

# CAFETERIA MENU DISPLAY

## Project Report

**Project Title:** Cafeteria Menu Display

**Team ID:** LTVIP2025TMID28725

**College Name:** Bonam Venkata Chalamayya Engineering College

**Organization:** SmartBridge

### 1. INTRODUCTION

This project focuses on building a **Cafeteria Menu Display Portal** using **ServiceNow**. The portal enables cafeteria administrators to manage and publish daily and weekly meal menus, while employees can conveniently view real-time updates through the Service Portal. The solution addresses communication gaps and improves the overall dining experience within the organization.

---

### 2. IDEATION PHASE

#### 2.1 Problem Statement

Employees often face difficulty accessing up-to-date cafeteria menus. Manual menu updates cause delays and inconsistencies. There is no centralized platform to view or manage meals, leading to a poor dining experience.

#### 2.2 Empathy Map Canvas

- **Thinks:** Wants transparency in food offerings
- **Feels:** Frustrated with outdated or missing menus
- **Says:** Asks colleagues or staff about today's meals
- **Does:** Often skips meals due to lack of information

## **2.3 Brainstorming**

Key ideas generated:

- Use of ServiceNow Service Portal
  - Menu approval workflow
  - Scheduled publishing of meals
  - Dietary tag system (Veg, Non-Veg, Vegan)
  - Weekly view and report generation
  - Responsive user interface design
- 

## **3. REQUIREMENT ANALYSIS**

### **3.1 Customer Journey Map**

1. Employee logs into the Service Portal
2. Navigates to the Cafeteria Menu section
3. Views meals for the day/week
4. Admin logs into the backend system
5. Submits new menu via catalog form
6. Publishes the menu using a UI action
7. Menu becomes visible on the portal

### **3.2 Solution Requirements**

- Service Catalog for menu input
- UI Action to publish menu
- Reports for weekly summaries
- Roles: Admin, Employee
- Dashboard integration for summary views

### 3.3 Data Flow Diagram

Employee/Admin → Service Portal → Table Record → UI Action/Reports → ServiceNow Database

### 3.4 Technology Stack

- **Platform:** ServiceNow
  - **Frontend:** Service Portal (Bootstrap, Jelly)
  - **Backend:** GlideRecord, Flow Designer
  - **Reports:** Performance Analytics
  - **Access Control:** Role-Based (Admin/Viewer)
- 

## 4. PROJECT DESIGN

### 4.1 Problem-Solution Fit

- **Problem:** Lack of accessible cafeteria menu
- **Solution:** A centralized, automated menu display portal that is accessible through the Service Portal

### 4.2 Proposed Solution

The application includes:

- Custom tables for menu data and menu items
- A Service Catalog item for menu entry
- UI Action for menu publishing
- Automated approval workflow using Flow Designer
- A dashboard showing weekly meal data
- A responsive interface for employee access

### 4.3 Solution Architecture

Menu data is entered via catalog form and stored in custom tables. Approvals and publishing are handled through workflows and UI actions. The information

is then displayed in the Service Portal and summarized through reports and dashboards.

---

## **5. PROJECT PLANNING & SCHEDULING**

### **5.1 Project Planning**

<b>Week</b>	<b>Task Description</b>
Week 1	Requirements gathering and table creation
Week 2	Service Catalog and UI action development
Week 3	Reports and dashboard setup
Week 4	Testing, review, and final documentation

---

## **6. FUNCTIONAL AND PERFORMANCE TESTING**

### **6.1 Performance Testing**

Test cases included:

- Submitting menus through the catalog
- Executing the publishing UI action
- Generating reports
- Loading the portal on multiple devices

**Result:** All key operations were completed successfully with response times under 2 seconds, ensuring good performance and reliability.

---

## **7. RESULTS**

The application was successfully developed and tested. Major functionalities include:

- Easy menu creation and submission
- Approval-based publishing system
- Real-time access to meal details by employees

- Categorization of meals based on dietary tags
- Weekly summary reports for administrative review

This resulted in a smoother dining experience and improved communication between employees and cafeteria staff.

---

## **8. ADVANTAGES & DISADVANTAGES**

### **Advantages:**

- Centralized and automated menu management
- Real-time visibility for employees
- Secure access based on user roles
- Simplified reporting and menu tracking

### **Disadvantages:**

- Requires internet access for full functionality
  - Some users may need basic training in ServiceNow navigation
- 

## **9. CONCLUSION**

The **Cafeteria Menu Display Portal** successfully solves the problem of manual and disorganized menu communication. Developed entirely on the ServiceNow platform, the application offers a clean, automated, and user-friendly solution for both administrators and employees. The system improves transparency, reduces delays, and supports smarter meal planning within the workplace.

---

## **10. FUTURE SCOPE**

- Add dietary tagging and filtering for specific dietary needs
- Integrate feedback collection after meals
- Email integration to send weekly menus to employees
- Mobile app support or QR code-based quick access to menus