SE-306 Software Quality Engineering



**Assignment # 1**

Title: Online Cafeteria System

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Title: Online Cafeteria System

1. **Introduction**

The Canteen Management System helps the canteen manager to manage the canteen more efficiently and effectively, by computerizing meal ordering, billing and inventory controls. The system, processes transactions and stores the resulting data that will help the manager generate reports in order to make appropriate business decisions for the canteen. For example, knowing the number of customers for a particular time interval, the manager can decide whether more chefs or waiters are required. Moreover, he can easily calculate the daily expenditure and profit. The whole management system is designed for a general Computerized, Digital Canteen. Implementing this system will lead to hire less waiters and create an opportunity to appoint more chefs and better kitchen place to serve food faster. Customers can also make payment through debit and credit cards.

1. **Existing System**

The existing system for cafeteria ordering involves customers visiting the cafeteria physically and placing their orders. This system is time-consuming and often results in long waiting times for customers. The system also limits the reach of the cafeteria to only customers who are physically present at the cafeteria.

1. **Problem statement**

The current cafeteria ordering system is time-consuming and limits the reach of the cafeteria to only customers who are physically present at the cafeteria. This results in a limited customer base and reduced revenue for cafeteria owners. Therefore, there is a need for an online cafeteria system that will allow customers to place orders for food items online and provide a wider customer base for cafeteria owners

1. **Proposed system:**

The proposed online cafeteria system is an e-commerce web application that will allow customers to place orders for food items online. The system will provide a platform for cafeteria owners to sell their products online and reach a wider customer base. The system will be user-friendly and provide a smooth ordering process for customers.

The proposed online cafeteria system will have the following features:

**User Registration and Login:**

The system will require customers to register and login before placing an order. The registration process will collect necessary information such as name, email address, and contact number.

**Menu Management:**

The system will provide a platform for cafeteria owners to manage their food items. The owners will be able to add, edit, and delete food items from their menu. They will also be able to manage the price and quantity of the food items.

**Order Management:**

The system will provide an efficient way to manage orders. The system will generate an order notification for the cafeteria owners when a new order is placed. The owners will be able to accept or reject the order. Once an order is accepted, the system will generate an invoice and send it to the customer.

**Payment Integration:**

The system will integrate with a payment gateway to allow customers to make payments online. The payment gateway will be secure and reliable.

**Delivery Management:**

The system will provide an option for customers to select their preferred delivery method, such as pickup or delivery. The system will also provide an option for customers to track their order status.

**Feedback and Review:**

The system will provide an option for customers to leave feedback and review about the food items and services. This will help the cafeteria owners to improve their services.

**Admin Dashboard:**

The system will have an admin dashboard that will allow the administrator to manage the system. The administrator will be able to manage user accounts, monitor sales, and generate reports.

1. **System roles:**

The online cafeteria system will have the following system roles:

**Customers:** Customers are the primary users of the online cafeteria system. They will be able to browse the menu, place orders, and make payments online. Customers will also be able to track their orders and leave feedback and reviews.

**Cafeteria Owners:** Cafeteria owners will be able to manage their food items, track their sales, and fulfill orders. They will be able to add, edit, and delete food items from their menu. They will also be able to manage the price and quantity of the food items.

**Administrator:** The administrator will be responsible for managing the online cafeteria system. The administrator will be able to manage user accounts, monitor sales, and generate reports. The administrator will also be responsible for ensuring the security and reliability of the system.

**Delivery Personnel:** In case of delivery orders, the delivery personnel will be responsible for picking up the orders from the cafeteria and delivering them to the customers.

Each system role will have specific access permissions and functionalities within the online cafeteria system to ensure a smooth and efficient ordering process.

1. **Tools and techniques**

Programming Language: **PHP, HTML, CSS**

Database Management System: **MySQL**

Cloud Hosting: **Amazon Web Services (AWS)**

Note: Other tools and language maybe used and will incorporated later on during the development according to the need.

1. **Conclusion:**

In conclusion, the proposed Online Cafeteria System will provide a platform for customers to place orders for food items online and provide a wider customer base for cafeteria owners. The system will be user-friendly and provide a smooth ordering process for customers. The system will also provide an inventory management system for cafeteria owners to manage their food items and track their sales.