to failure that occurs in current stage.

System design methods are a discipline within the software development industry which seeks to provide a framework for activity and the capture, storage, transformation and dissemination of information so as to enable the economic development of computer systems that are fit for purpose.

3.2 METHODS OF DATA COLLECTION

Although there are various methods of data collection, the researcher chose the two main sources of data collection in carrying out their study. They are:

1. Primary source

2. Secondary source

The primary source refers to the sources of collecting original data in which the researcher made use of empirical approach such as personal interview.

The secondary sources of data for this kind of project cannot be over emphasized. The secondary data were obtained by the researcher from magazines, journals, newspapers and library source.

3.2.1 ORAL INTERVIEW

The interview method of data collection can be defined as a systematic way of collecting data or information from a respondent through asking questions directly from the respondent and also collecting information with the aim of facilitating understanding. The oral interview was done between the researcher and the management of staff of KRISPY FAST FOOD, Awka. Reliable facts were gotten based on the questions posed to the staff by the researcher which help the researcher in starting the work and also helped in the area of solution presentation of the new design.

3.2.2 STUDY OF MANUALS

Manuals and report based on fast food services were obtained and studied and a lot of information concerning the system to be produced was obtained.

3.2.3 EVALUATION OF FORMS

Some forms that are necessary and available were accessed. These includes the restaurant menu fast food order form, payment receipts etc. these forms helped in the design of the new system.

3.3 ANALYSIS OF EXISTING SYSTEM

Throughout the system analysis, an in-depth, study of end-user information is conducted, for producing functional requirement of the proposed system. Data about the existing ordering system is collected through several fact-finding techniques such as website visit and document review, at the beginning of this stage. The data collected facilitates information required during detailed analysis. A study on the current system is performed based on the collected data. As a result, user requirement of the proposed system are determined. At the end of this stage, requirement specification is produced as deliverable.

3.4 THE EXISTING SYSTEM

The existing system happens to be a non computerized operating system where all operations are done manually by the waiter carrying paper and to take down the order of the customer or making an order over the counter. This leads to mistakes because the waiter might not understand what the customer had ordered therefore serving him/her a different menu. This could be so embarrassing because the customer might not take it lightly with the waiter which may lead to misunderstanding.

3.5 PROBLEMS OF EXISTING SYSTEM

Due to manual means being employed by the fast food restaurants, it is very difficult to satisfy the wants and needs of the customers. Most of the problems include:

1. Mistakes are made when taking the orders of the customers
2. The process of collecting customers' purchases order is very tedious.
This makes it impossible to deliver goods on time.
3. It leads to lack of understanding between the customers and the employees.

4. The record keeping system is poor. Losses of vital records have been reported in the past consequently. Besides, protecting the file system from unauthorized access is a problem that has defiled solution.
5. Unnecessary time is wasted conveying information through the ladder of authority. Management at times seeks to get a copy of the customer's order form and this may take a lot of time to obtain it.
6. It causes reduction of production flow.

These are the major problems facing the existing system and would be corrected with the help of the proposed system.

3.6. OBJECTIVES OF THE PROPOSED SYSTEM

The proposed system is developed to manage ordering activities in fast food restaurant. It helps to record customer submitted orders. The system should cover the following functions in order to support the restaurant's business process for achieving the objectives:

1. To allow the customer to make order, view order and make changes before submitting their order and allow them make payment through prepayment card or credit card or debit card.
2. To provide interface that allows promotion and menu.
3. To prevent interface that shows customers' orders detail to front-end and kitchen staffs for delivering customers' orders
4. Tools that generate reports that can be used for decision making
5. A tool that allows the management to modify the food information such as price, add a new menu and many others as well as tools for managing user, system menu and promotion records.

3.7 JUSTIFICATION FOR THE NEW SYSTEM.

It is the purpose of the new system to address all the problems plaguing the present system. This system will do the analyzing and storing of information either automatically or interactively. It will make use of PHP-MYSQL. This will be like this: a report is generated conforming to particular information needed by the management via the monitor. This will require the input of necessary data and record of fast food ordering and delivery and then a report is generated.

The proposed system will also have some other features such as:

1. Accuracy in handling of data
2. The volume of paper work will be greatly reduced.
3. Fast rate of operation as in making the ordered food available and delivered on time.
4. Flexibility (i.e. it can be accessed at any time)
5. Easy way to back up or duplicating data in CD's in case of data loss
6. Better storage and faster retrieval system
7. Errors in the reports will be greatly minimized.

CHAPTER FOUR

SYSTEM DESIGN, IMPLEMENTATION AND TESTING

4.1 DESIGN STANDARD

The system is designed with several interaction cues on each web page that makes up the web application (krispy). These cues are well-defined such as to make several functionality that the application exposes to collect, process and output data. Access to these functionalities is made possible by the well designed user interface which embodies several technologies such as AJAX (Asynchronous JavaScript and XML) to process data. The application is built in a modular form where these functionalities are built into modules. Some of the modules are as follows:

1. Cart.php
2. Check_login.php
3. Inventory_details.php
4. Payments.php

4.2 OUTPUT SPECIFICATION.

The system is designed in such a way that it efficiently provides output to the user promptly and in a well organized manner. The format for the several output are make available on the output web pages. Output can be relayed using the following page modules:

1. Product_list.php: This display output information for the list of food delicacies which are currently available
2. Search_result.php: This displays output information for the order report
3. Aboutus.php: This displays output information that talks about the ordering outfit (krispy).

4.3 INPUT SPECIFICATION.

The system is designed to accept several input details efficiently through input forms and user clicks. The data captured through the user keystrokes and clicks are received by specific modules on the system and relayed to the back-end of the system for processing. Input is collected using the following page modules:

1. Index.php: This is used to capture preliminary user navigation information and preference information which gives the system a method of personalizing the page for the user on the next visit.
2. Admn_login.php: This is used to capture information about the administrative personnel who controls content and display on the system.

4.4 DATABASE SPECIFICATION.

The database system used to implement the back-end of the system is MySQL. Access to the system was made possible by a graphical interface (phpMyadmin) with an ISAM engine. The database name is krispy and the structure of the data tables in the database are as follows:

1. Admin
2. Payment
3. Products
4. Transactions

ADMIN

Field	Type	Null	Key	Default	Length
Id	Int	No	PRI		11
Username	varchar	No			24
Password	Varchar	No			24
Last-log-	Date	No			

date					
------	--	--	--	--	--

PAYMENT

Field	Type	Null	Key	Default	Length
Id	int	No	PRI		11
Firstname	varchar	No			255
Lastname	varchar	No			255
Payment date	varchar	No			255
Card type	varchar	No			255
Gender	varchar	No			255
Card number	varchar	No			255
Three-digit- pin	varchar	No			255
Secret pin	varchar	No			255
Address	varchar	No			255
Bus-stop	varchar	No			255

PRODUCTS

Field	Type	Null	Key	Default	Length
Id	Int	No	PRI		11
Product- name	varchar	No			255

Price	varchar	No			16
Details	varchar	No			
Category	varchar	No			16
Subcategory	varchar	No			16
Date-added	varchar	No			16

TRANSACTIONS

Field	Type	Null	Key	Default	Length
Id	int	No	PRI		11
Product-id- array	varchar	No			255
Payer-email	varchar	No			255
First-name	varchar	No			255
Last-name	varchar	No			255
Payment- date	varchar	No			255
Mc-gross	varchar	No			255
Payment- currency	varchar	No			255
Txn-id	varchar	No			255
Receiver- email	varchar	No			255
Payment- type	varchar	No			255
Payment- status	varchar	No			255

Txn-type	varchar	No			255
Receiver-email	varchar	No			255
Address-street	varchar	No			255
Address-city	varchar	No			255
Address-state	varchar	No			255
Address-zip	varchar	No			255
Address-country	varchar	No			255
Address-status	varchar	No			255

Table 4.4.1

4.5 MAIN MENU DESIGN

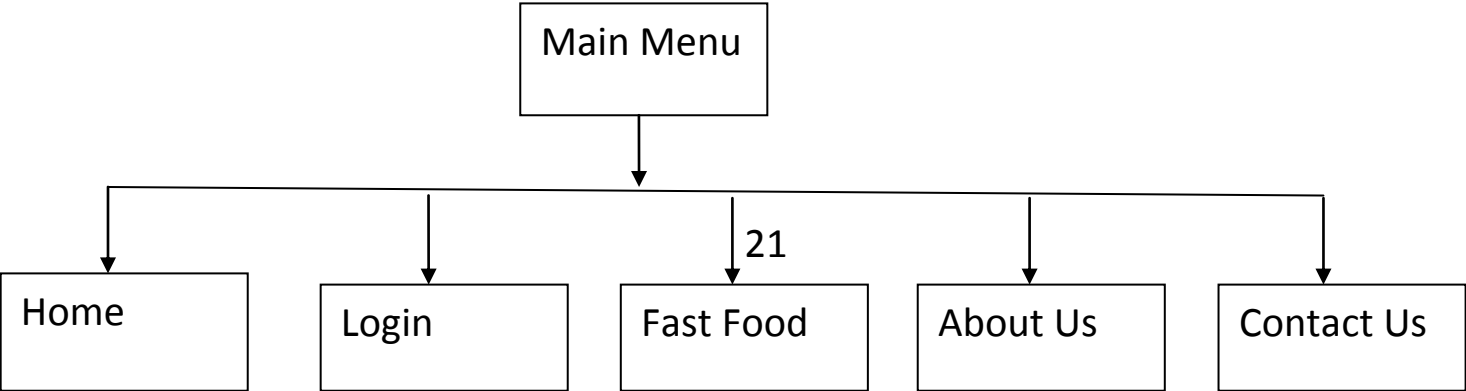
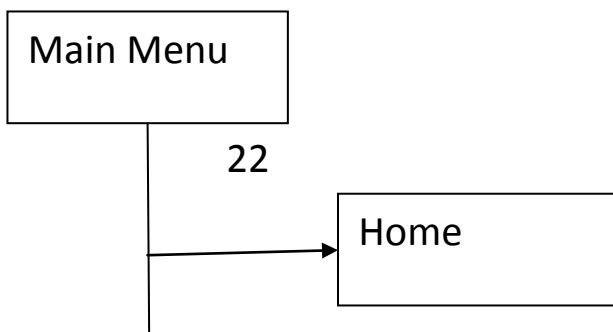


Fig 1

4.6 SUBSYSTEM DESIGN

4.6.1 Server Side Subsystem Design



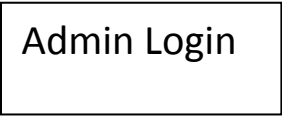


Fig 2

4.6.2 Customers Subsystem Design [Client Side]

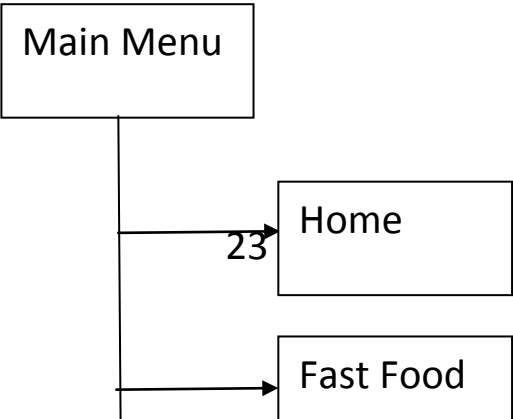


Fig 3

4.7 SYSTEM FLOWCHART

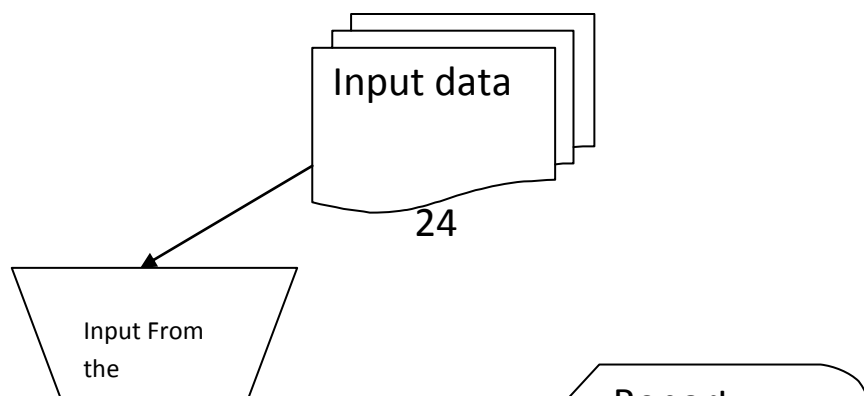
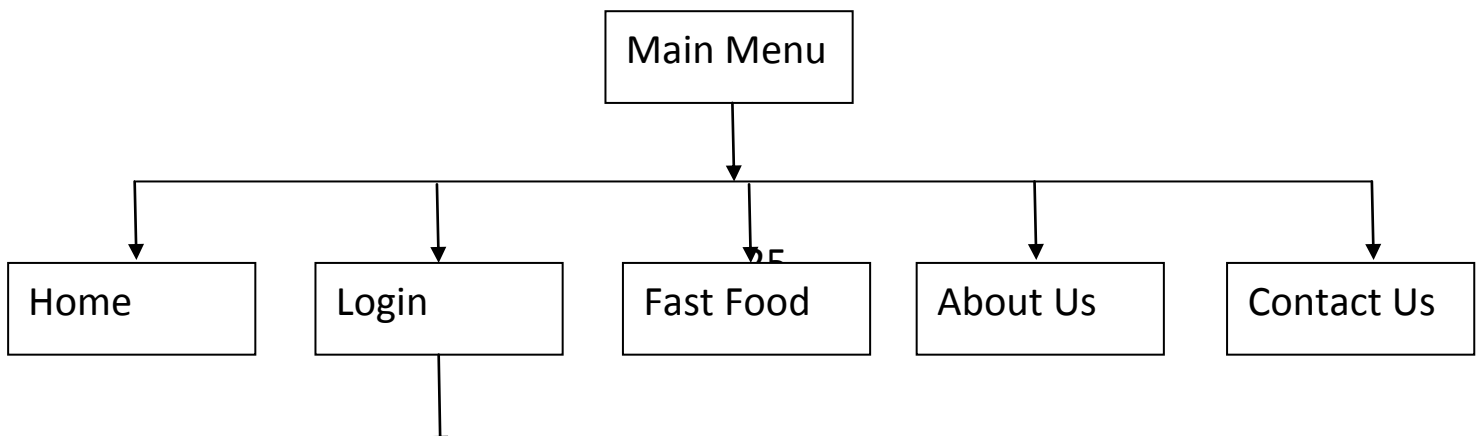


Fig 4

4.8 TOP-DOWN SYSTEM





Enquiry

Fig 5

4.9 CHOICE OF PROGRAMMING LANGUAGE

So many programming languages were put into consideration in the cause of designing this software. A lot of factors were also considered which includes the online database access, data transmission via networks, online database retrieval, online data capture, multi user network access database security, etc.

The database system used to implement the back-end of this system is MySQL. MySQL database is a robust database that can guarantee database integrity, database protection and accommodate large database. Access to the system was made possible by a graphical interface (phpMyadmin) with an ISAM engine. The phpMyadmin is very user friendly and can be modified programmatically.

4.10 SYSTEM REQUIREMENT

Computer system is made up of units that are put together to work as one in order to achieve a common goal. The requirements for the implementation of the new system are:

- The Hardware
- The Software

Software Requirement

For the effective implementation of the new system, the following software has to be installed on the computer

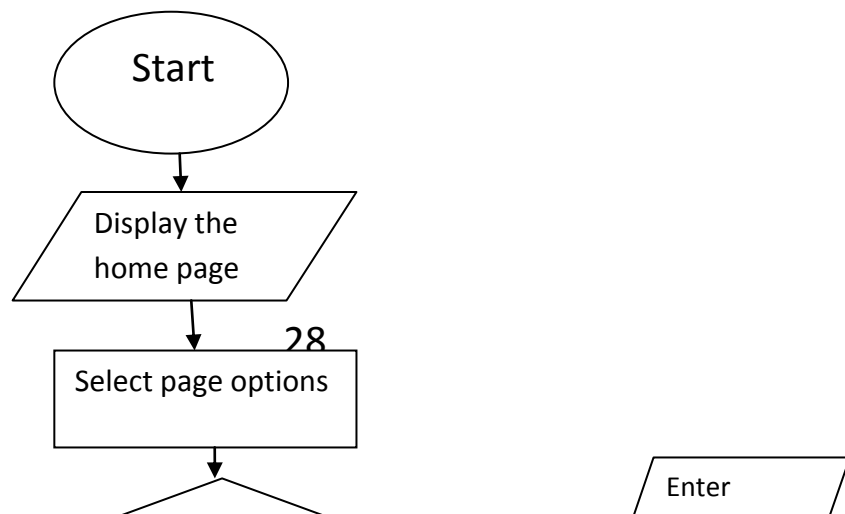
- ❖ Windows Xp, Windows 7 or Vista
- ❖ MySQL
- ❖ PhpMyadmin
- ❖ Dreamweaver
- ❖ Fireworks
- ❖ Wampserver

Hardware Requirements

- ❖ 1GB RAM and above
- ❖ 40GB HD

- ❖ Printer
- ❖ Scanner
- ❖ Keyboard
- ❖ Intel Pentium
- ❖ Mouse

4.11 PROGRAM FLOWCHART



Y

No Y

No Y

↓ No Y

No Y

↓

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 SUMMARY

At the end of this project work, I was able to design and develop software that can successfully handle online food ordering and product order for Krispy Foods, Awka. In the process of the design, first hand information on fast food businesses was obtained. This work also will serve as a stepping-stone for people who wish to research more on this topic. Other benefits are:

1. Provision of facility for handling text electronically using powerful and sophisticated word processors to produce elegant and error free documents.
2. In addition to storing the organization's operational data on disk backing storage, other forms of data used by the organization could also benefit from storage on such medium.
3. With the installed software, product ordering and delivery was made easier. The systematic approaches used during each phase of the software development provides a clear road map that would be of immense help to anyone carrying out research work in this area.

5.2 CONCLUSION

The development of online food ordering system involved many phases. The approach used is a top-down one concentrating on *what* first, then *how* and moving to successive levels of details.

The first phase started with a detailed study of the problems and prospects of ordering in Krispy Foods, Awka. In the course of this study, many problems were discovered to have hindered the effectiveness of the existing manual system. These problems, information needs and activities were documented and later used as the basis for system design, which immediately followed the first phase. The design phase was concerned primarily with the specification of the system elements in manner that best met the organization's business needs.

During this phase, strict adherence was made on proven software engineering principles and practices. To implement this design, a computer program was then written and tested in phpMyadmin environment.

It is hoped that effective implementation of this software product would eliminate many problems discovered during systems investigation.

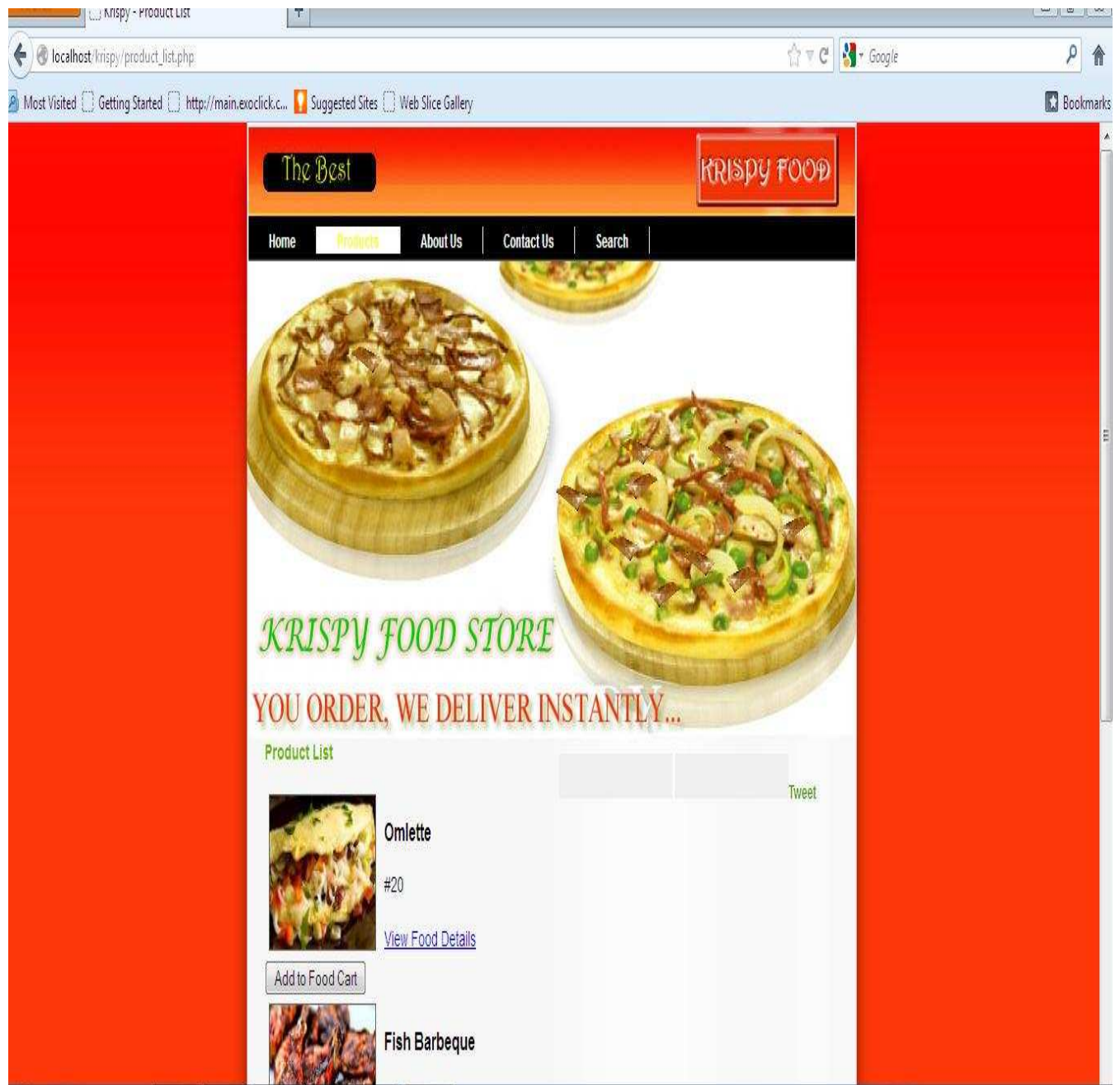
5.3 RECOMMENDATIONS

It is known that for any meaningful computer based information management to be integrated into any organization, proper training and orientation has to be given both to the staff and management. Proper training should be given to the data entry staff on how to handle the computer hardware especially during backup processes. In particular, electronic storage media are usually sensitive to change in temperature or pressure and as such, data can be lost very easily. The staff should also be highlighted on the need and advantage of the system and how it will equally assist them in their various field of work. They should also be informed of the cost of maintaining this new system so that they will handle it with all carefulness. Training materials should not be presented in formal way but with procedures like policies and form etc, they should be circulated to the personnel. This will at the end generate appreciation and needed interest to operate the system.

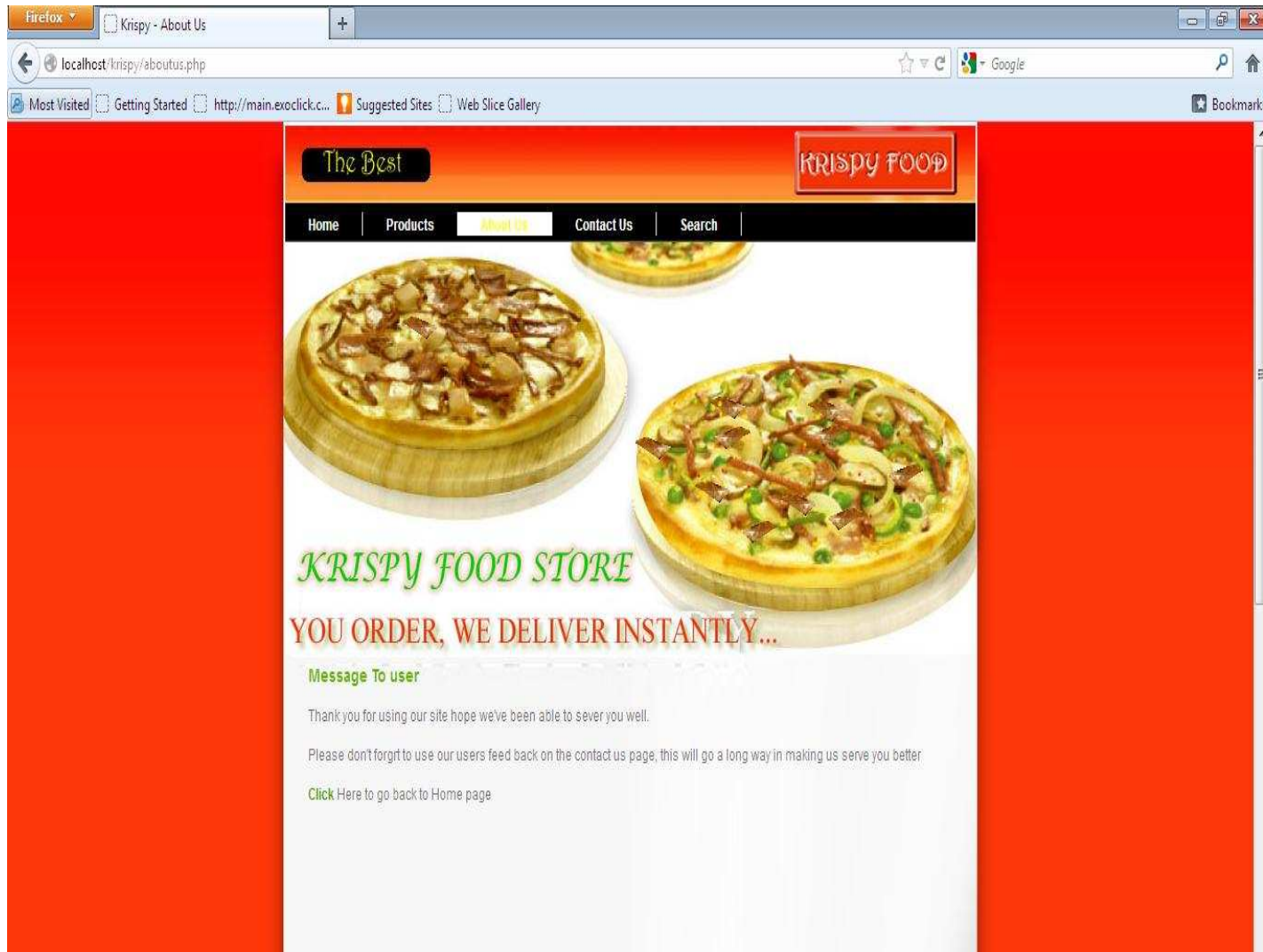
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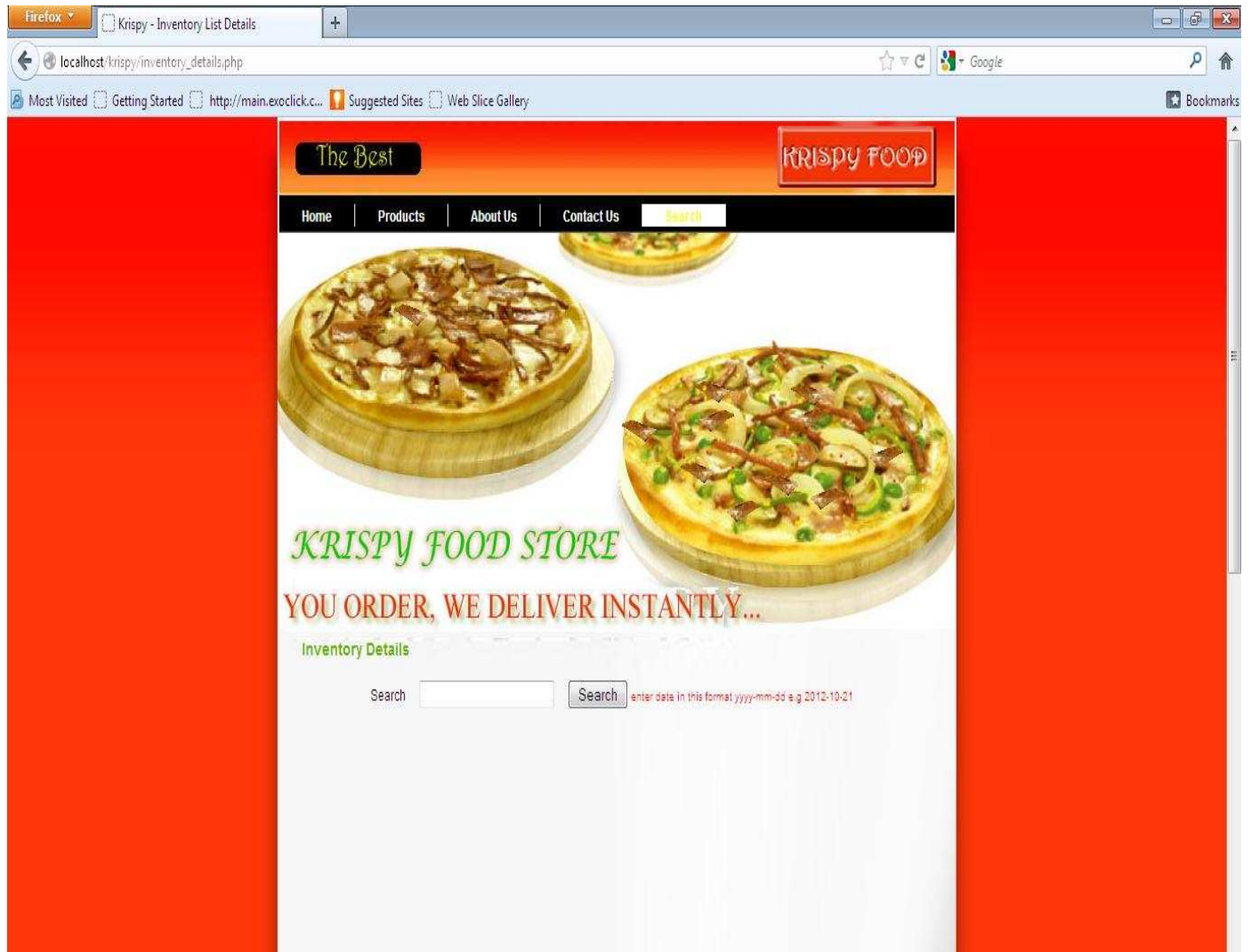
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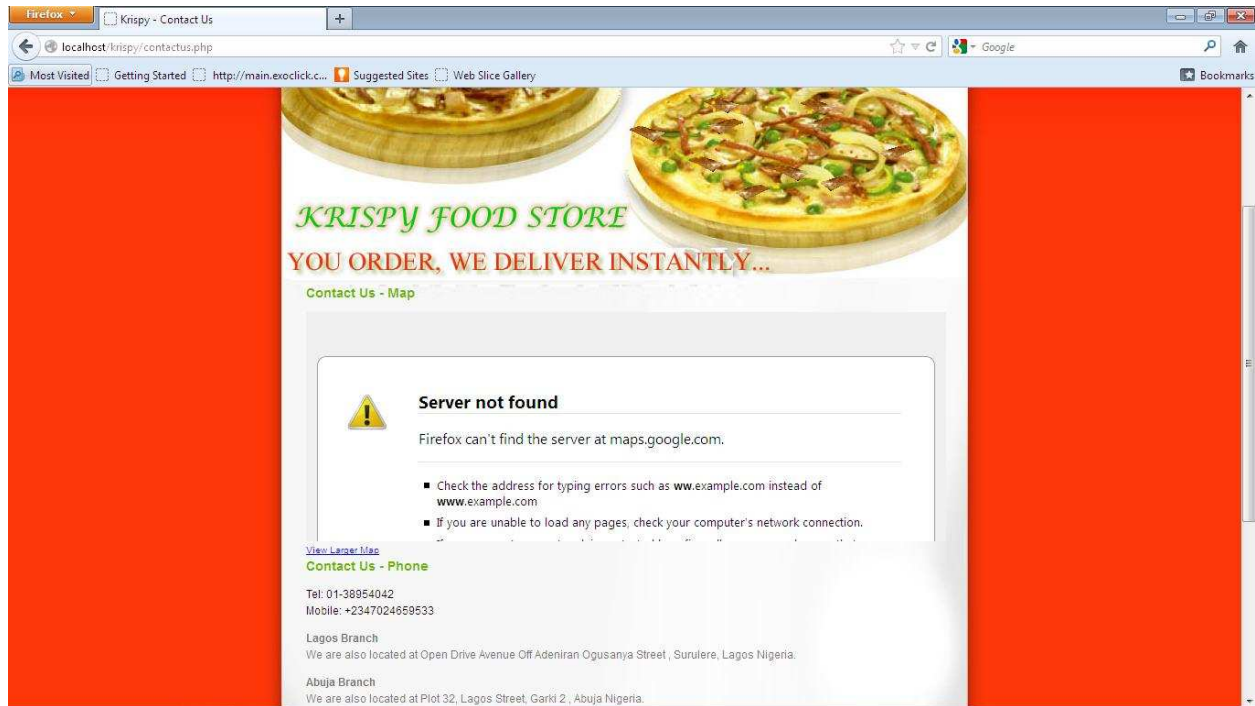
APPENDIX 1: PRODUCTS PAGE



APPENDIX 2: ABOUT-US PAGE



APPENDIX 3: SEARCH PAGE



APPENDIX 4: CONTACT-US PAGE

APPENDIX 5: PROGRAM SOURCE CODE

```
<?php

// Script Error Reporting

error_reporting(E_ALL);

ini_set('display_errors', '1');

?>

<?php

// Run a select query to get my latest 6 items

// Connect to the MySQL database

include "storescripts/connect_to_mysql.php";

$dynamicList = "";

$per_page = 4; // number of product items to list per page...

$count = 0; // keep track of DB data array...

setcookie("page","1",time()+3600,'/'); // remember what page we are on...

$sql1 = mysql_query("SELECT count(*) as tot FROM products"); // count number
of rows returned in our query...

$total_row = mysql_fetch_assoc($sql1);

$tots = $total_row['tot'];

setcookie("tot_page",ceil($tots/$per_page),time()+3600,'/'); // remember the total
number of pages in all...
```

```

$sql = mysql_query("SELECT * FROM products ORDER BY date_added DESC
limit $per_page");

$productCount = mysql_num_rows($sql); // count the output rows...

if ($productCount > 0) {

    $db_Arr = array();

    while($row = mysql_fetch_assoc($sql)){

        $db_Arr[$count]['id'] = $row["id"];

        $db_Arr[$count]['product_name'] = $row["product_name"];

        $db_Arr[$count]['price'] = $row["price"];

        $db_Arr[$count]['date_added'] = strftime("%b %d, %Y",
strtotime($row["date_added"]));

        ++$count;

    }

    for($i =0; $i < count($db_Arr);$i++){

        $dynamicList .= '<table class="meallist" width="100%"
border="0" cellspacing="0" cellpadding="6">

        <tr>

        <td width="17%" valign="top"><a href="product.php?id='
$db_Arr[$i]['id'] . "'></a></td>

```

```

        <td width="83%" valign="top">' . $db_Arr[$i]['product_name'] . '<br
/>

        #' . $db_Arr[$i]['price'] . '<br />

        <a href="product.php?id=' . $db_Arr[$i]['id'] . '">View Food
Details</a></td>

    </tr>

</table>';

}

}else{

    $dynamicList = "We have no Foods listed in our store yet";

}

mysql_close();

?>

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<style type="text/css">

<!--

.style1 {color: #F0F0F0}

-->

```

</style>

<?php include_once('./includes/head_tag.inc.php'); ?>

<body>

<div id="templatemo_container">

<div id="templatemo_header_section">

</div>

<?php include('./includes/navigation.inc.php'); ?>

<div id="templatemo_header_pizza">

</div>

<div id="templatemo_content">

<div id="templatemo_content_left">

<div>Admin Login</div>


```

        <a          href="#"></a>

        <?php include('./includes/soc_widget.inc.php'); ?>

    </div>

    <div id="templatemo_card"></div>

</div>

<div id="templatemo_container_end">

    </div>

</div>

<?php include('./includes/footer.inc.php'); ?>

    </div>

<div>

</div>

<span class="style1"></span>

</body>

</html>

```