

EXPERIMENT-5

ROLL NO: 240701561

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1. Task Analysis: Restaurant & Food Ordering

The goal is to help a user discover restaurants, select food items, place an order, and receive confirmation with delivery tracking.

Key Aspects for Restaurant Ordering:

- Discovery: Searching for restaurants based on cuisine (e.g., South Indian, Chinese, Fast Food), rating, or price range.
- Customization: Selecting food items, modifying ingredients, choosing quantity, and adding special instructions.
- Convenience: Entering delivery address and selecting preferred payment methods.
- Pain Points: Hidden delivery charges, long checkout process, and confusing menu categorization.

2. User Flow for a Restaurant App

Start → Open App → Login/Register → Select Category → Enter Delivery Address → Browse Restaurants → View Menu → Add Items to Cart → Customize Order → Proceed to Checkout → Select Payment Method → Payment Confirmation → Order Confirmed → Track Delivery → End

3. Step-by-Step Breakdown

Step 1: Start

- The user opens the restaurant app to order food.

Step 2: Login or Register

- Existing users log in to access saved addresses and previous orders.
- New users register to create an account and save preferences.

Step 3: Select Category

- The user selects a food category such as Veg, Non-Veg, Fast Food, Desserts, etc.
- Alternatively, they can search for a specific restaurant.

Step 4: Enter Delivery Address

- The user enters or selects a saved delivery location.
- The app displays restaurants available in that area.

Step 5: Browse Restaurants & View Menu

- The user browses through restaurant listings.
- Clicking on a restaurant opens the menu with item descriptions, prices, and ratings.

Step 6: Add Items & Customize

- The user selects food items and adds them to the cart.
- They may customize options such as spice level, extra toppings, or portion size.
- If they decide not to proceed, they can remove items or return to browsing.

Step 7: Proceed to Checkout

- The user reviews the cart summary including item cost, taxes, and delivery charges.
- If satisfied, they click “Checkout.”

Step 8: Select Payment Method

- The user chooses a payment option:
 - Credit/Debit Card
 - Digital Wallet
 - Cash on Delivery

Step 9: Payment Confirmation

- The system processes the payment.
- A confirmation screen appears showing order details and estimated delivery time.

Step 10: Order Confirmation & Tracking

- The order is confirmed.
- The user can track the delivery in real time through the app.

Step 11: End of Process

- The order is delivered successfully.
- The user may rate the restaurant and provide feedback.

