EAST WEST UNIVERSITY

Department: Computer Science & Engineering
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Course Code: CSE-412
Section: 04
Group No: 08

Project Name: Quick Bite – Online Food Ordering & Delivery System

Assignment: Software Requirements Specification (SRS)

Submitted To:

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1. Introduction

1.1 Project Overview (User Story)

As a hungry customer, I want a fast and convenient food ordering system so that I can order meals online, track delivery, and pay securely without delays.
As a restaurant owner, I want an easy-to-manage platform to list my menu, receive orders, and manage deliveries efficiently.

1.2 Purpose and Scope

Purpose:

QuickBite Web is an online food ordering and delivery platform designed to connect customers with local restaurants, providing a seamless ordering experience.

Scope:

- User registration & authentication
- Restaurant menu browsing
- Order placement & payment processing
- Real-time order tracking
- Admin & restaurant dashboard for order management

1.3 Stakeholders

Stakeholder Type	Role	Interest
Primary	Customers	Easy ordering, fast delivery, secure payments
Primary	Restaurant Owners	Order management, customer reach, revenue
Secondary	Delivery Personnel	Efficient delivery assignments, earnings
Secondary	Payment Gateway Providers	Secure transactions, integration
Secondary	System Administrators	Platform stability, security, updates

2. Requirements Engineering Process

2.1 Stakeholder Needs & Analysis

Primary Stakeholders:
- Customers
- Restaurant Owners

Secondary Stakeholders:
- Delivery Personnel
- Payment Providers
- System Administrators

Requirement Elicitation Methods:
- Surveys
- Interviews
- Competitor Analysis
- Prototyping Feedback

2.2 List of Requirements

Functional Requirements (FRs):

ID	Requirement	Description
FR1	User Registration	Users can sign up via email/phone
FR2	Restaurant Listing	Display nearby restaurants with ratings
FR3	Menu Browsing	View food items, prices, and descriptions
FR4	Cart Management	Add/remove items, adjust quantities
FR5	Secure Checkout	Multiple payment options (Card, UPI, COD)
FR6	Order Tracking	Real-time status updates (Preparing, On the way, Delivered)
FR7	Admin Dashboard	Manage users, restaurants, and orders
FR8	Restaurant Dashboard	Update menu, manage orders, track earnings

Non-Functional Requirements (NFRs):

ID	Requirement	Description
NFR1	Performance	<2s page load time, handle 10K+ users
NFR2	Security	Encrypted payments, GDPR compliance
NFR3	Scalability	Cloud-based, auto-scaling for peak hours
NFR4	Usability	Intuitive UI, mobile-responsive

Extraordinary Requirements (Wow Factors):

1. Mood-Based Food Recommendations

This feature enhances the user experience by recommending food based on the user's current mood. The system uses mood inputs (selected by the user or detected through simple prompts or facial recognition, if available) to suggest suitable meals.

- Feeling **sad**? The app might suggest comfort foods like **ice cream** or **chocolate cake**.
- Feeling **happy**? You may get recommendations like **pizza**, **sushi**, or **street snacks**.
  By personalizing choices, the app makes ordering more fun, engaging, and emotionally satisfying.

2. Easy Payment Method

This feature ensures a smooth and hassle-free checkout process. Users can choose from multiple payment options, including:

- **Mobile Banking (e.g., bKash, Nagad)**
- **Cash on Delivery**
  The interface is designed to be user-friendly, with minimal steps. Whether someone is tech-savvy or not, payment becomes quick and stress-free.

3. Real-Time Order Tracking

This feature builds trust and improves transparency in the delivery process. After placing an order, users can:

- Track their order status step by step: ***Order Received → Preparing → Picked Up → On the Way → Delivered*.**
- View the **live location** of the delivery partner on a map.
- Receive real-time updates and estimated delivery time.
  This reduces anxiety and keeps users informed without needing to call support.

2.3 House of Quality (QFD Integration)

Customer Requirements (CRs):

1. Fast order processing
2. Easy navigation
3. Multiple payment options
4. Accurate delivery time estimates
5. Secure transactions

Technical Requirements (TRs):

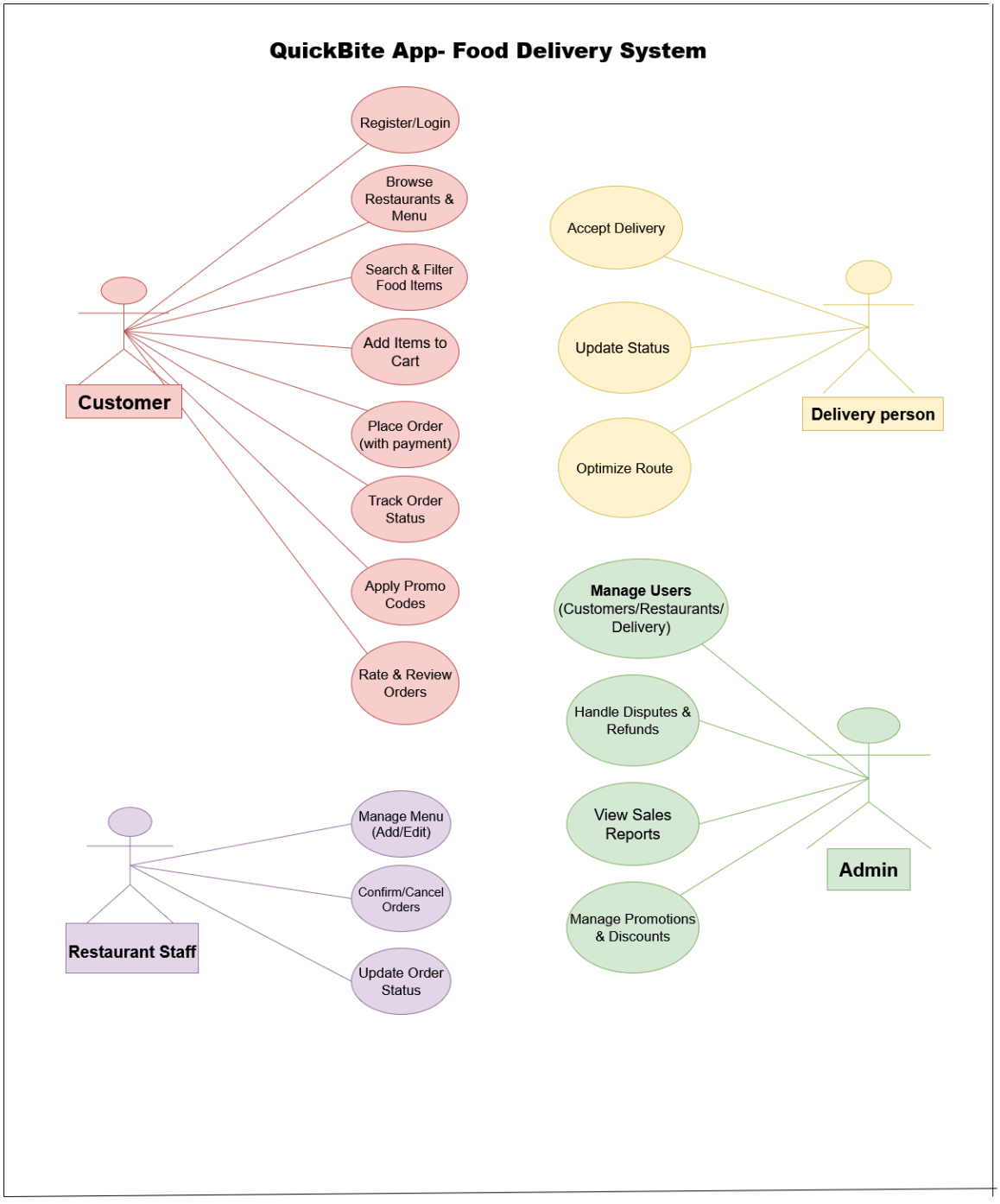
1. High server uptime
2. Responsive UI design
3. Multi-payment gateway integration
4. Real-time GPS tracking
5. End-to-end encryption

QFD Matrix (House of Quality):

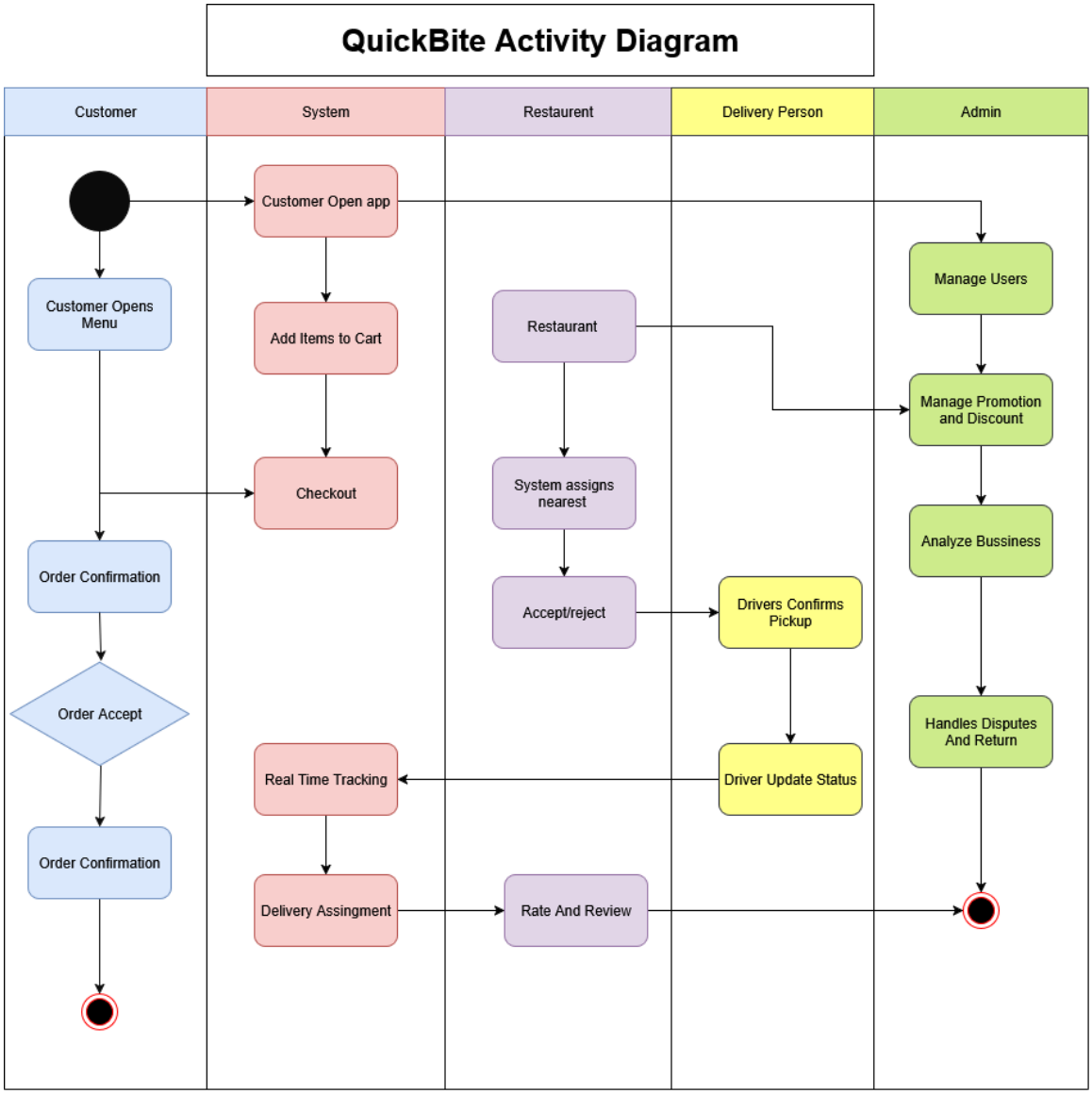
Customer Requirements (CRs) → Features ↓	High Server Uptime (9)	Responsive UI (9)	Multi-Payment Gateway (9)	Real-Time GPS (9)	End-to-End Encryption (9)
Fast Order Processing	Strong (9)	Medium (3)	Medium (3)	Weak (1)	Weak (1)
Easy Navigation	Weak (1)	Strong (9)	Weak (1)	Weak (1)	Weak (1)
Multiple Payment Options	Medium (3)	Weak (1)	Strong (9)	Weak (1)	Medium (3)
Accurate Delivery Time	Medium (3)	Weak (1)	Weak (1)	Strong (9)	Weak (1)

3. Requirements Modeling

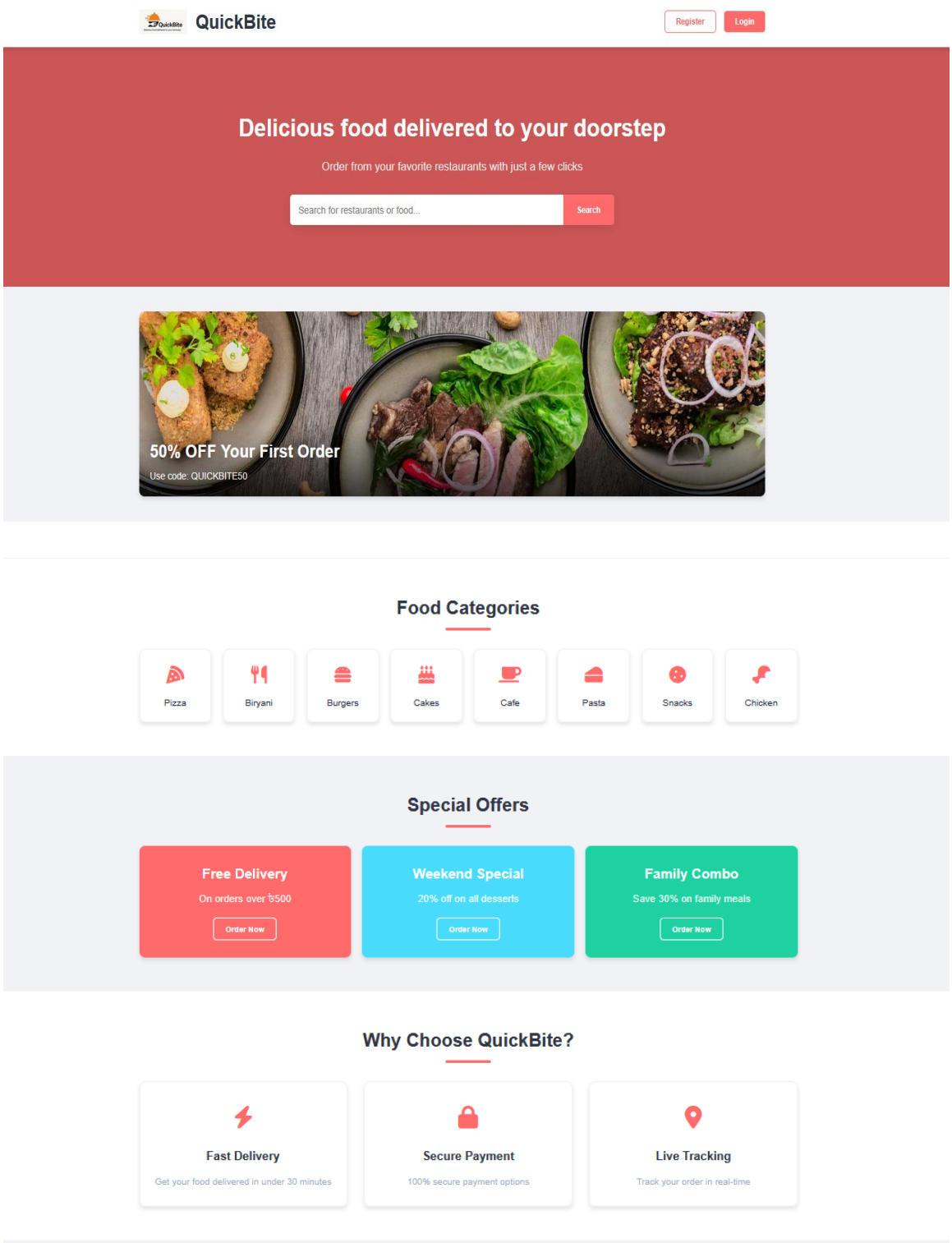
1.Use case diagrams



2. Activity Diagram:



3. Prototyping using wireframes or UI sketches:



Top Restaurants

Pizza Palace

★★★★★ (245)

Italian • ৳৳ • 15-25 min

Burger Barn

★★★★☆ (189)

American • ৳ • 10-20 min

Sushi World

★★★★☆ (176)

Japanese • ৳৳৳ • 20-30 min

Taco Fiesta

★★★★★ (312)

Mexican • ৳৳ • 15-25 min

Recommended For You

Margherita Pizza

Pizza Palace

Classic pizza with tomato sauce, mozzarella, and basil

৳1526.33 Add to Cart

Pepperoni Pizza

Pizza Palace

Traditional pizza with spicy pepperoni

৳1761.33 Add to Cart

Vegetarian Pizza

Pizza Palace

Loaded with fresh vegetables

৳1643.83 Add to Cart

BBQ Chicken Pizza

Pizza Palace

Tangy BBQ sauce with grilled chicken

৳1878.83 Add to Cart

Hawaiian Pizza

Pizza Palace

Ham and pineapple combo

৳1761.33 Add to Cart

QuickBite

Delivering happiness to your doorstep since 2023.

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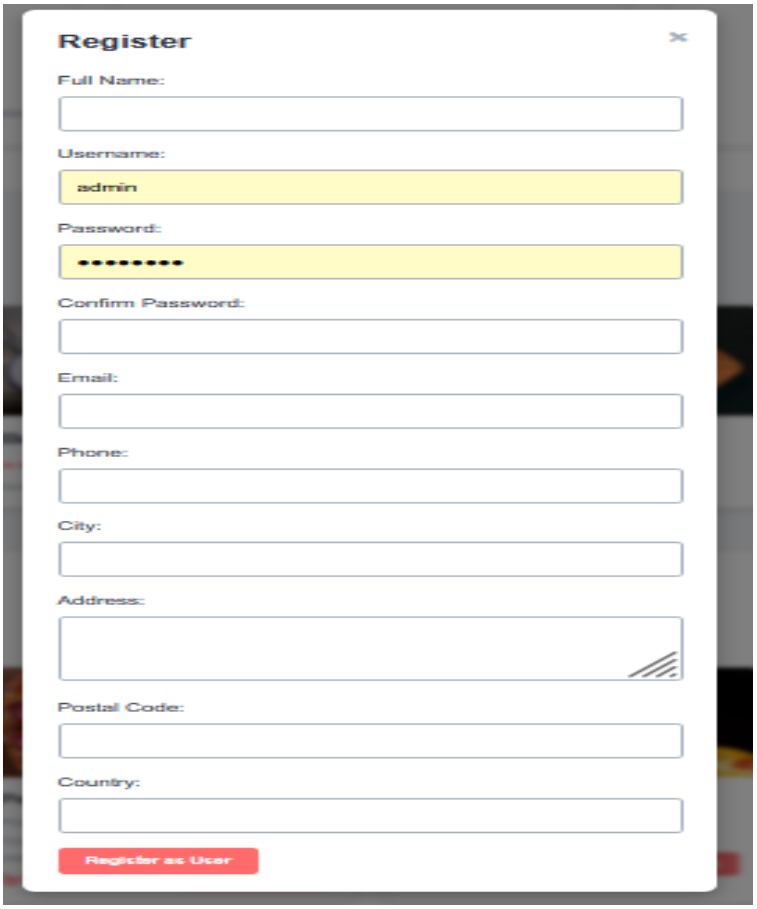
support@quickbite.com

Developed By Asfar Hossain Sitab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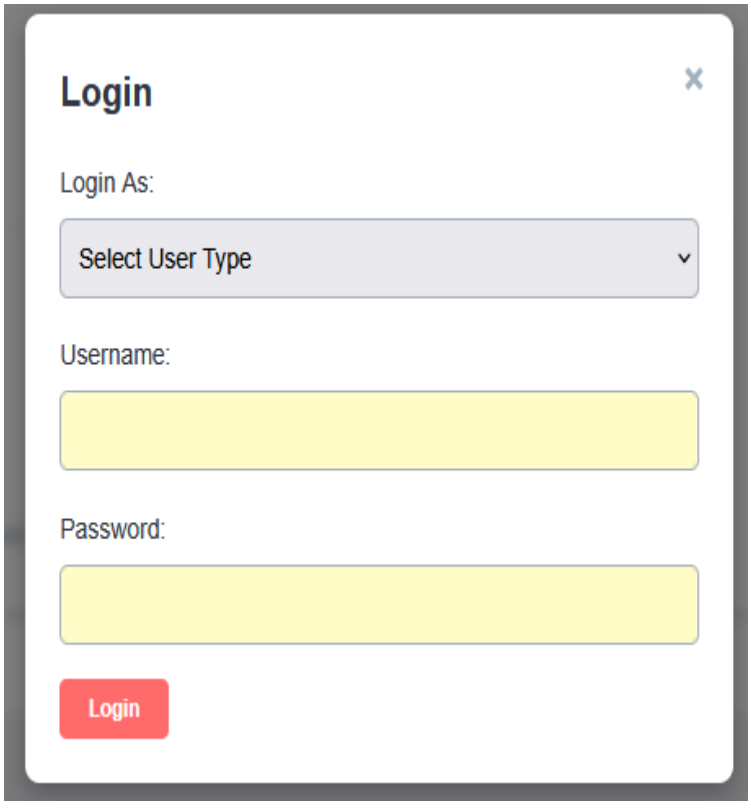
Username:
admin
Password:
Confirm Password:
Email:
Phone:
City:
Address:
Postal Code:
Country:
Register as User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Login As:
Select User Type
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Conclusion

In conclusion, **Quick Bite** is designed to provide a simple and convenient solution for online food ordering and delivery. The platform ensures a smooth user experience by offering secure payment options and real-time order tracking, making the entire process reliable and hassle-free. With its mobile-friendly and responsive design, users can easily access the service from any device. Beyond building a functional website, this project reflects our team's understanding and application of full-stack web development principles, including frontend, backend, database integration, and system design.