ONLINE FOOD ORDERING SYSTEM

A MINI PROJECT REPORT

Submitted by

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IN

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Autonomous

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BONAFIDE CERTIFICATE

Certified that this Mini Project report "**ONLINE FOOD ORDERING SYSTEM"** is the bonafide work of "C.K.BHALAJI(913121104013) C.B.RAMKISHAN(913121104079) O.R.G.RAVIKUMAR(913121104080) S.SUBBIAH(913121104106) " of **IV** Semester **B.E Computer Science and Engineering** who carried out the project work under my supervision.

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ABSTRACT:

An online food ordering system would describe a platform that allows customers to browse menus, select food items, customize their orders, and pay for their meals online. The system would be designed to streamline the ordering process for customers, while also providing restaurant owners with a reliable platform to manage their menus, track orders, and process payments. The abstract may also mention features such as order tracking, reviews and ratings, and customer support to ensure a seamless and satisfying experience for both customers and restaurant owners. Overall, the abstract would convey the benefits of an online food ordering system, including convenience, efficiency, and improved customer satisfaction.

1.INTRODUCTION

1.1.BACKGROUND

The popularity of online food ordering has significantly increased in recent years due to the convenience and accessibility it offers to customers. Online food ordering systems are designed to provide customers with an easy and efficient way to order food from their favorite restaurants without having to leave their homes. These systems typically feature intuitive interfaces that allow users to browse menus, select food items, customize their orders, and pay for their meals using a variety of payment options.

For restaurant owners, online food ordering systems provide a reliable and scalable platform to manage menus, track orders, and process payments. By using an online food ordering system, restaurant owners can streamline their operations, reduce errors, and improve customer satisfaction.

There are several types of online food ordering systems available, ranging from simple web-based interfaces to more advanced mobile applications. Some online food ordering systems are designed to integrate with existing restaurant POS systems, while others are standalone platforms that can be easily customized to meet the unique needs of each restaurant.

Overall, online food ordering systems have revolutionized the way people order food, making it more convenient, efficient, and accessible for customers while providing restaurant owners with a reliable platform to manage their operations and increase revenue.

1.2.MOTIVATION

An online food ordering system stems from the need for a more convenient and efficient way for customers to order food from their favorite restaurants. Traditional methods of ordering food, such as phone calls and in-person visits, can be time-consuming and may result in errors or miscommunications.

By providing an online food ordering system, restaurants can offer customers the ability to place orders from the comfort of their own homes or on-the-go via mobile devices. This provides customers with the convenience and flexibility they desire, while also allowing restaurants to increase their reach and expand their customer base.

1.3.OBJECTIVES

The objectives for an online food ordering system can vary depending on the needs and goals of the restaurant, but here are some common objectives:

1.Improve customer experience: The primary objective of an online food ordering system is to provide customers with a convenient, easy-to-use platform that enhances their overall experience when ordering food from a restaurant.

2.Increase revenue: By providing customers with an online food ordering system, restaurants can expand their reach and attract new customers. This can ultimately lead to increased revenue and profitability for the restaurant.

3.Streamline operations: An online food ordering system can help to automate and streamline the order fulfillment process, reducing errors and improving efficiency. This can lead to faster order processing times and improved customer satisfaction.

4.Enhance marketing efforts: An online food ordering system can also be used as a marketing tool to promote menu items and specials to customers. This can help to increase sales and customer loyalty.

5.Gather customer data: An online food ordering system can collect data on customer orders, preferences, and feedback. This information can be used to improve menu offerings, tailor marketing efforts, and enhance the overall customer experience.

2.ABOUT THE SYSTEM

2.1.EXISTING SYSTEM

1.Third-party aggregators: Companies such as Grubhub, Uber Eats, and DoorDash act as intermediaries between customers and restaurants, offering a platform for customers to browse menus, place orders, and make payments. These platforms charge a commission fee for each order processed.

2.Restaurant-branded platforms: Many restaurants have developed their own online food ordering systems that integrate with their existing websites and point-of-sale (POS) systems. These systems offer a more customized and branded experience for customers, but may require more resources to develop and maintain.

3.White-label solutions: White-label solutions offer pre-built online food ordering platforms that can be customized and branded for each restaurant. These solutions can be more affordable and easier to set up than developing a system from scratch.

4.Mobile applications: Mobile applications allow customers to browse menus, place orders, and make payments using their smartphones. These apps may offer additional features such as loyalty programs and push notifications to enhance the customer experience.

5.Call center ordering: Some restaurants offer phone-based ordering systems where customers can call in their orders and make payments over the phone.

2.2.NEED FOR NEW SYSTEM

Limited functionality: An existing system may lack the desired features and functionality needed to meet the needs of the restaurant and its customers.

Poor user experience: An existing system may not provide a user-friendly experience for customers, leading to lower customer satisfaction and reduced revenue.

High fees: Some third-party aggregator systems charge high commission fees for each order processed, which can significantly impact the profitability of the restaurant.

2.3.PROPOSED SYSTEM

A proposed system for online food ordering would depend on the specific needs and goals of the restaurant, but here are some common features that could be included:

1.Customizable menus: The system should allow for customizable menus that reflect the specific offerings of the restaurant.

2.User-friendly interface: The system should be designed with a user-friendly interface that is easy for customers to navigate and place orders.

3.Integration with POS: The system should integrate with the restaurant's POS system to streamline order processing and reduce errors.

4.Mobile-friendly: The system should be optimized for mobile devices, allowing customers to place orders on-the-go.

5.Secure payment processing: The system should provide secure payment processing options that protect customer information.

6.Order tracking: The system should allow customers to track their orders in real-time, providing them with updates on order status and estimated delivery or pickup times.

7.Loyalty programs: The system should offer loyalty programs and promotions to encourage repeat business.

8.Customer feedback: The system should allow customers to provide feedback on their orders, which can be used to improve the overall customer experience.

9.Marketing tools: The system should offer marketing tools such as email and SMS campaigns to promote specials and new menu items.

10.Analytics and reporting: The system should provide analytics and reporting on order volume, revenue, and customer data, which can be used to inform decision-making and improve business operations.

Overall, a proposed system for online food ordering should be customizable, user-friendly, integrated with POS, optimized for mobile devices, offer secure payment processing, allow for order tracking, offer loyalty programs, allow for customer feedback, offer marketing tools, and provide analytics and reporting.

3.HARDWARE AND SOFTWARE REQIUREMENTS

HARDWARE REQUIREMENTS:

- System : Pentium i5 processor
- Hard disk : 512 GB
- Monitor : 15’’LED
- Input devices : Keyboard and Mouse.
- RAM : 4GB

SOFTWARE REQUIREMENTS:

- Operating System : Windows 10.
- Coding language : PHP,HTML,JS,CSS
- Tool : Netbeans 8.2,VS studio.
- Database : MYSQL

4.MODULE DESCRIPTION

4.1.USER MODULE

The user module in an online food ordering system refers to the functionality that allows customers to create and manage their user accounts, browse menus, place orders, and track their orders. Here are some key features that could be included in the user module:

1.User registration: The system should allow users to create an account by providing basic information such as their name, email, and phone number.

2.User authentication: The system should verify the user's identity through a secure login process to prevent unauthorized access to their account.

3.Menu browsing: The system should allow users to browse the restaurant's menu, view item descriptions, and add items to their cart.

4.Order placement: The system should allow users to place orders by selecting items from the menu, specifying order details such as quantity and special instructions, and choosing a pickup or delivery option.

5.Payment processing: The system should provide secure payment processing options, such as credit card or mobile wallet payments, and provide users with confirmation of payment.

6.Order tracking: The system should allow users to track their orders in real-time, providing updates on order status and estimated delivery or pickup times.

7.Order history: The system should maintain a record of the user's order history, allowing them to view past orders and reorder their favorite items.

8.Loyalty programs: The system should allow users to enroll in loyalty programs and track their progress towards rewards and discounts.

9.User settings: The system should allow users to manage their account settings, such as updating their personal information, changing their password, and opting in or out of promotional communications.

10.Help and support: The system should provide users with access to help and support, such as FAQs, chatbots, or customer service representatives, to assist with any issues or questions they may have.

4.2.ORDERING MODULE

The ordering module in an online food ordering system refers to the functionality that enables restaurants to receive and manage customer orders. Here are some key features that could be included in the ordering module:

1.Order management: The system should provide a centralized platform for managing all incoming orders, including tracking the order status, updating the order details, and sending notifications to customers.

2.Integration with POS: The system should integrate with the restaurant's point of sale (POS) system to ensure that all orders are processed correctly and efficiently.

3.Menu management: The system should allow restaurants to manage their menus, including adding or removing items, updating prices, and specifying preparation times.

4.Order customization: The system should allow customers to customize their orders by adding notes or special instructions, specifying order quantity, or choosing specific options.

5.Order scheduling: The system should allow customers to schedule orders for a specific time or date, which can help restaurants manage their preparation times and reduce wait times.

6.Payment processing: The system should provide secure payment processing options, such as credit card or mobile wallet payments, and provide restaurants with confirmation of payment.

7.Order fulfillment: The system should provide tools for managing the order fulfillment process, including preparing the order, assigning it to a delivery driver or pickup location, and ensuring that the order is ready for pickup or delivery on time.

8.Order history: The system should maintain a record of all orders, including the order details, customer information, and payment information, which can be used for reporting and analysis.

9.Loyalty programs: The system should allow restaurants to set up and manage loyalty programs, which can encourage repeat business and customer loyalty.

10.Help and support: The system should provide restaurants with access to help and support, such as FAQs, chatbots, or customer service representatives, to assist with any issues or questions they may have.

4.3.RESTAURANT MODULE

The restaurant module in an online food ordering system refers to the functionality that allows restaurants to create and manage their online presence, including their menus, promotions, and other information. Here are some key features that could be included in the restaurant module:

1.Restaurant profile: The system should allow restaurants to create and manage their profile, including basic information such as the restaurant name, address, and contact information.

2.Menu management: The system should allow restaurants to manage their menus, including adding or removing items, updating prices, and specifying preparation times.

3.Promotion management: The system should allow restaurants to create and manage promotions and discounts, such as happy hour specials or limited-time offers.

4.Order management: The system should provide a centralized platform for managing all incoming orders, including tracking the order status, updating the order details, and sending notifications to customers.

5.Analytics and reporting: The system should provide analytics and reporting tools, such as sales reports or customer feedback analysis, to help restaurants understand their business performance and make data-driven decisions.

6.Staff management: The system should allow restaurants to manage their staff, including adding or removing employees, setting roles and permissions, and tracking employee performance.

7.Customer relationship management: The system should allow restaurants to manage their customer relationships, including tracking customer orders and preferences, and sending targeted marketing communications.

8.Payment processing: The system should provide secure payment processing options, such as credit card or mobile wallet payments, and provide restaurants with confirmation of payment.

9.Help and support: The system should provide restaurants with access to help and support, such as FAQs, chatbots, or customer service representatives, to assist with any issues or questions they may have.

5.CONCLUSION

In conclusion, an online food ordering system can provide significant benefits for both customers and restaurants. By providing a streamlined and efficient process for ordering and managing food, these systems can help restaurants increase their revenue, reduce their costs, and improve their customer satisfaction. At the same time, customers can enjoy the convenience and flexibility of ordering food online, with access to a wider range of options and customized orders.

To create a successful online food ordering system, it is important to consider the needs of both customers and restaurants, and to design a system that is intuitive, user-friendly, and secure. Key features that can be included in such a system may include a user module, ordering module, and restaurant module, with functionality such as order customization, menu management, promotion management, analytics and reporting, staff management, customer relationship management, and payment processing.

6.SAMPLE CODING

Login.php

```
<!DOCTYPE html>
<html lang="en" >

<head>
  <meta charset="UTF-8">
  <title>Login</title>

    <link rel="stylesheet" href="https://cdnjs.cloudflare.com/ajax/libs/meyer-
reset/2.0/reset.min.css">

  <link rel='stylesheet prefetch'
href='https://fonts.googleapis.com/css?family=Roboto:400,100,300,500,700,900|RobotoDraft
:400,100,300,500,700,900'>
<link rel='stylesheet prefetch' href='https://maxcdn.bootstrapcdn.com/font-
awesome/4.3.0/css/font-awesome.min.css'>

      <link rel="stylesheet" href="css/login.css">

            <style type="text/css">
            #buttn{
                  color:#fff;
                  background-color: #5c4ac7;
            }
            </style>


    <meta name="viewport" content="width=device-width, initial-scale=1, shrink-to-fit=no">
    <link href="css/bootstrap.min.css" rel="stylesheet">
    <link href="css/font-awesome.min.css" rel="stylesheet">
    <link href="css/animsition.min.css" rel="stylesheet">
    <link href="css/animate.css" rel="stylesheet">
    <link href="css/style.css" rel="stylesheet">

</head>

<body>
<header id="header" class="header-scroll top-header headrom">
          <nav class="navbar navbar-dark">
             <div class="container">
                <button class="navbar-toggler hidden-lg-up" type="button" data-
toggle="collapse" data-target="#mainNavbarCollapse">&#9776;</button>
                <a class="navbar-brand" href="index.php"> <img class="img-rounded"
src="images/icn.png" alt=""> </a>
                <div class="collapse navbar-toggleable-md  float-lg-right"
id="mainNavbarCollapse">
```

```
                <ul class="nav navbar-nav">
                    <li class="nav-item"> <a class="nav-link active" href="index.php">Home
<span class="sr-only">(current)</span></a> </li>
                    <li class="nav-item"> <a class="nav-link active"
href="restaurants.php">Restaurants <span class="sr-only"></span></a> </li>

                                                    <?php
                                                if(empty($_SESSION["user_id"]))
                                                    {
                                                            echo '<li class="nav-item"><a
href="login.php" class="nav-link active">Login</a> </li>
                                                             <li class="nav-item"><a
href="registration.php" class="nav-link active">Register</a> </li>';
                                                    }
                                                else
                                                    {


                                                                                    echo  '<li
class="nav-item"><a href="your_orders.php" class="nav-link active">My Orders</a> </li>';
                                                                                echo  '<li class="nav-
item"><a href="logout.php" class="nav-link active">Logout</a> </li>';
                                                    }

                                                ?>

                </ul>
              </div>
            </div>
        </nav>
    </header>
<div style=" background-image: url('images/img/pimg.jpg');">

<?php
include("connection/connect.php");
error_reporting(0);
session_start();
if(isset($_POST['submit']))
{
        $username = $_POST['username'];
        $password = $_POST['password'];

        if(!empty($_POST["submit"]))
   {
        $loginquery ="SELECT * FROM users WHERE username='$username' &&
password='".md5($password)."'"; //selecting matching records
        $result=mysqli_query($db, $loginquery); //executing
        $row=mysqli_fetch_array($result);

                        if(is_array($row))
```

```
                                                    {
                                $_SESSION["user_id"] = $row['u_id'];

header("refresh:1;url=index.php");
                            }
                                                    else
                                                      {
                                $message = "Invalid Username or Password!";
                        }
            }


}
?>


<div class="pen-title">
  <
</div>

<div class="module form-module">
  <div class="toggle">

  </div>
  <div class="form">
    <h2>Login to your account</h2>
            <span style="color:red;"><?php echo $message; ?></span>
   <span style="color:green;"><?php echo $success; ?></span>
    <form action="" method="post">
      <input type="text" placeholder="Username"  name="username"/>
      <input type="password" placeholder="Password" name="password"/>
      <input type="submit" id="buttn" name="submit" value="Login" />
    </form>
  </div>

  <div class="cta">Not registered?<a href="registration.php" style="color:#5c4ac7;"> Create
an account</a></div>
</div>
  <script src='http://cdnjs.cloudflare.com/ajax/libs/jquery/2.1.3/jquery.min.js'></script>




  <div class="container-fluid pt-3">
          <p></p>
  </div>



       <footer class="footer">
```

```
        <div class="container">


            <div class="bottom-footer">
              <div class="row">
                <div class="col-xs-12 col-sm-3 payment-options color-gray">
                  <h5>Payment Options</h5>
                  <ul>
                    <li>
                      <a href="#"> <img src="images/paypal.png" alt="Paypal"> </a>
                    </li>
                    <li>
                      <a href="#"> <img src="images/mastercard.png" alt="Mastercard">
</a>
                    </li>
                    <li>
                      <a href="#"> <img src="images/maestro.png" alt="Maestro"> </a>
                    </li>
                    <li>
                      <a href="#"> <img src="images/stripe.png" alt="Stripe"> </a>
                    </li>
                    <li>
                      <a href="#"> <img src="images/bitcoin.png" alt="Bitcoin"> </a>
                    </li>
                  </ul>
                </div>
                <div class="col-xs-12 col-sm-4 address color-gray">
                  <h5>Address</h5>
                  <p>Vcet,Viraganoor,Madurai</p>
                      <h5>Phone:9876543210</a></h5> </div>
                <div class="col-xs-12 col-sm-5 additional-info color-gray">
                  <h5>Addition informations</h5>
                 <p>Join thousands of other restaurants who benefit from having partnered
with us.</p>
                </div>
              </div>
            </div>
        </footer>



</body>

</html>
```

Restaurants.php

```
<!DOCTYPE html>
<html lang="en">
<?php
include("connection/connect.php");
error_reporting(0);
session_start();
?>
<head>
   <meta charset="utf-8">
   <meta http-equiv="X-UA-Compatible" content="IE=edge">
   <meta name="viewport" content="width=device-width, initial-scale=1, shrink-to-fit=no">
   <meta name="description" content="">
   <meta name="author" content="">
   <link rel="icon" href="#">
   <title>Restaurants</title>
   <link href="css/bootstrap.min.css" rel="stylesheet">
   <link href="css/font-awesome.min.css" rel="stylesheet">
   <link href="css/animsition.min.css" rel="stylesheet">
   <link href="css/animate.css" rel="stylesheet">
   <link href="css/style.css" rel="stylesheet"> </head>

<body>

      <header id="header" class="header-scroll top-header headrom">
         <nav class="navbar navbar-dark">
            <div class="container">
               <button class="navbar-toggler hidden-lg-up" type="button" data-
toggle="collapse" data-target="#mainNavbarCollapse">&#9776;</button>
               <a class="navbar-brand" href="index.php"> <img class="img-rounded"
src="images/icn.png" alt=""> </a>
               <div class="collapse navbar-toggleable-md  float-lg-right"
id="mainNavbarCollapse">
                  <ul class="nav navbar-nav">
                     <li class="nav-item"> <a class="nav-link active" href="index.php">Home
<span class="sr-only">(current)</span></a> </li>
                     <li class="nav-item"> <a class="nav-link active"
href="restaurants.php">Restaurants <span class="sr-only"></span></a> </li>

                                                <?php
                                          if(empty($_SESSION["user_id"]))
                                                {
                                                      echo '<li class="nav-item"><a
href="login.php" class="nav-link active">Login</a> </li>
                                                   <li class="nav-item"><a
href="registration.php" class="nav-link active">Register</a> </li>';
                                                }
                                          else
                                                {
```

```
                                                                    echo  '<li
class="nav-item"><a href="your_orders.php" class="nav-link active">My Orders</a> </li>';
                                                                    echo  '<li class="nav-
item"><a href="logout.php" class="nav-link active">Logout</a> </li>';
                                                                }

                                                            ?>

                    </ul>
                  </div>
                </div>
              </nav>
            </header>
            <div class="page-wrapper">
              <div class="top-links">
                <div class="container">
                  <ul class="row links">

                    <li class="col-xs-12 col-sm-4 link-item active"><span>1</span><a
href="#">Choose Restaurant</a></li>
                    <li class="col-xs-12 col-sm-4 link-item"><span>2</span><a href="#">Pick
Your favorite food</a></li>
                    <li class="col-xs-12 col-sm-4 link-item"><span>3</span><a href="#">Order
and Pay</a></li>
                  </ul>
                </div>
              </div>
              <div class="inner-page-hero bg-image" data-image-src="images/img/pimg.jpg">
                <div class="container"> </div>
              </div>
              <div class="result-show">
                <div class="container">
                  <div class="row">
                  </div>
                </div>
              </div>
              <section class="restaurants-page">
                <div class="container">
                  <div class="row">
                    <div class="col-xs-12 col-sm-5 col-md-5 col-lg-3">
                    </div>
                    <div class="col-xs-12 col-sm-7 col-md-7 col-lg-9">
                      <div class="bg-gray restaurant-entry">
                        <div class="row">
                                                                <?php $ress=
mysqli_query($db,"select * from restaurant");

while($rows=mysqli_fetch_array($ress))
```

{

echo'

 <img src="admin/Res_img/'.$rows['image'].'" alt="Food logo">

<!-- end:Logo -->

<h5>'.$rows['title'].'</h5> '.$rows['address'].'

<!-- end:Entry description -->

View Menu

<!-- end:right info -->

';

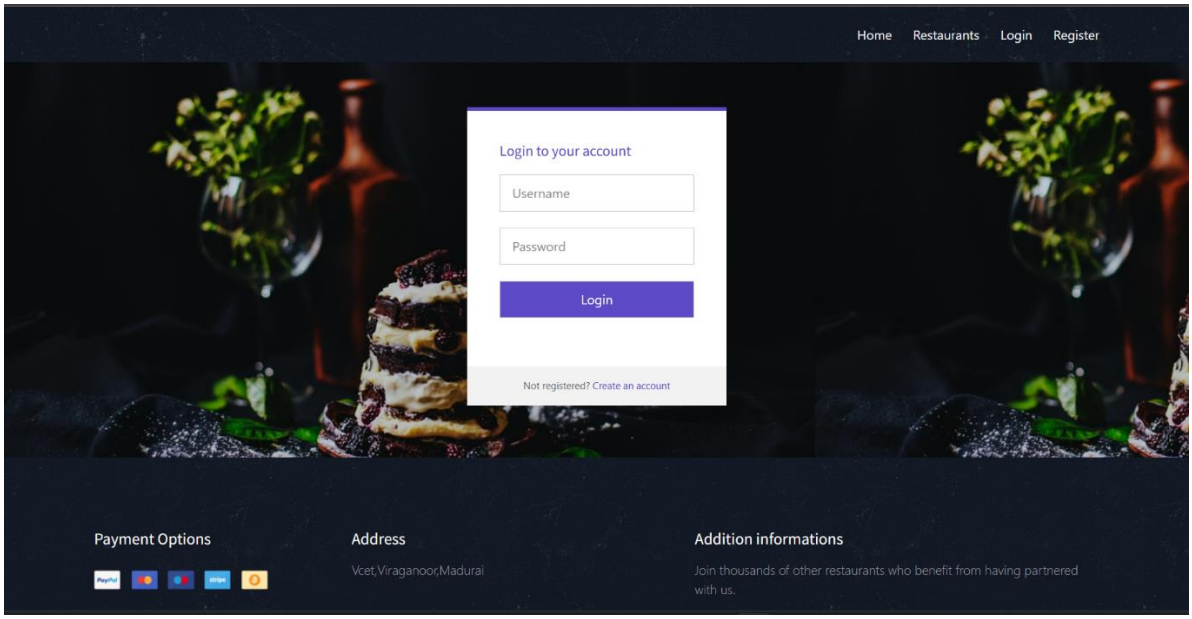
}

```
                                                    ?>

                        </div>

                    </div>



                    </div>



                </div>
            </div>
        </div>
    </section>

    <footer class="footer">
        <div class="container">


            <div class="bottom-footer">
                <div class="row">
                    <div class="col-xs-12 col-sm-3 payment-options color-gray">
                        <h5>Payment Options</h5>
                        <ul>
                            <li>
                                <a href="#"> <img src="images/paypal.png" alt="Paypal"> </a>
                            </li>
                            <li>
                                <a href="#"> <img src="images/mastercard.png" alt="Mastercard">
</a>
                            </li>
                            <li>
                                <a href="#"> <img src="images/maestro.png" alt="Maestro"> </a>
                            </li>
                            <li>
                                <a href="#"> <img src="images/stripe.png" alt="Stripe"> </a>
                            </li>
                            <li>
                                <a href="#"> <img src="images/bitcoin.png" alt="Bitcoin"> </a>
                            </li>
                        </ul>
                    </div>
                    <div class="col-xs-12 col-sm-4 address color-gray">
                            <h5>Address</h5>
                            <p>Vcet,Viraganoor,Madurai</p>
                            <h5>Phone:9876543210</a></h5> </div>
                        <div class="col-xs-12 col-sm-5 additional-info color-gray">
```

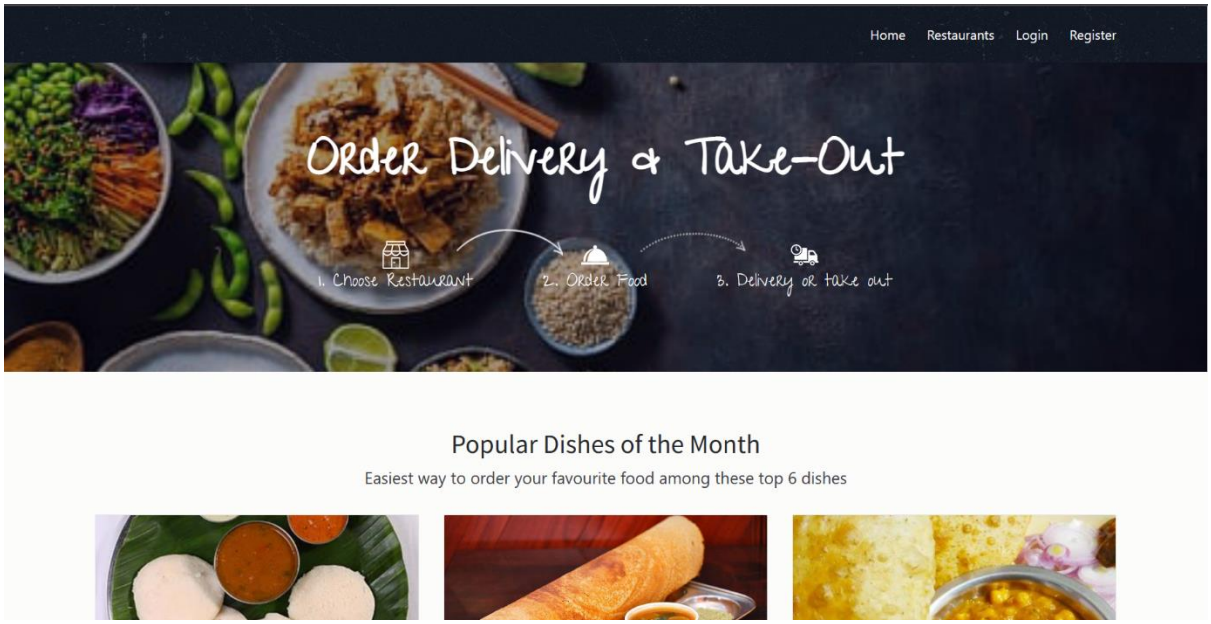
```
                        <h5>Addition informations</h5>
                        <p>Join thousands of other restaurants who benefit from having
partnered with us.</p>
                    </div>
                </div>
            </div>

        </div>
    </footer>

    <script src="js/jquery.min.js"></script>
    <script src="js/tether.min.js"></script>
    <script src="js/bootstrap.min.js"></script>
    <script src="js/animsition.min.js"></script>
    <script src="js/bootstrap-slider.min.js"></script>
    <script src="js/jquery.isotope.min.js"></script>
    <script src="js/headroom.js"></script>
    <script src="js/foodpicky.min.js"></script>
</body>
</html>
```

7.APPENDICES

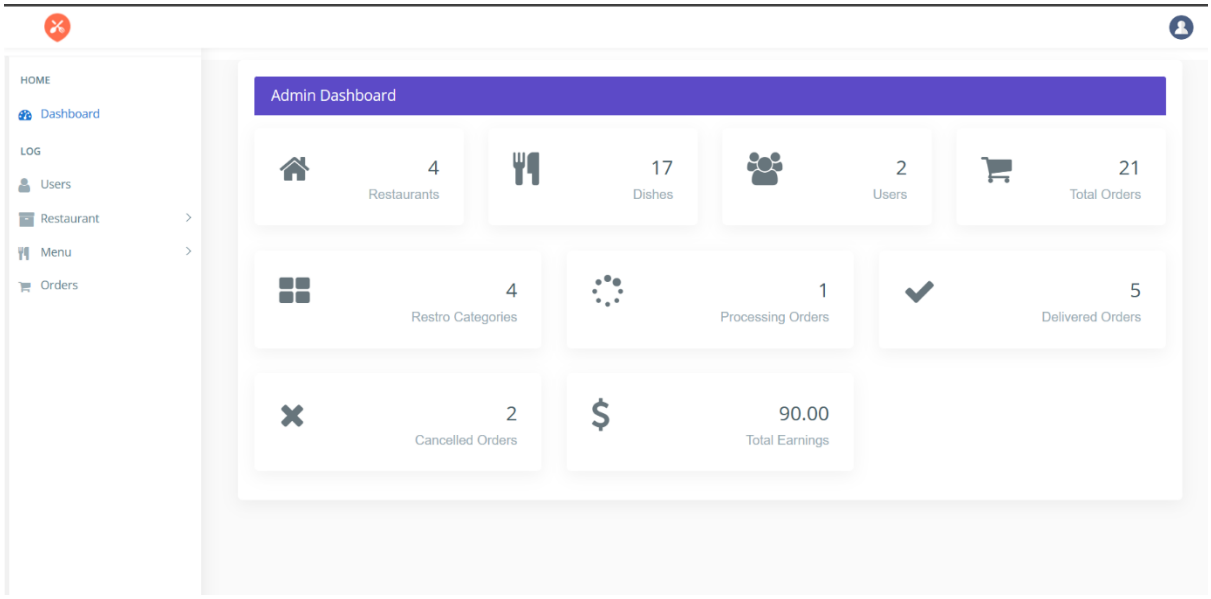
LOGIN



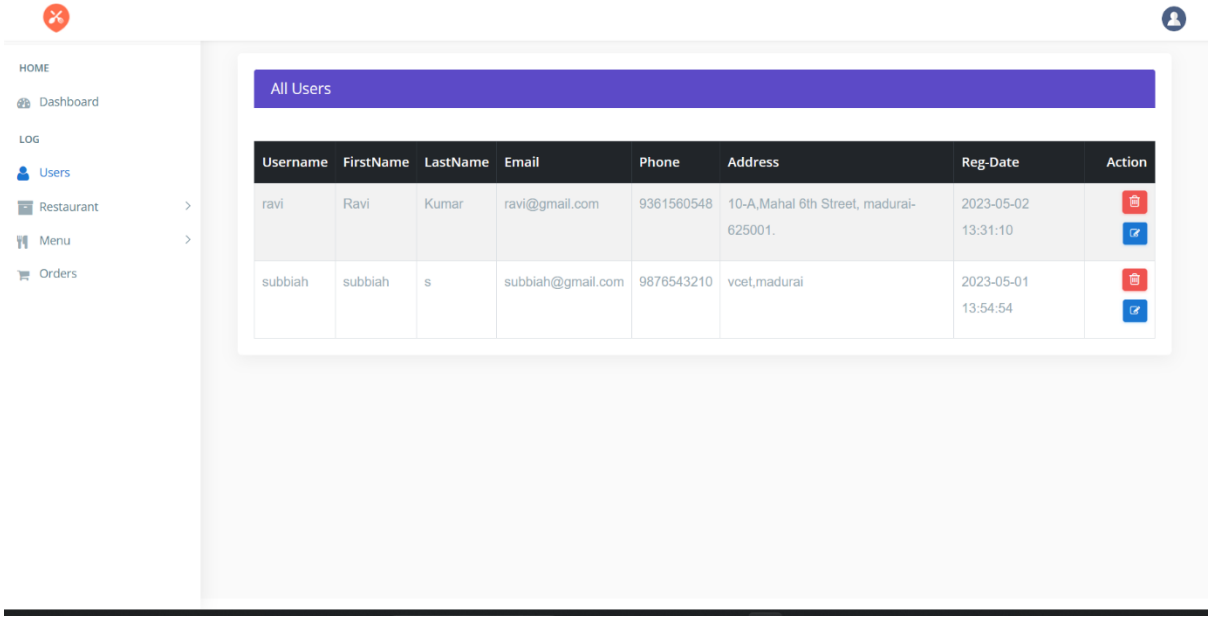
HOME



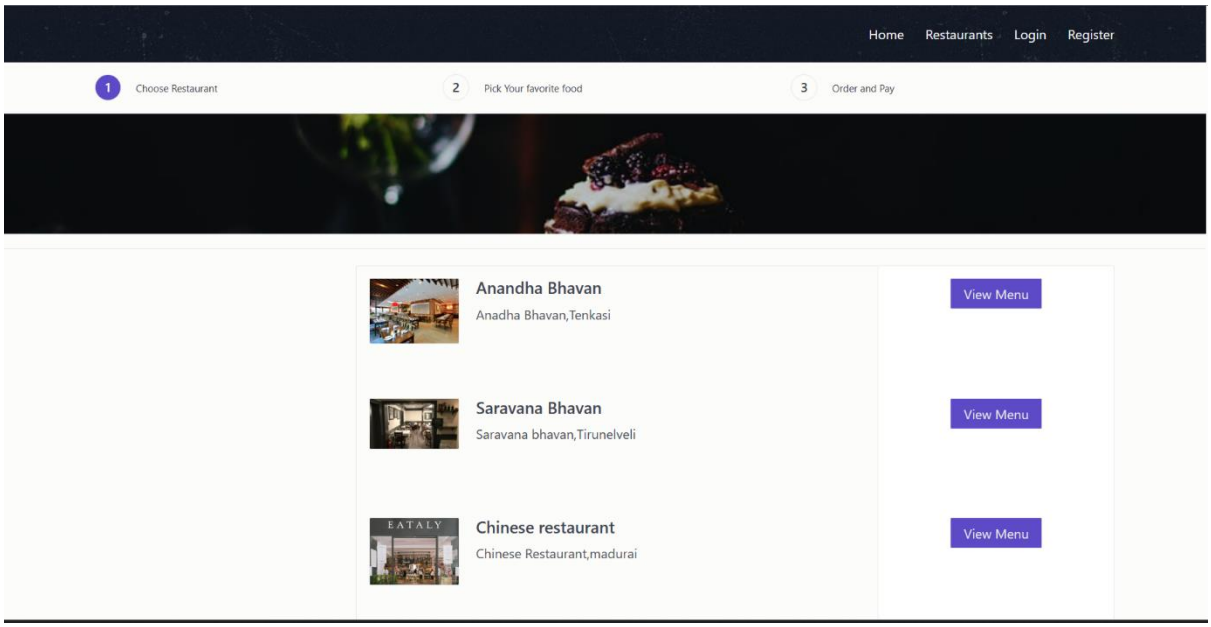
DASHBOARD



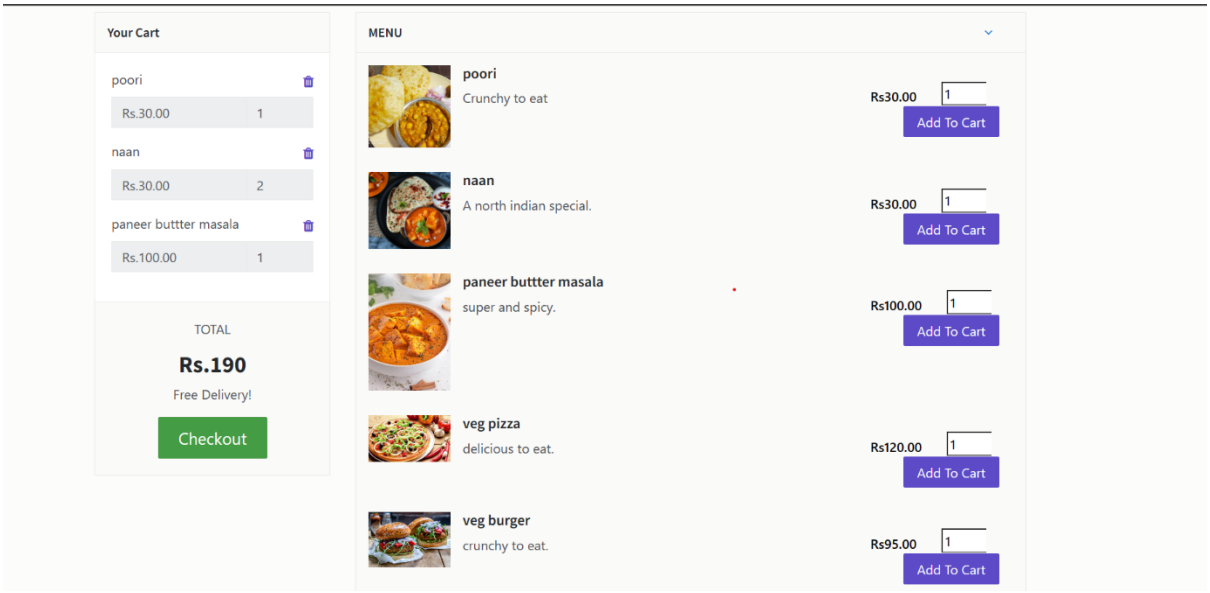
USERS



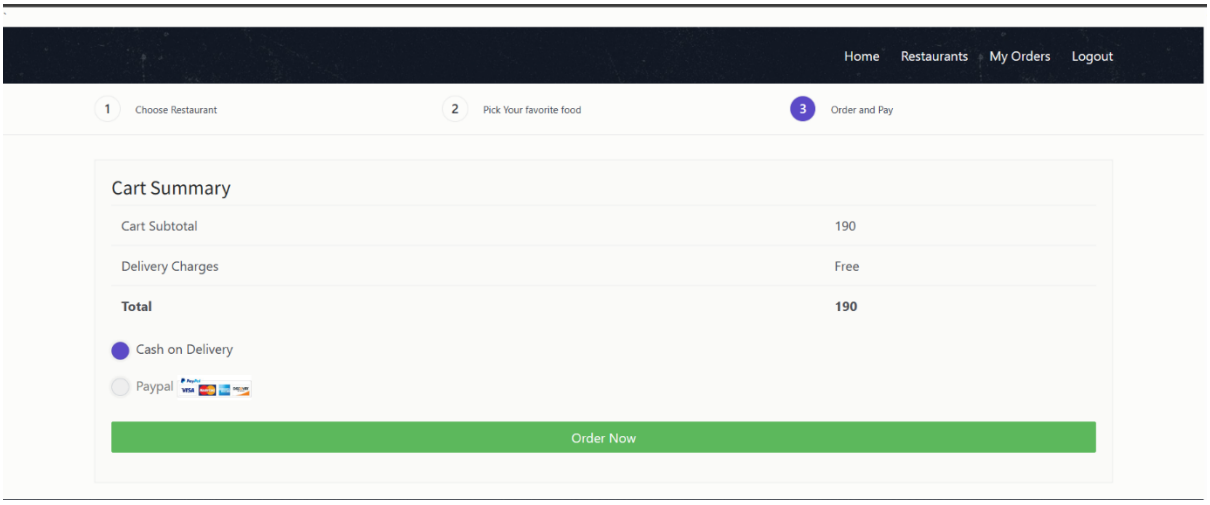
RESTAURANTS



MENU



PAYMENT



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