TRIBHUVAN UNIVERSITY
Bhaktapur Multiple Campus
Dudhpati,Bhaktapur

An Internship Report On
"Hungry Hetauda CRM"

At

Premium Technologies Pvt. Ltd.

Submitted By
Yuvraj Pratap Sen (21815/075)
An Internship Report Submitted in partial fulfillment of the requirement of
Bachelor of Science in Computer Science & Information Technology

(BSc.CSIT) 8th Semester of Tribhuvan University, Nepal
August, 2023
[CSC 412]

Date: ....

SUPERVISOR'S RECOMMENDATION

It is my pleasure to recommend that an internship report on " **Hungry Hetauda CRM**" has been prepared under my supervision by **Yuvraj Pratap Sen** in partial fulfillment of the requirement of the degree of Bachelor of Science in Computer Science and Information Technology (BSc.CSIT). His report is satisfactory and is an original work done by him to process for the future evaluation.

…………………………….

Mr. Ramesh Kharbuja

Supervisor

MENTORS RECOMMENDATION

PREMIUM Technologies Pvt. Ltd.

VAT No. 603544376
Subidhanagar - 32
Tinkune, Kathmandu
+977 1 4104404
info@premiumtech.com.np
www.premiumtech.com.np

Date: 8ᵗʰ August 2023

To Whom It May Concern

This is to certify that **Mr. Yuvraj Pratap Sen** completed a four-month internship **as Front End Intern** at **Premium Technologies Pvt Ltd** from **April 1, 2023 to July 31, 2023.**

In this role, he played a critical role in ensuring that our products and services met our high standards for quality and accuracy. He worked collaboratively with other team members, identifying areas for improvement and implementing new processes to enhance our quality control procedures.

Throughout the tenure at Premium Technologies Pvt Ltd, he was consistently demonstrated a strong work ethic, positive attitude, and dedication to him job. We were impressed with him ability to learn quickly, take on new challenges, and excel in a fast-paced, dynamic environment.

Sincerely,

PREMIUM Technologies Pvt. Ltd.

Maria Thapa
Admin & HR Department

Being Digital at the **'CORE'.**

Date: ....

CERTIFICATE OF APPROVAL

The undersigned certify that he has read and recommended to the Department of Computer Science and Information Technology for acceptance of an internship report entitled "Hungry Hetauda CRM" submitted by **Yuvraj Pratap Sen** in partial fulfillment for the degree of Bachelor of Science in Computer Science and Information Technology (BSc.CSIT), Institute of Science and Technology, Tribhuvan University.

………………………….

Mr. Sushil

 Program Coordinator

…………………………

Mr. Ramesh Kharbuja

Supervisor

………………………

External Examiner

Tribhuvan Univerity

ACKNOWLEDGEMENT

It gives me immense pleasure to express my deepest sense of gratitude and sincere thanks to my highly respected and esteemed guide **Mr.Ramesh Kharbuja** for his valuable guidance, encouragement, and help in completing this work. His useful suggestions for this whole work and cooperative behavior are sincerely acknowledged. I would like to express my sincere thanks to **Mr. Mohan Ban**, CEO of Premium Technologies Pvt. Ltd., for giving me this opportunity to work for his company. I would also like to express my sincere gratitude to **Ms.Maria Thapa** for their guidance and mentorship during my internship at Premium Technologies.. I would also like to thank my colleagues for their assistance and for welcoming me into the team. I feel fortunate to have had the opportunity to learn from such a talented and dedicated group of professionals.

I would also like to thank Bhaktapur Multiple Campus for providing me with the opportunity to complete this internship as part of my degree program. The hands-on experience I gained during my time at Premium Technologies will be invaluable as I continue my studies and pursue my career goals. Thank you all for your contributions to my internship experience. I will always be grateful for the opportunity to learn and grow as a professional.

With respect,

Yuvraj Pratap Sen(21815/075)

ABSTRACT

Hungry Hetauda is a food delivery service that primarily operates in Hetauda,Nepal.The CRM for hungry hetauda serves as a catalyst for the food delivery app in Hetauda, transforming the way businesses interact with their customers and partners. By embracing this innovative technology, food delivery services in the region can achieve operational efficiency, customer loyalty, and sustainable growth, thereby contributing significantly to the local economy and enhancing the overall dining experience for residents of Hetauda. By prioritizing local businesses in Hetauda, fostering community growth and sustainability. Restaurants and vendors can be efficiently managed with their menus, inventory, and deliveries through a user-friendly dashboard, enhancing their online presence and attracting a wider customer base.

KEYWORDS: *CRM, food delivery app, food delivery services, Hungry Hetauda*

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LIST OF ABBREVIATIONS

API   Application Programming Interface

CRM   Customer Relations Management

REST   Representational State Transfer

CSS   Cascading Style Sheet

DB   Database

HTML   Hypertext Markup Language

JS   JavaScript

SPA   Single Page Application

UI   User Interface

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CHAPTER 1

Introduction

1.1   Introduction

Every Bachelor's student's primary concern is to contribute positively to the attainment of experience in attempt to acquire a foothold in the real world. Internships in college provide essential work experience and demonstrate the working world to students. A college internship can provide an opportunity for us to not only test our career alternatives and knowledge, but also to see if we want to stay and work here once we finish our studies. We gain significant experience and learn how our course of study relates to the real world, making us stronger contenders for jobs following graduation. So, I joined Premium Technologies Pvt. Ltd. and worked as a Frontend Developer Intern.

1.2 Problem statement:

Our world is changing, and technology is becoming more integrated into our daily life. We do a lot of things online every day, from buying products to paying bills, by utilizing various programs on our various devices. The digitization of business is accelerating in today's technologically advanced society. Today, there are millions of enterprises with online presences. People purchase food online because it is convenient and they prefer to save time. To find quick meal products, people must visit several eateries, and occasionally they are unsuccessful. Therefore, users of applications can order a variety of culinary products from various eateries. This software may be used for a variety of things, including discovering food items, getting brief information about them, and getting user reviews. A vast client base may be reached easily through e-commerce. But there is fierce rivalry among several e-commerce programs and websites. Users expect to swiftly and easily locate what they're looking for. Any online store's goal is to assist clients in hone in on their broad ideas and enable them to decide exactly what they want to purchase

1.3   Objectives

The study's overarching goal is to meet the requirements for the Bachelor of Computer Science and Information Technology degree. Aside from that, the precise objectives are as follows:

- To use our theoretical knowledge and become acquainted with a real-world working setting.

- To ease the life of the customers as they can order food from hundreds of restaurants.
- To enhance the user interface and personalize user experience with the application.
- To manage the customers orders and their accounts such that users will be able to swiftly and easily locate what they're looking for .

1.4　Scope and Limitation

The scope and limitation are as follows:

1.4.1 Scope

People who live in Nepal's big cities now find e-commerce to be quite popular. The simplicity and convenience are the key reasons why it has gained popularity. Users of the program are able to save crucial time. The major goal of developing "Hungry Hetauda" is to provide the fastest, easiest, and most practical means of enjoying the tastiest meals at home, at work, or everywhere. Users won't have to waste time going to restaurants because they can quickly search for food products and place online orders. Additionally, it aids in boosting business earnings from internet sales. It displays a straightforward, seamlessly integrated, and user-friendly interface design. As technology advances, the suggested application may also be utilized from a variety of devices. This project helps business professionals grow their enterprises.

1.4.2 Limitation

There have been some limitations on the report despite all the hard work to make it fully approved. Some of the limitations are described below:

- Map and location systems are not properly integrated.
- Online payment gateways aren't properly integrated.

1.5 Report Organization

The report is organized as follows:

Chapter 1: The project's introduction, problem description, objectives, and scope and

limits are all included in this part.

Chapter 2: The organization's aims, practices, organization, working domains, intern's

department, and a review of relevant literature are all covered in this section.

Chapter 3: The tasks performed during the internship, including duties and responsibilities, are covered in this section. Additionally, there is a weekly work records that details the actions.

Chapter 4: The final views and insights from the internship are presented in this part

CHAPTER 2
ORGANIZATION
DETAILS AND
LITERATURE REVIEW

2.1   Introduction to Organization

Premium Technologies Pvt. Ltd. is a software company which provides all types of IT solution inside and outside the country. The company builds websites, mobile, desktop & web applications, integrated management systems, and many more which are unique and eye catching, highly reliable, secure and customer friendly. Over the last few years, the company has made an incredible reputation for building creative things that are attractive and easy to use. The company has worked with many types of business to provide an outstanding online experience and a serious competitive advantage. The company is led by a strong management team and knowledgeable computer engineers and IT knowledge workers with experience in various areas of the information and communication technology (ICT) industry.

Table 1: Company Details

Company Name	Premium Technologies Pvt. Ltd.
PAN No.:	603544376
Contact	9801130700
Mail	info@premiumtech.com.np
Website	www.premiumtech.com.np

2.2 Organizational Hierarchy

The firm Premium Technologies Pvt. Ltd. has evolved as a result of the collective work of all team members. Premium Technologies Pvt. Ltd. has the view that only effective cooperation can make a dream come true. Company management have extensive knowledge of both clients and staff. The hierarchy within the firm is as follows:
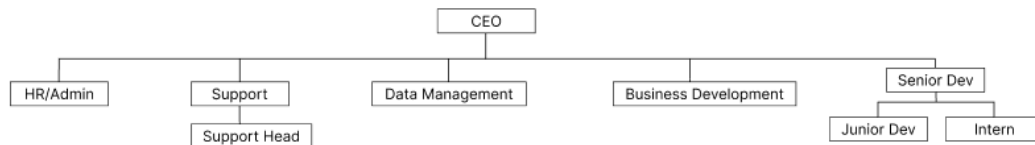
Figure 1: Hierarchical structure of the Premium Technologies Pvt. Ltd

2.3 Working Domains of Organization

The management team at Premium Technologies Pvt. Ltd. is strong, and the company's knowledgeable computer engineers, digital marketers, and IT professionals have experience in a range of ICT and digital marketing-related fields, including software development, business application solutions, and issues related to digital marketing.

- Web Development
- Mobile Application Development
- Premium CBS
- Tablet Banking
- Mobile Banking
- ATM Banking
- SMS Banking
- Quality Assurance

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2.4 Description of Intern Department

2.4.1 Introduction

The intern was placed in the Development department. It deals with researching, ideating, designing different mockups, layouts and designs for various products and develop the system according to client's requirement and specification. This department is also responsible for creating the overall CBS related works and applications of the company. All in all, the department deals with all the research, designing, development related works of the product in the organization.

2.4.2 Mentor

After joining the Developers Team at Premium Technologies Pvt. Ltd. The intern got an opportunity to work and be supervised by professional mentor Ms. Maria Thapa who has been working in this field for many years and helped the intern and guided them through their internship period.

2.4.3 Team

In Premium Technologies The intern got an opportunity to work in a team for the first time in their professional career. The intern was guided by a very professional mentor and got the opportunity to work under the expertise of the mentor and a supportive team which helped them to develop and nourish their skills and experience new things.

2.4.4 Internship Duration

Table 2: Internship Duration Details

Start Date	1st April, 2023
End Date	31st July, 2023
Total Duration	4 months
Mentor	Ms. Maria Thapa

Office Hour	9.30 am – 6 pm
Working Days	5 days

2.5 Literature Review

Convenience is the primary motivator for customers to choose an online purchase method over a traditional one, according to Silva et al. (2016). According to Lee et al. (2017), if an application can demonstrate how simple it is for the end user, customers would be happier and more eager to use online meal ordering technology in e-commerce also restaurant businesses are concentrating more on getting millennials to use online ordering since they are predicted to have a combined spending power of over $3.39 trillion in the future and value convenience over all other factors.

In a study, Mun (2017) hypothesized that simplicity of use is one of the key factors influencing customers' intentions to switch to and adoption of online food ordering and delivery services. In other words, if the program is simple to use, users are more likely to get used to the technology. Even if a program is good, users are less likely to utilize it if it is difficult to navigate.

According to a study by Vries et al. (2018), consumers' inclinations to use online meal ordering and delivery services are influenced by their favorable experiences. According to Yeo et al. (2017), customers who enjoyed using an application the first time are more likely to use it again in the future. The study concluded that customers are more likely to intend to purchase meals online when the pleasure element is higher.

The usability of an online application, according to Luna (2017), will boost client buying activity. [Veja, 2017] asserts that there is a favorable correlation between usefulness and online reservation services. This implies that one of the elements influencing a customer's propensity to utilize an online meal ordering and delivery service is usability.

CHAPTER 3
INTERNSHIP ACTIVITIES

3.1 Roles and Responsibilities

- The intern was placed in development team and was involved in provided tasks. The intern was mostly responsible for researching, ideating, learning the development of web application using React under the supervision of a highly professional mentor. The major roles are as follows:

- Get familiar with HTML,CSS.

- Get familiar with javascript programming language and react.

- Get familiar with GitHub and Gitlab.

- Learn to write clean and optimized code.

- Learn about teamwork and coordination.

- Identify bugs and solve the related problems.

- Complete the work on scheduled time.

- Learn about state management and implement in the project.

3.2 Weekly Logs

Table 3: Weekly Logs

Activities	Week	Date
• Research, self-study and understanding the nature of organization	1st week	2023-04-01 to 2023-04-08
• Study and revise HTML,CSS. • Make simple ui desgins in html css.	2nd week	2023-04-09 to 2023-04-16

• Study and revise javascript. • Make basic applications in html,css,javascript.	3rd week	2023-04-17 to 2023-04-24
• Study basics of react. • Study react hooks.	4th – 5th week	2023-04-25 to 2023-05-09
• Study react router • Creating basic application with react router with basic navigation.	6th week	2023-05-10 to 2023-05-17
• Learn about Restful APIs • Learn about fetch api and making requests in react.	7th week	2023-05-18 to 2023-05-25
• Learn axios. • Use axios to make requests and create basic apps.	8th - 9th week	2023-05-26 to 2023-06-09
• Learn basics of github. • Started development in hungry hetauda crm	10th week	2023-06-10 to 2023-06-17
• Made multiple forms ,pages and ui of the app.	11th – 13th week	2023-06-18 to 2023-07-02
• Learn difference between context provider and redux as a state management and integrate context provider in the CRM. • Implementation of state management.	14th week	2023-07-03 to 2023-07-10
• Fixing Errors & bugs	15th – 16th week	2023-07-11 to 2023-07-25

3.3 Description of the Project Involved During Internship

During the intern's internship period, the intern was placed in Development team and was involved in provided tasks. I was mostly responsible for researching, ideating and learning all the essentials to learn frontend development and implement the knowledge in the project.

Food Delivery System application & CRM.

Hungry Hetauda is an app that provides the quickest, easiest, and most practical method to enjoy the tastiest meals at home, at work built for the city of hetauda. Users have access to a huge selection of culinary items. Customers may access various food products and place online orders using it. Users have the choice to quickly and effectively explore through various culinary categories. The cuisine descriptions that eateries are offering must be uploaded. People now days choose an online store. Users only need to access the application, choose a food item, put it to the cart, and then check out. Its fundamental objective is to use the strength and advantages of contemporary technology to support commercial revenue growth.

The app's features are created to accommodate user requests and adjustments for effective service. Additionally, this application will have several categories based on restaurants and providers. It seeks to satisfy its customers and will also provide them the opportunity to provide timely feedback to share their thoughts on the service.

Hungry Hetauda also has a CRM in the web which I was involved in for the development.

The CRM provides the admin of hungry hetauda to register and manage users for the app,restaurants for the app , dishes that belong to the restaurants and the orders of the users that come . Such a application gives the admin the ability to monitor everything and manage customer relationships for ease of delivery and provision of the online food delivery service.

3.4 Tasks/Activities Performed

In the starting of the internship the intern was assigned to learn about the fundamentals of frontend development which included HTML,CSS,JS .

The intern was assigned to make UI's for practice .

The intern was assigned to learn fundamentals of react and how it could be integrated with the backend .

During the intern's internship period a project named "Hungry Hetauda" was assigned to the intern. The related work is to build UI for the CRM of the mobile application. The author built several components of the UI for the CRM. After that, the intern studied about using Restful API in react which includes sending and fetching the data. Backend for the system was in dotnet and used Restful Api for integration , the intern built various forms for CRUD functionalities and tables for displaying data from the database. The intern also built the landing page for the web app.

3.4.1. System Analysis

System analysis includes the functional and non-functional requirements as shown below:

i. Functional Requirements:

The functional requirements specify the services that the application provides, how the application reacts to particular inputs, and show results according to the inputs. Some of the functional requirements of this application is described below in a use case diagram:
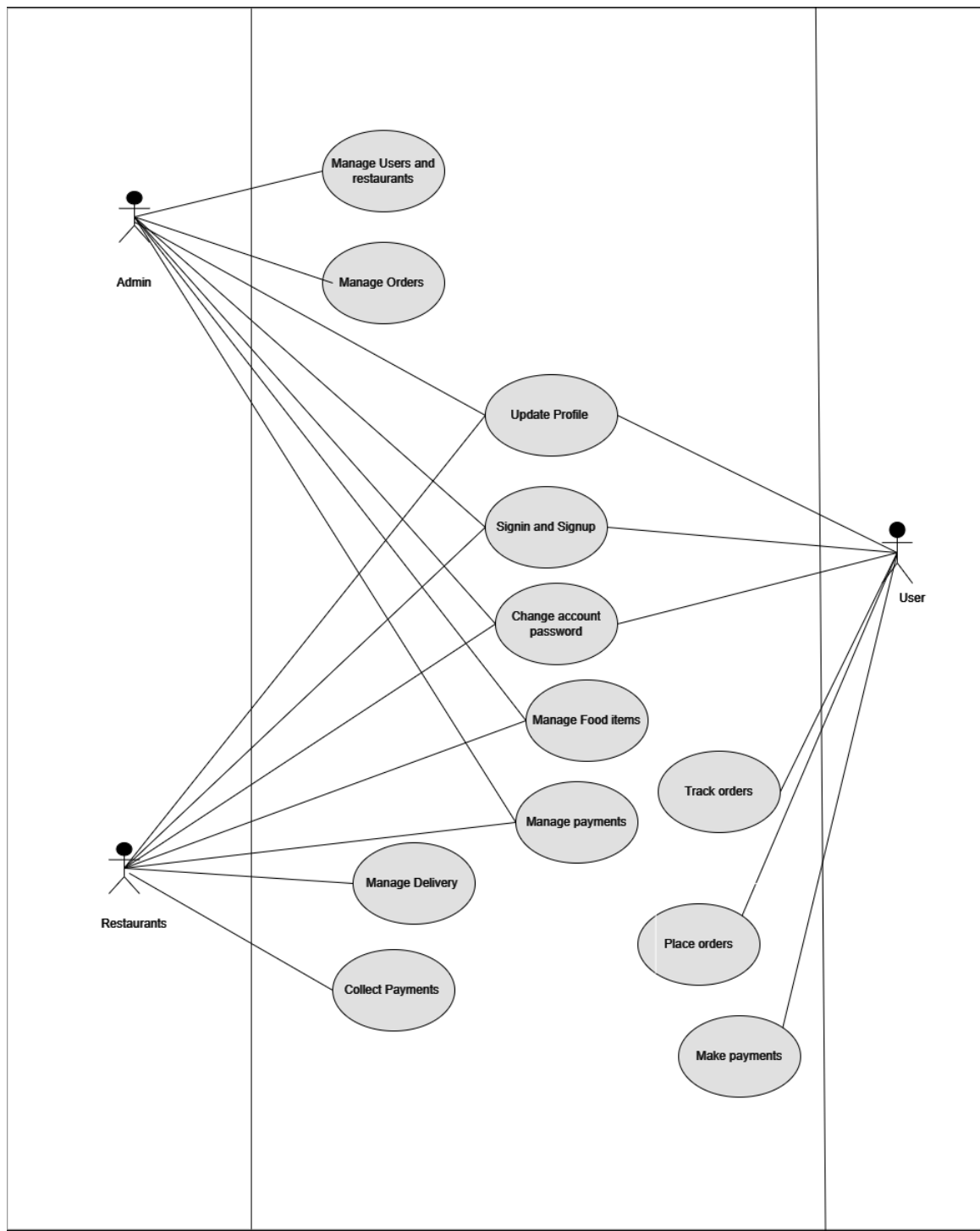
a. Sign In

- Admin can sign in to the CRM.

b. Manage Users

- Admin can create ,update or remove users and their details.

c. Add Menu:

- Admin can add the Restaurant's food items in the application fulfilling the required descriptions.

Figure 3: Use Case Diagram of Hungry Hetauda

In this use case diagram, the user, super admin and restaurants acts with the various use cases.

The users can sign up and sign in into the application and can place orders for various food items.

Users can also track order .Restaurants can Sign in to the application and can manage food items and payments. Restaurants can also manage delivery, collect payments and create receipt. Super Admin can manage users and restaurants and can manage food items, payments and delivery.

ii. Non-Functional Requirements:

Non-functional describe the general properties of a system which is also known as quality attributes. Some of the non-functional requirements are:

a. Usability:

The application should be easy to use for non-technical user also so that user can achieve their target with a single click.

b. Security:

Security is the supreme importance since application includes user's confidential data. In order to build trust among the users, admin plays a great role to control who can create, see, copy, change or delete information.

c. Performance:

For increasing traffic on the application, it's important to pay special attention to the performance. The focus should be on loading the application as fast as possible regardless of the number of integrations and traffic on the application.

d. Maintainability and Scalability:

The operational costs for maintenance of the application should be on budget. Scalability defines how the application can grow and increase its features and functionality without impacting the performance.

3.4.2. System Implementation

Implementation is the process of building a properly working system and installing it to use its services.

i. Tools Used :
a. React Js

React was used to build the overall UI of the application and for integration with backend.

b. GitHub

GitHub was used for repository of the application.

c. Visual Studio Code

The IDE was used for developing applications.

ii. Implementation details of Modules

a. Sign In/Sign Up:

- Users can sign up to the application via phone number or email.
- Users have to have a valid phone number and email account.
- Users' password should contain at least 8 characters.

b. Profile:

- The application stores login information on the database.
- Users are able to logout from his/her account.

c. Food items:

- Users can view the list of all the food items available.

d. Add Menu:

- Restaurants can add food items in the application fulfilling the required descriptions.

3.4.3. Testing

Software testing is a process of running with intent of finding errors in software. Software testing assures the quality of software and represents final review of other phases of software like specification, design, code generation etc.

i. Unit Testing

Unit testing emphasizes the verification effort on the smallest unit of software design i.e.; a software component or module. Unit testing is a dynamic method for verification, where program is actually compiled and executed. Author has tested each view/module of the application individually.

In unit testing, the whole system is designed in a modularized pattern and each module was tested. Each module was broken down and was parallelly tested and after getting a bug it was made bug free.

SN	Test case Id	Test description	Input test data	Expected Result	Actual Result	Status
1	TC 01	Admin Enters valid sign in Credentials	email:admin@gmail.com; password:admin123	It should redirect to The dashboard page.	Redirect to Dashboard Page.	Pass
2	TC 02	Enter invalid sign in details	email:abcgmail.com@; password:12345678	It should not redirect to dashboard page.	Not redirected to dashboard page.	Pass
3	TC 03	Admin creates user account with valid details	Username:email , Address:hetauda, Phonenumber:9840512321 password:********	It should Redirect to User table page.	Display user in user table	Pass
4	TC 04	Admin creates user account with invalid details	email:abc@gmail.com; password: **** phonenumber:null; address:null	It should show error message.	Error message shown.	Pass

Table 3: Test Cases for Unit Testing

CHAPTER 4

CONCLUSION AND LEARNING OUTCOMES

4.1 Conclusion

The internship at Premium Technologies Pvt. Ltd. has been a rewarding journey During this time, I had the privilege of working as a Front End React Developer on a CRM for a food delivery app.. In this project, I took charge of creating the user interface and dashboard using React.js,

React Hook Form, and ANT Design. I contributed significantly to the frontend development, making the website not only functional but also visually appealing. This experience has been a valuable stepping stone in my career, providing hands-on expertise in React.js and web development. I am excited about the future possibilities look forward to continued growth and innovation .

Overall, this internship has been an enriching experience that has provided me with practical experience of web application development with React.js.

4.2 Learning Outcome

I gained a variety of technical skills in the field of developing Web development during the internship at Premium Technologies Pvt. Ltd. I had the opportunity to gain knowledge of several soft skills, including teamwork, communication, time management, and the working culture of the sector. The major learning outcome during the internship of the author as:

- Acquired knowledge of React Js.

- Enhanced the ability to work with teams and experience of working in real and practical field.

- Accomplished new skills and gained confidence.

- Acquired the knowledge of Rest APIs.

- Learnt knowledge of organizational structure and workflow at the company.

- Advanced the work habits and attitude required for successful employment.

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APPENDICES
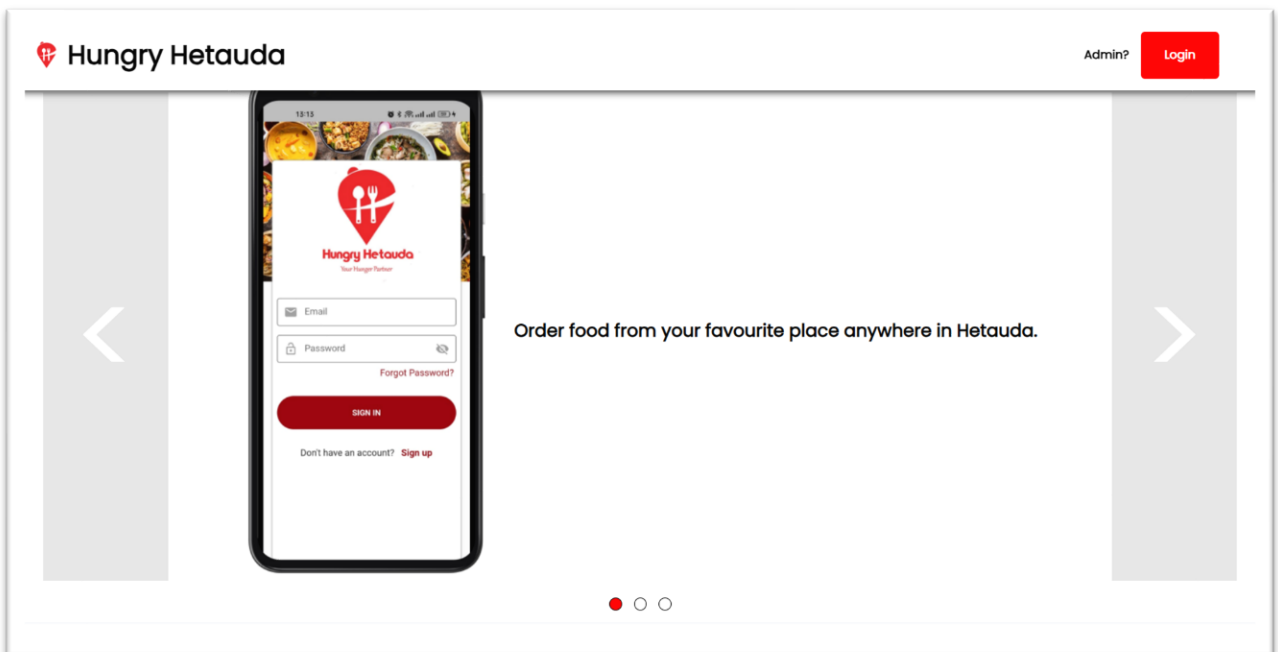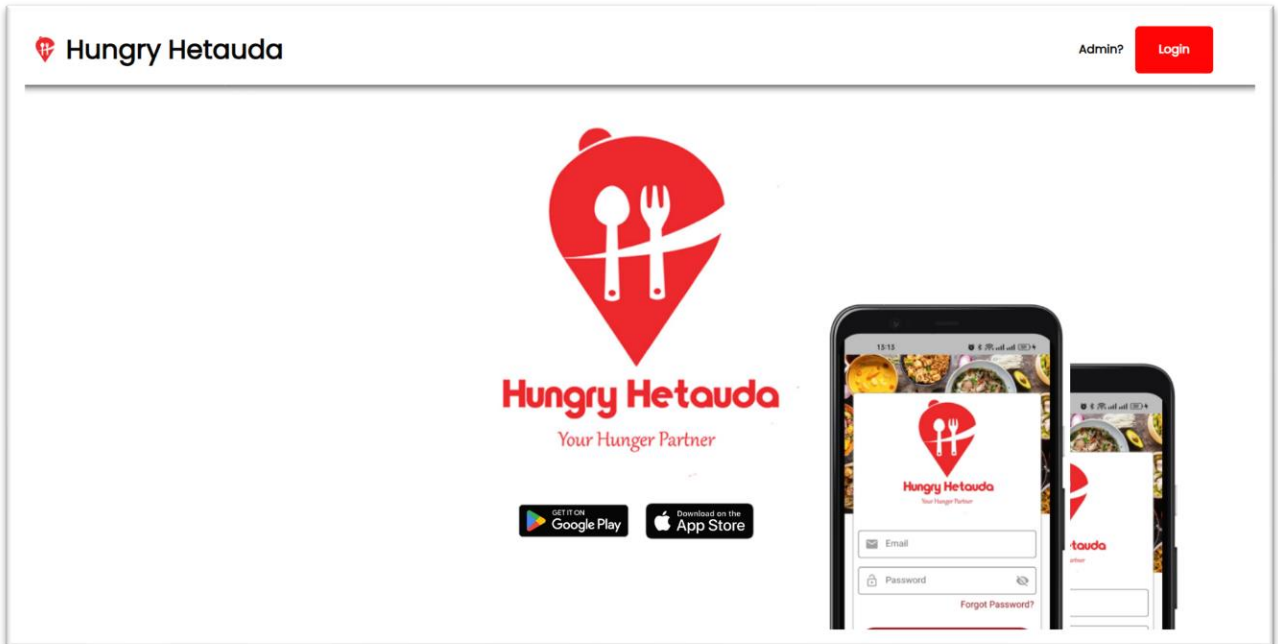
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