**Business Requirements Specification (BRS)**

1. **Background of the project**

Startup ideas in the food industry always have a chance of survival. Case in point: people need food, and a lot of the time want it delivered right to their door.

Market Value and Revenue Overview:

Statistic estimates the online food delivery market will be $134 billion in 2020. The market is expected to grow to $184 billion by 2024.

The numbers clearly indicate a robust market with demand strong enough to maintain growth even in tough economic conditions. Another interesting fact is that China and the United States contribute to over 70% of the online food delivery market. The global market penetration rate is still less than 10%.

Zomato, Uber Eats, and Swiggy have cracked the online food delivery code. Their technical expertise has propelled them to over 70% market share. This is a global trend, in which a handful of apps control the entire online delivery industry in a specific region. The best part is that the companies don’t own a single restaurant – they just know how to connect restaurants with customers.

1. **Goals of the project**

* We want to give Online Food Delivery Services through the application for various organization in the food making industries, food manufacturing industries as well provide employment to the needy.
* It wants to give a complete solution for product/services through Internet.
* Though this solution they can display and sell their products/services. Customers can see and buy the product/services.
* Goals are:
* To increase customer
* Provide a complete package to customer online

1. **Problem Statement**

In the present scenario, people have to physically visit the hotels or restaurants for eating food and have to make payments through cash mode most of the time due to unawareness of advanced technologies at certain places. In this method time as well as physical work is required, among which time is something that no one has in ample amount.

The traditional food ordering procedure is not efficient enough for hotels and restaurants, as they have to deal with the crowd, in their restaurant. The old methods can be classified into categories which are paper grounded and verbal grounded. For paper-based work, the waiter comes and pens down foods that customers order and pass the food list containing paper to the chefs or cooks in the kitchen for further process.

Also, from the owner’s point of view maintaining data records and the accounts in the physical file are cumbersome and tedious work to do. And also, it is full of risk as anyone can access it and modify the data.

1. **Solution / Proposed System**

This system is a bunch of benefits from various points of view. This online application enables the end-users to register to the system online, select the food items of their choice from the menu list, and order food online. Also, the payment can be made through online mode or at the time of home delivery depending upon the customer’s choice and convenience.

The selection made by the customers will be available to the hotel reception or to the person handling the work assignment. Now this same person will assign the orders to the specialist chef to be completed within a fixed duration of time. As soon as the chef prepares the food, the later person forwards the parcels to the delivery persons assigned with the location and customer identity of the customer along with the bill status.

With this application, the workload of the water in the hotel Sare reduced, or in some situations, their work is abolished. One of the various benefits of this is system is that if there is a rush or a huge crowd present in the restaurant then in that case sometimes unavailability of tables cut downs the restaurant’s customer.

1. **Requirements**

Functional requirements

1. Bill invoice management

* Invoice generating with purchased order

1. Customer profile panel

* To see his/her account
* To see his/her order

1. Delivery time estimation

* Time before order reaches the customer
* Delivery guy information

1. Admin Panel

* Admin profile
* Admin can customize products
* Admin can assign customer support

1. Work with us

* Apply for a job to a desired restaurant
* Profile
* Approval status

1. Restaurants Details

* Restaurants details
* Ratings
* Menu
* Location

1. Delivery

* Details of the delivery boy
* Ratings given by customers
* Availability

1. **Nonfunctional Requirements**

* Create new customer profile in less than 3 seconds
* Sending user, a confirmation message in less than 5 seconds
* Generate bills of customer for their order in less than 5 seconds