

# SE 321 – Software Specification and Design

## Project Proposal

### NIKI CAFE Food Order & Payment App

#### Team Members

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#### Client

Niki Café Management

#### Project Subject

Development of a Mobile Application for Streamlined Food Ordering and Payment

#### Project Explanation

The goal of the NIKI CAFE Food Order & Payment App project is to solve the recurring problem of long lines at our campus's most popular restaurant, NIKI CAFE. Because of the cafe's increasing popularity, customers usually have to wait a long period, especially during busy hours. Customers and employees are both inconvenienced by this situation, which emphasizes the necessity for a more advanced and effective ordering system.

In order to address this, we suggest creating a special mobile application that would enable users to peruse the menu, personalize their orders, and pay using their smartphones. Through the integration of technology, the app optimizes the ordering process, decreasing wait times and raising consumer satisfaction levels all around. Customers may easily and swiftly place orders on the user-friendly site.

#### Project Features

Key features of the NIKI CAFE Food Order & Payment App include:

- Pre-ordering: Customers can browse the menu, customize their orders, and schedule pickups, minimizing wait times.
- Order Tracking: Real-time updates on order status, allowing patrons to know when their food is ready for pickup.

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- **Cashless Payments:** Integration with multiple payment options for a seamless, hassle-free checkout process.
- **Promotions and Loyalty Programs:** Offering special discounts and rewards to encourage app usage and build customer loyalty.
- **Data Insights:** Analytics on customer preferences and peak times to help NIKI CAFE optimize operations and promotional efforts.

#### Conclusion

The NIKI CAFE Food Order & Payment App is a calculated response to the cafe's line-related issue. Customers' whole eating experience is improved and wait times are decreased by the application, which digitizes the order and payment procedure. This project serves as an example of how technology can be used to improve operational efficiency and streamline conventional operations. We expect this to have a favorable effect on patron happiness as well as NIKI CAFE's overall efficiency, and it will also establish a standard for technical innovation in campus dining facilities.