

### **1. Background of the Area:**

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

### **2. Need of the Project:**

Online food ordering knocks out many problems faced by the old traditional call-in-orders. Usually, miscommunication and misunderstanding can lead to order completed incorrectly & that leave the customers dissatisfied. Therefore, customer satisfaction is the key to success but, the repeated mistakes can hamper the profits.

Some of the uses and benefits of an online food ordering system would be:

- 1) Users can get food easily without putting in much efforts.
- 2) They have variety of options to choose from.
- 3) They get the best prices for the food.
- 4) They can order at their convenience and preferred time.
- 5) No standing in lines.

### **3. Objective:**

The purpose of Online Food Ordering System is to automate the existing manual system by the help of computerized equipments and full-fledged computer software.

To develop a system that will satisfy the customer service, accommodate huge amount of orders at a time, evaluate its performance and acceptability in terms of security, user-friendliness, accuracy, reliability and improve the communication between the client and the server in order to minimize the time of ordering.

#### **4. Project Outcomes:**

- 1) Provide searching facilities based on various factors such as category of the food that you want to eat, nearby restaurants, etc.
- 2) The consumer can have a track where the order has reached and in what time it will be received.
- 3) Editing, adding and updating of records is improved which results in proper resource management of food data and well as information of customers.
- 4) Customers get the food delivered at their doorstep within budget, even less than the actual price of the dish in the restaurant.
- 5) Customers get the information about the quality of the food, the type of the restaurant, the cuisines which it serves, etc. through the food rating given by the customers who previously ordered from the restaurant.