

See discussions, stats, and author profiles for this publication at: <https://www.researchgate.net/publication/350430883>

ONLINE FOOD ORDERING SYSTEM

Article in SSRN Electronic Journal · December 2018

CITATIONS

0

READS

5,795

1 author:



[Habeebullah Hussaini Syed](#)
University of the Cumberlands

302 PUBLICATIONS 39 CITATIONS

SEE PROFILE

ONLINE FOOD ORDERING SYSTEM

**T.DEEPA.,ASSISTANT PROFESSOR., P.SELVAMANI.,II MCOM CA PG AND
RESERACH DEPARTMENT OF COMMERCE CA HINDUSTHAN COLLEGE OF ARTS
AND SCIENCE COIMBATORE**

Abstract

ONLINE FOOD ORDER SYSTEM is mainly designed primarily function for use in the food delivery industry. This system will allow hotels and restaurants to increase online food ordering such type of business. The customers can be selected food menu items just few minutes. In the modern food industries allows to quickly and easily delivery on customer place. Restaurant employees then use these orders through an easy to delivery on customer place easy find out navigate graphical interface for efficient processing.

Key words:online.food,payment.

Introduction

In a modern generation Online food ordering is a mobility of food delivery or takeout from a local restaurant or food cooperative. Now days the rapid growth in the use of internet and the technologies associated with it, the several opportunities are coming up on the web or mobile application. This is made possible through the use of electronic payment system. The payment can be done through the customer's credit card, debit card. It is possible for everyone to order any goods from anywhere the internet and have the goods delivered at his/her home. All types made be internet le transaction ads to the economic of digital cash, the necessary tool for this process telecommunication with customers. The system will become an important tools use for restaurant to improve the management aspect by use of computer system to connected each and every food ordering transaction instead of data record on it. In addition, it can also provide efficiency for the restaurant by reducing time consuming, minimize human errors or delivery and providing good quality and service to customers. In terms of the integrity and availability of the system provided, it can be concluded that this system is a suitable solution.

Objectives

The objectives of this study is as follows ;

- ✓ To evaluate the way of interaction with customers.
- ✓ To develop a restaurant ordering system with mobile application based on

the client server application.

- ✓ To determine the factors that influence customer when ordering food online.
- ✓ To computerized the food ordering system process and display details of sales history.

Scope of study

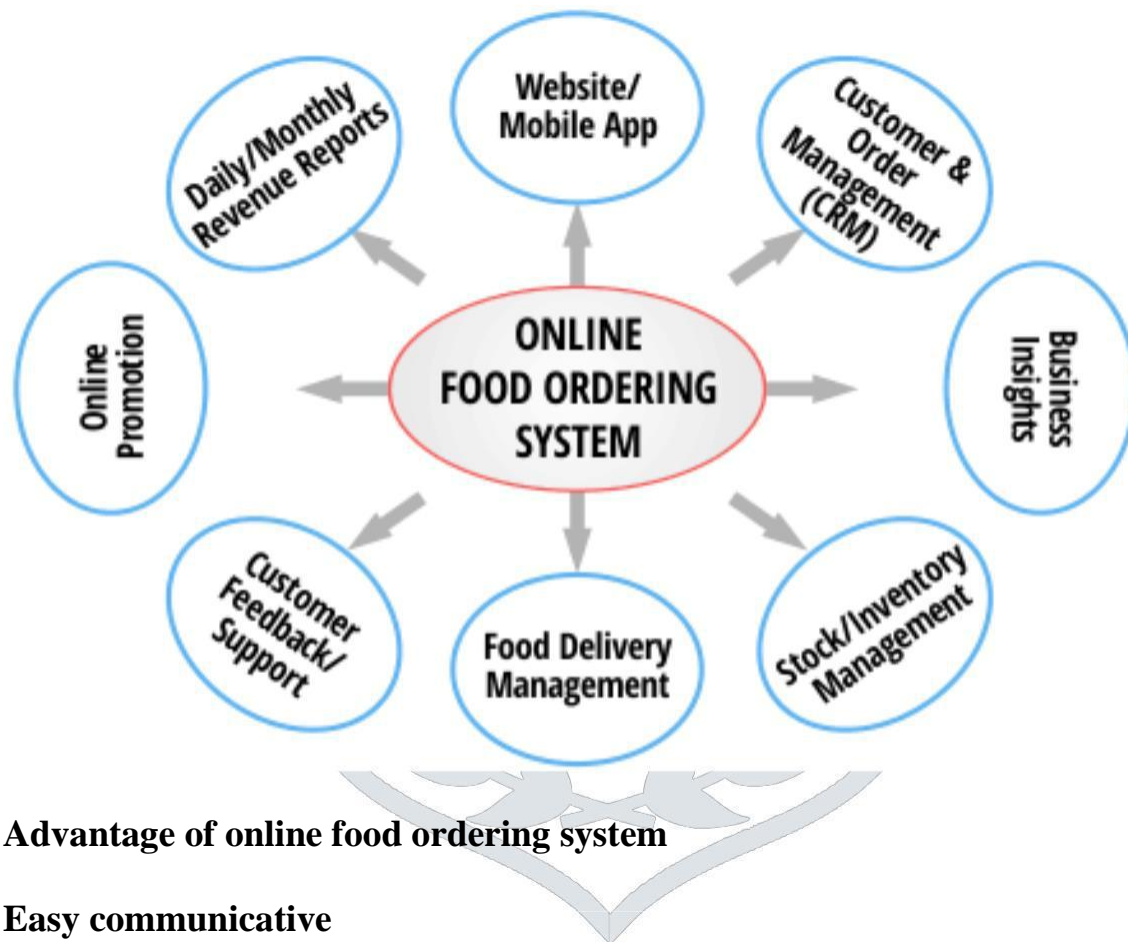
Restaurants can offer electronic ordering both through their own online web or mobile site and through sites that serve various restaurants, and all restaurants also accept orders via text message more over the credit point and discount coupon out that many restaurants increased sales level as a result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

RESEARCH METHODOLOGY

RESEARCH DESIGN

This study adopted convenience sampling. Sampling was done by interviewing randomly selected respondents. A structured questionnaire was used for data collection. The questionnaire was divided into three sections, the first section was about the personal profile of respondents and second, were designed to evaluate using of consumer overall experiences

with the quality of services they had received from the respondents and the last was dealing with the effect of consumer satisfaction on loyalty.



The online food ordering service is a local restaurant and food cooperative website or application for customers. Due to the rapid growth of smart phone or tablet in the use of internet and the technologies associated with the several opportunities to communicative, consumer. so many restaurant are now undertaking into their business with communicate because of the internet and telephone. One of the businesses that the internet introduced is an online food ordering system. In today life many restaurants have focus on quick preparation and speedy delivery orders.

Time saving

The online food ordering is now days popular among the young generation comfortable, time saving and convenient. It is recent survey a consumer makes a mind to purchase online food he or she is multiple food items or menu card. The main identified factors are time saving, and convenience. People compare prices in online food delivery website and apps selection of the dish. the restaurants have to make proper strategies to increase the consumer level of satisfaction.

Delivery place

In the system design to allow customers to go online and place order for their food single or multiple food items. Recently, most of this delivery orders were placed over the phone, a major breakthrough is the wireless 2 telephone system which comes in landline telephone lines or Mobile communication and internet and have the goods delivered at his/her home. because main function his, GPS system should be on the facility to search service by any location and home location.

Always open restaurant

In the restaurant might not be opened 24/7, but your online ordering system surely. And it can help you make money even while you sleep. By using an online food ordering system, you give your clients the flexibility to place and convenient time the orders. Even if that happens outside your business hours. Because they can easily choose to schedule to prefer pickup or delivery time open up to clients all day, every day within your working time.

Payment

Any food from anywhere the internet to and have the goods delivered at home. But the transfer method cash on payment or online payment. In other words possible to online pay digital cash. A customer will Payment can be amongst others either by credit card, more over the online payments benefit discount, coupon, gift prize with the restaurant returning to attractive a customer.

Disadvantage of online food ordering system

Cost of increase

Online food ordering system service know days increase your budget. Because of need a new delivery team to provide the services and you need to spend extra charges. In this system all type expense can be transfer on consumers.

Change of environment

The main different between the online food ordering and dining in a restaurant is the environment around us. If one person eats within home or he may not feel a change in environment and refreshment and relax. But comfort is really high level of online food take away. If he dine-in luxury restaurant with super design and light music that environment gives better relax compared to the other.

FINDING OF THE STUDY

The Internet user of the twentieth century is young, professional, Higher levels of income and higher education. In the most of person suggested online food ordering system convenience of food ordering timeprime reason from Selfservice . The respondents are using online ordering more than 15 in one times in a months. Fast food items like Pizza/ Burgers/Sandwiches are most popular menu items on the list of ordering followed by Kebab, Curry and Biryani.

SUGGESTION

In the fastest world of today, the majority of people are frequency order place on the customers of now days are attracted online food ordering system is very convenient. The most of restaurant have to show on food items and offered, lowest price and extremely simplified navigation for the order.

CONCLUSION

Online Food Ordering system is done to help and solve one of the important problems of customer. Because Large number of customer can use the internet and phone. Various issues related to Mess/Tiffin Service will be solved by these system. Thus, implementation of Online Food Ordering system is done to help and solve one of the important problems of customer. It helps customer in making order easily and gives information needed in making order to customer place. The Food website application made for restaurant massive one help to receiving orders.

REFERENCES

- 1). Kirti Bhandge, Tejas Shinde, Dheeraj Ingale, Neeraj Solanki, Reshma Totare, "A Proposed System for Touchpad Based Food Ordering System Using Android Application", International Journal of Advanced Research in Computer Science Technology (IJARCST 2015).
- 2). Sudhir Allam, "THE IMPACT OF ARTIFICIAL INTELLIGENCE ON INNOVATION- AN EXPLORATORY ANALYSIS", International Journal of Creative Research Thoughts (IJCRT), ISSN:2320-2882, Volume.4, Issue 4, pp.810-814, October 2016, Available at :<http://www.ijcrt.org/papers/IJCRT1133996.pdf>
- 3). Lakshmisri Surya, "AN EXPLORATORY STUDY OF AI AND BIG DATA, AND IT'S FUTURE IN THE UNITED STATES", International Journal of Creative Research Thoughts (IJCRT), ISSN:2320-2882, Volume.3, Issue 2, pp.991-995, May 2015, Available at :<http://www.ijcrt.org/papers/IJCRT1133887.pdf>
- 4). Varsha Chavan, Priya Jadhav, Snehal Korade, Priyanka Teli, "Implementing Customizable Online Food Ordering System Using Web Based Application", International Journal of Innovative Science, Engineering Technology (IJSET) 2015.
- 5). Resham Shinde, Priyanka Thakare, Neha Dhombre, Sushmita Sarkar, "Design and Implementation of Digital dining in Restaurants using Android", International Journal of Advance Research in Computer Science and Management Studies 2014.
- 6). Ravi Teja Yarlagadda, "Implementation of DevOps in healthcare systems", International Journal of Emerging Technologies and Innovative Research (www.jetir.org), ISSN:2349-5162, Vol.4, Issue 6, page no.537-541, June-2017, Available :<http://www.jetir.org/papers/JETIR1706100.pdf>
- 7). Ashutosh Bhargave, Niranjan Jadhav, Apurva Joshi, Prachi Oke, S. R Lahane, "Digital Ordering System for Restaurant Using Android", International Journal of Scientific and Research Publications 2013.

8). Sudhir Allam, "EXPLORATORY STUDY FOR BIG DATA VISUALIZATION IN THE INTERNET OF THINGS", International Journal of Creative Research Thoughts (IJCRT), ISSN:2320-2882, Volume.5, Issue 3, pp.805-809, July 2017, Available at :<http://www.ijcrt.org/papers/IJCRT1133995.pdf>

9). Lakshmisri Surya, "RISK ANALYSIS MODEL THAT USES MACHINE LEARNING TO PREDICT THE LIKELIHOOD OF A FIRE OCCURRING AT A GIVEN PROPERTY", International Journal of Creative Research Thoughts (IJCRT), ISSN:2320-2882, Volume.5, Issue 1, pp.959-962, March 2017, Available at :<http://www.ijcrt.org/papers/IJCRT1133881.pdf>

10). Khairunnisa K., Ayob J., Mohd. Helmy A. Wahab, M. ErdiAyob, M. IzwanAyob, M. AfifAyob, "The Application of Wireless Food Ordering System" MASAUM Journal of Computing 2009.

11). RAVI TEJA YARLAGADDA. (2016). DATA MODELS IN INFORMATION TECHNOLOGY. International Journal of Innovations in Engineering Research and Technology, 3(2). Retrieved from <https://repo.ijert.org/index.php/ijert/article/view/1827>

12). G. Vengatesan, A Study on Consumer Buying Behavior of Kid's Product with Special Reference to Coimbatore City, International Journal of Applied Research – 2016