

ST. XAVIER'S COLLEGE
(Affiliated to Tribhuvan University)
Maitighar, Kathmandu



End Semester Project
On
“Online Food Ordering System”

For the partial fulfillment of the requirement for the degree of Bachelor of
Science in Computer Science and Information Technology awarded by
Tribhuvan University

Under the supervision of
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Submitted To
ST. XAVIER'S COLLEGE
Department of Computer Science
Maitighar, Kathmandu, Nepal
October , 2022

ABSTRACT

Food industry has always been a profitable industry not only for manufacturers, suppliers, but also for the users, distributors. The online food delivery system is the need of hour because of the recent changes in the industry and the increasing use of the internet. A Real-time online food ordering system for the customer is our proposed system.

“ONLINE FOOD ORDERING SYSTEM” is a website designed primarily for use in the food delivery industry. This system will allow hotels and restaurants to increase scope of business by reducing the labor cost involved. The system also allows users to quickly and easily manage an online menu which customers can browse and use to place orders with just a few clicks. Restaurant employees then use these orders through an easy to navigate graphical interface for efficient processing.

Keywords: *Business, Hotel, Resort, Booking, Labor cost.*

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LIST OF ABBREVIATIONS

API - Application Programming Interface

CSS - Cascading Style Sheet

DFD -Data Flow Diagram

HTML - HyperText Markup Language

PHP- Hypertext Preprocessor

SPSS - Statistical Package for Social Science

SQL- Structured Query Language

UML- Unified Modeling Language

CHAPTER 1

INTRODUCTION

1.1. Background

It is known globally that, in today's market, it is extremely difficult to start a new small-scale business and live-through the competition from the well-established and settled owners. In fast paced time, when everyone is squeezed for time, the majority of people are finicky when it comes to placing a food order. The customers of today are not only attracted because placing an order online is very convenient but also because they have visibility into the items offered, price and extremely simplified navigation for the order.

Moreover, Online ordering system that I am proposing here greatly simplifies the ordering process for both the customer and the restaurant. System presents an interactive and up-to-date menu with all available options in an easy to use manner. Customers can choose one or more items to place an order which will land in the Cart. Customers can view all the order details in the cart before checking out. At the end, the customer gets order confirmation details. Once the order is placed it is entered in the database and retrieved in pretty much real time. This allows Restaurant Employees to quickly go through the orders as they are received and process all orders efficiently and effectively with minimal delays and confusion.

1.2. Problem Definition

The technology we recommend is an easy-to-use online food ordering system for customers. It overcomes the disadvantages of traditional queueing systems. Our system is both a convenient way to order food from restaurants. The procedure of taking a customer's order is made easier with this technology. Customers may place orders fast utilizing the online food ordering system, which generates an online menu.

Customers can also use a meal menu to keep track of their orders. Users can also rate the food using this system's feedback feature.

1.3.Objectives

The project aims to meet these objectives:

- To manage the details of Food Item and Customer and Orders.
- To reduce the manual work for managing the food item, delivery address.
- To track all the details about the customer ,order,etc.
- To show the information and description of the food.

1.4. Scopes

This project is aimed at finding out how effectively the online food ordering system will improve the operations of food ordering in the restaurants. However, out of the several departments that make up the restaurant, this research project is restricted to only one section (food ordering) section. The following facilities have been implemented by us:

- Secure registration and profile management facilities for customers.
- Adequate searching mechanisms for easy and quick access to particular products and services.
- Reserving the product and payment.

1.5. Limitations

You need internet access.

- Reliable internet access is required to check reservations and add bookings that are made over the phone.
- You need to be ready for an influx of new customers.
- More and more people prefer doing business online these days, so a web-based food ordering system is a great way to attract new customers.
- If you're running a small operation and have no means of quickly hiring more staff members or expanding your resources, the unexpected growth can pose a challenge to the operations.
- Not all online food ordering systems are created equal.
- Choosing an online food ordering system that doesn't meet your needs can be a real detriment to your business. It's important to do your due diligence upfront. Fortunately, a little bit of research now will save you immeasurable time & frustration in the future.

1.6.Process Model-Incremental Process Model

Evolutionary development model is based on the idea of developing an initial implementation exposing this to the user comment and refining it through many versions until an adequate system has been developed.

Specification, development, and validation activities are interleaved rather than separate with rapid feedback across activities. Getaway follows an Incremental Process Model where software development takes place module by module. During implementation, the system goes through testing against bugs and for accuracy of the output. The system developed is user-friendly and after the formal test involving all the components, the implementation phase end [1].

With the use of HTML and CSS as front ends and PHP, JavaScript as back ends, the whole system is developed. JavaScript validates whether the input information are correct or not. PHP is used as a back end tool where we have our database.

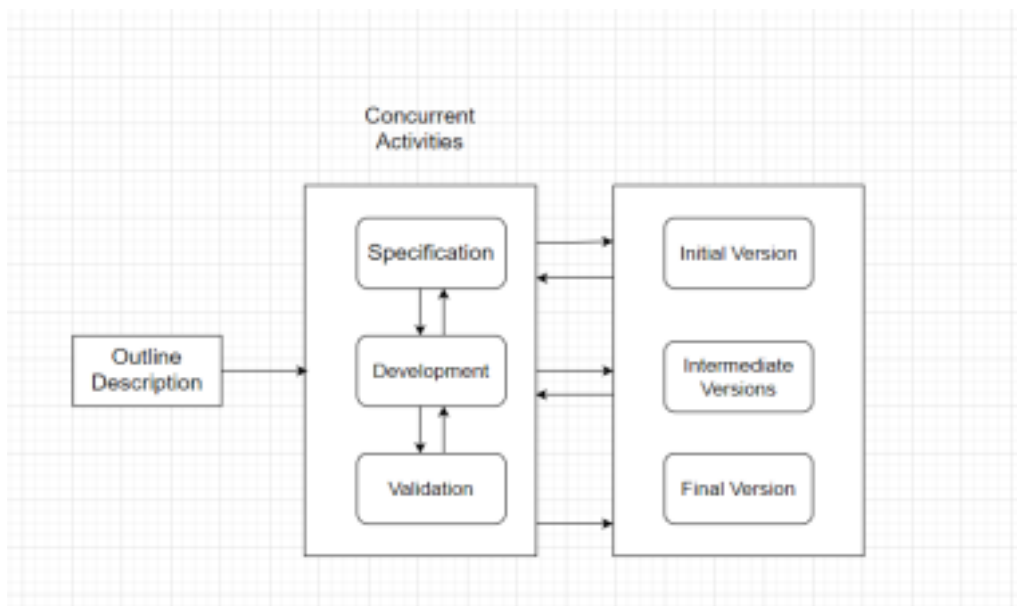


Figure 1: Incremental Process Model

CHAPTER 2

REQUIREMENT ANALYSIS AND FEASIBILITY STUDY

2.1. Literature Review

2.1.1. Study of Previous Literature (Previous academic literature)

The Paper describes an online food menu that is set up by the proposed food ordering system and as per their will customers can easily place the order. Also, customers can easily track the orders with the food menu. The management improves food delivery service and preserves customers' databases. Motivation to develop the system is from the restaurant management system. To get the services efficiently the users of the system provide various facilities. Restaurants as well as mess facilities are considered by our system for the customers. Mostly mess users are people who are shifted to new cities and this can be considered as a motivation to our system. Another motivation can be considered as the increasing use of smartphones by the customers, so that any users of this system get all service of the system. The system will be designed to avoid users making fatal errors where users can change their own profile and also where users can track their food items [2].

Online food ordering is a process that delivers food or take away, from home chefs, local restaurants and other food cooperatives through a mobile application or through a website. This style of food delivery is gaining popularity with more and more people, especially the younger generation turning to mobile food ordering apps, thereby changing the way food is delivered and picked up. Customers prefer using the food ordering app over ordering food online. The customer can generate an order without having to explain it to another human being and have the food delivered at his doorstep. The apps are geared to search for local restaurants and the cuisine types. Entire menu is displayed on the app and the customer has to choose from the menu with a click of a button. However the app needs to be downloaded by the customers on their cell phones and register themselves on the app by creating their profile which will have their address and payment information. The payment is normally cashless through a credit or debit card if paid online or in cash against delivery. The apps will differ from each other in terms of features offered and by refining the search, based on most orders, pricing, order history, customer reviews, promotions etc [3].

The research work aims to automate the food ordering process in restaurants and also improve the dining experience of customers. Design implementation of food ordering systems for restaurants were discussed in this paper. This system implements wireless data access to servers. The android application on the user's mobile will have all the menu details. Kitchen and cashier receives the order details from the customer mobile wirelessly. These order details are updated in the central database. The restaurant owner can manage the menu modifications easily [4].

2.1.2. Study of Existing system

Online food ordering is a problem domain in which a lot of work has been done previously by renowned companies. After research and analysis of various papers and forums, the problem in existing system are :

- As the current system is totally manual.
- Existing system is manual, so it increases the chances of errors.
- Lot of the time is consumed for each report generation.
- Immediate response to the query is difficult.
- More stationary use so they are expensive.
- Manual systems take more time.
- More man power.
- Consumes a large volume of spare work.
- Damage of machines due to lack of attention.

2.1.3. Proposed system

The aim of the proposed system is to develop a system of improved facilities. The proposed system can overcome all the limitations of the existing system. The system provides proper security and reduces manual work. The existing system has several disadvantages and many more difficulties to work well. The proposed system tries to eliminate or reduce these difficulties up to some extent. The proposed system will help the user to reduce the workload and mental conflict. The proposed system helps the user to work user friendly and he can easily do his jobs without time lagging.

2.2. Requirement Collection Methods

2.2.1. Sources of Data

Content Analysis: Qualitative content analysis was conducted, so as to systematically draw inferences by analyzing qualitative information from pre-conducted interviews, focus groups, open-ended surveys, questions, documents and research papers.

We used a variety of analytic strategies to categorize, compare and contrast a large volume of data. One technique that we heavily made use of is selective reduction. By reducing the text to categories consisting of a word, set of words or phrases, we focused on specific words or patterns that are indicative of the research question and provided us with the required data.

2.3. Requirement Specification

Functional requirements define the statements of services that the system should provide first hand and how the system should react to behave to the particular inputs and particular situations.

The functional requirements of Getaway are defined with the use Use-case diagrams as follows:

2.3.1. Functional Requirements

Functional requirements define the statements of services that the system should provide first hand and how the system should react to behave to the particular inputs and particular situations. The functional requirements of Getaway are defined with the use Use-case diagrams as follows:

2.3.1.1. Register User

The system shall authenticate the user after registering to the system with the required email address and desired password.

2.3.1.2. Login

Users shall be able to login to the system after the successful registration with the valid user name and password. Users shall now access the system after the login.

2.3.1.3. Update * Data

This functional requirement provides the contributor to update the current jam data on the map and the system updates this data on the map with the help of geo-tagging.

2.3.1.4. Navigate

This requirement provides the commuter by providing the best path from the current location to the destination.

2.3.1.5. Use Case Diagram

In the Unified Modeling Language (UML), a use case diagram can summarize the details of your system's users (also known as actors) and their interactions with the system. To build one, we used a set of specialized symbols and connectors.

Use Case Diagram

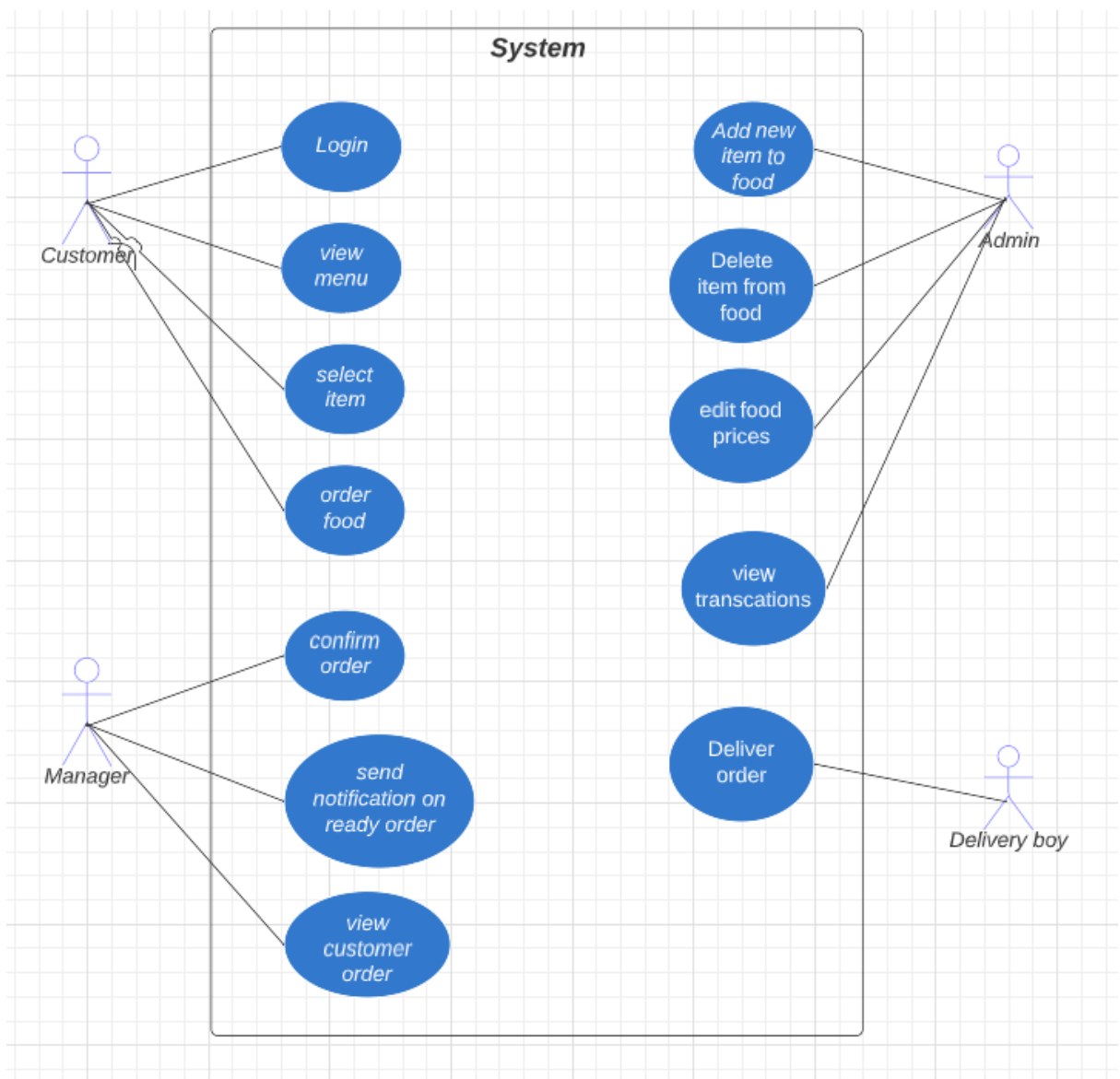


Figure 2: Use-Case Diagram of Online Food Ordering

Foremost, the user registers on the website. Users view the food along with their categories, price and rating.. Then, the user adds the food to the cart and orders the food. Users can make the advance payment if they wish to. However, the system admin doesn't make that function mandatory. Once the food is ordered, the system admin updates food to delivery to the customers.

2.3.2. Non-Functional Requirements

2.3.2.1. Application accuracy

The system must provide customers 24*7 hours online food ordering system .The system must be able to handle multiple transactions at a time.

2.3.2.2. Ease of use

The system should support almost all the browsers (Internet Explorer, Chrome, and Firefox).The system should be able to convert the price from NRS to USD and INR. And other currencies. In promotion time the system will charge credit card promptly.

2.3.2.3. Reliability

Customers need to cancel the food ordered before 10 minutes. Otherwise their credit card will be charged for one day. System should send the newsletter about ongoing promotions or deals to registered customers.

2.4. Feasibility Study

An imperative result of preparatory examination is the assurance that the framework is achievable. Feasibility studies aim to objectively and rationally uncover the strengths and weaknesses of the existing project, opportunities and dangers as displayed by the earth, the assets required to help through, and eventually the prospects for progress [5].

2.4.1. Technical Feasibility

The technical feasibility study focuses on gaining an understanding of the present technical resources and their applicability to the expected needs of the proposed system [6]. All the tools and software products that are required for this project are easily available on the internet. It requires a web server and Database Management System to operate which are easily affordable. However, the implementation of algorithms and the calculations are rather complex.

2.4.2. Operational Feasibility

The main purpose of this website is to develop a web based application which facilitates online food ordering from restaurants through the internet. All the users of this project are trained in this area. Therefore, this project is operational feasible.

2.4.3. Economic Feasibility

Economic feasibility analysis includes a broad range of tests that include long term cooperative income strategies, cost of resources needed for development, cost benefit analysis [7]. In the existing system they have to maintain many registers and bill books are costly affairs. This can be reduced by keeping data in the digital format that is reliable and cheaper. Since the development cost for the system satisfies the organization therefore the software is economically feasible.

2.4.4 Schedule Feasibility

It ensures that the project should be completed within a given time constraint or schedule. It also verifies and validates whether the deadlines of projects are reasonable or not.

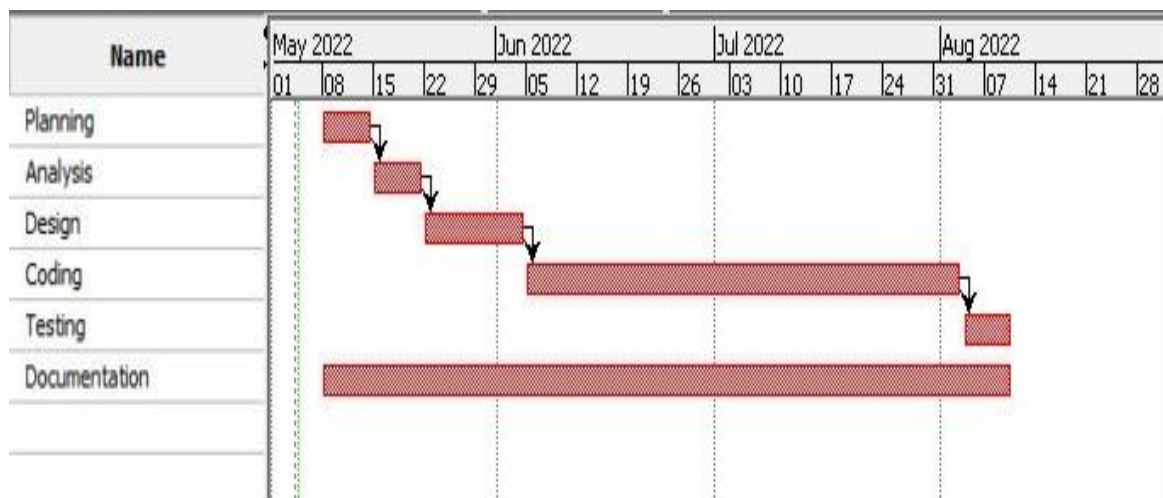


Figure 3:Gantt Chart

The above Gantt chart displays the overall timeline of the project. It presents the sequential breakdown of the task involved in the project with the time taken for each task. The first two activities were carried out per schedule. Implementation and coding phase was carried out in parallel with the report preparation. The testing phase of the project was carried along with the documentation until the completion of the project. Maintenance is required to sustain the capability of a system to provide a service.

CHAPTER 3

SYSTEM DESIGN

System Design is a wide field of study in Engineering and includes various concepts and principles that will help you in designing scalable systems. System Design includes the means and methodologies to improve the management and control of the software development process. These senior roles demand a better understanding of how you solve a particular design problem, how you respond when there is more than expected traffic on your system, how you design the database of your system and many more [8].

System design includes two designs: logical and physical design. It includes structuring and simplifying the process using several diagrams and standardizing the development process by specifying the required activities and techniques to be implemented.

3.1. System architecture and overview

System architecture refers to the placement of these software components on physical machines. A system architecture is the conceptual model that defines the structure, behavior of a system. The purpose of system architecture activities is to define a comprehensive solution based on principles, concepts, and properties logically related to and consistent with each other.

It can comprise system components, the expanded systems developed, that works together to implement the overall system. System Architecture is abstract, conceptualization oriented, global, and focused to achieve the mission and life cycle concepts of the system.

For our proposed project, we developed a system that works under the requirement of an android mobile handset, a database and a working website. As our project is typically designed for android it runs only on the handset and makes it one of the feasible websites for online food ordering systems.

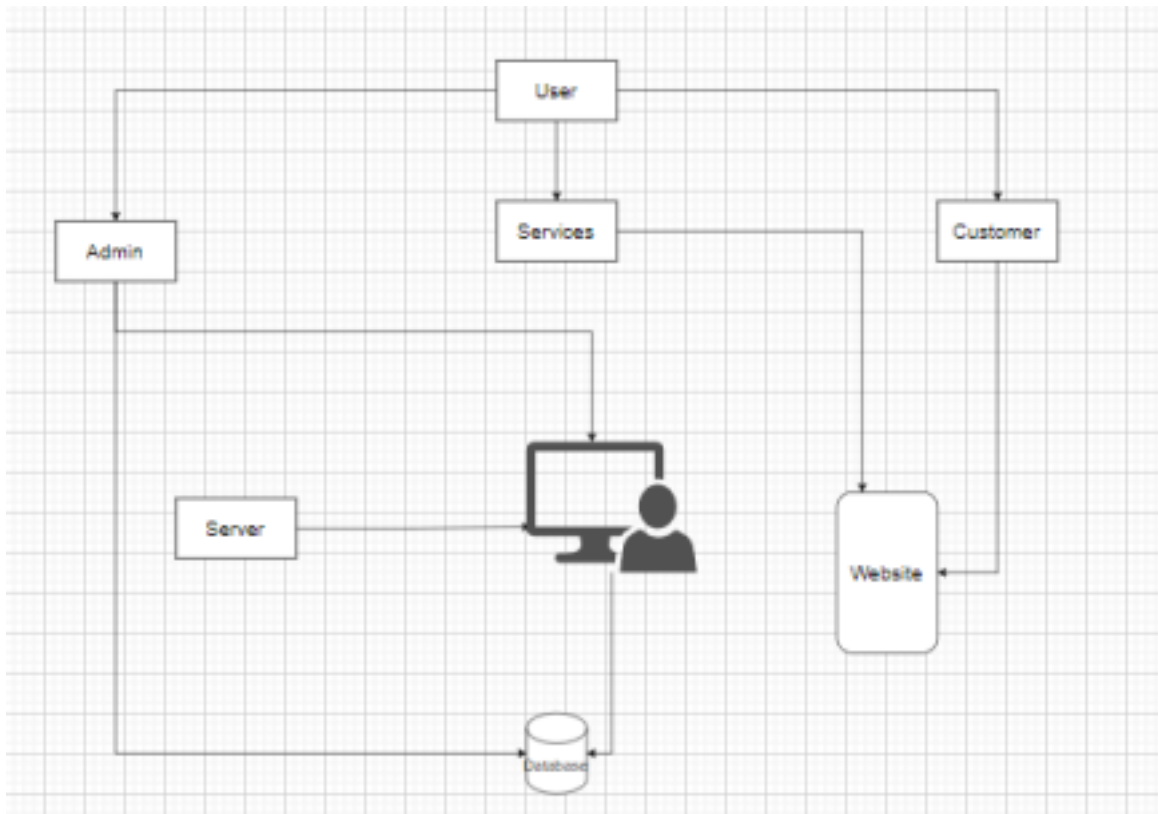


Figure 4: System Architecture

3.2. UML diagrams

The Unified Modeling Language (UML) is a general-purpose modeling Standard language for specifying, visualizing, constructing, and documenting the artifacts of software systems, business modeling and other non-software systems. It is a general purpose modeling language in the field of software engineering. It supports high level development concepts such as frameworks, patterns and collaborations . UML includes a collection of elements such as:

- Programming language statements
- Actors, specify a role played by user
- Logical and reusable software components etc.

The UML is a very important part of developing object oriented software and the software development process. The UML uses mostly graphical notations to express the design of software projects. Using the UML helps project teams communicate, explore potential designs, and validate the architectural design of the software [9].

The types of UML diagram discussed for the project are as follows:

3.2.1. Class diagram

Class diagrams consist of classes, interfaces, associations, and collaboration. Class diagram is the building block of all object oriented software systems. Class diagrams help us to identify relationships between different objects or classes. Used for describing structure and behavior in the use cases

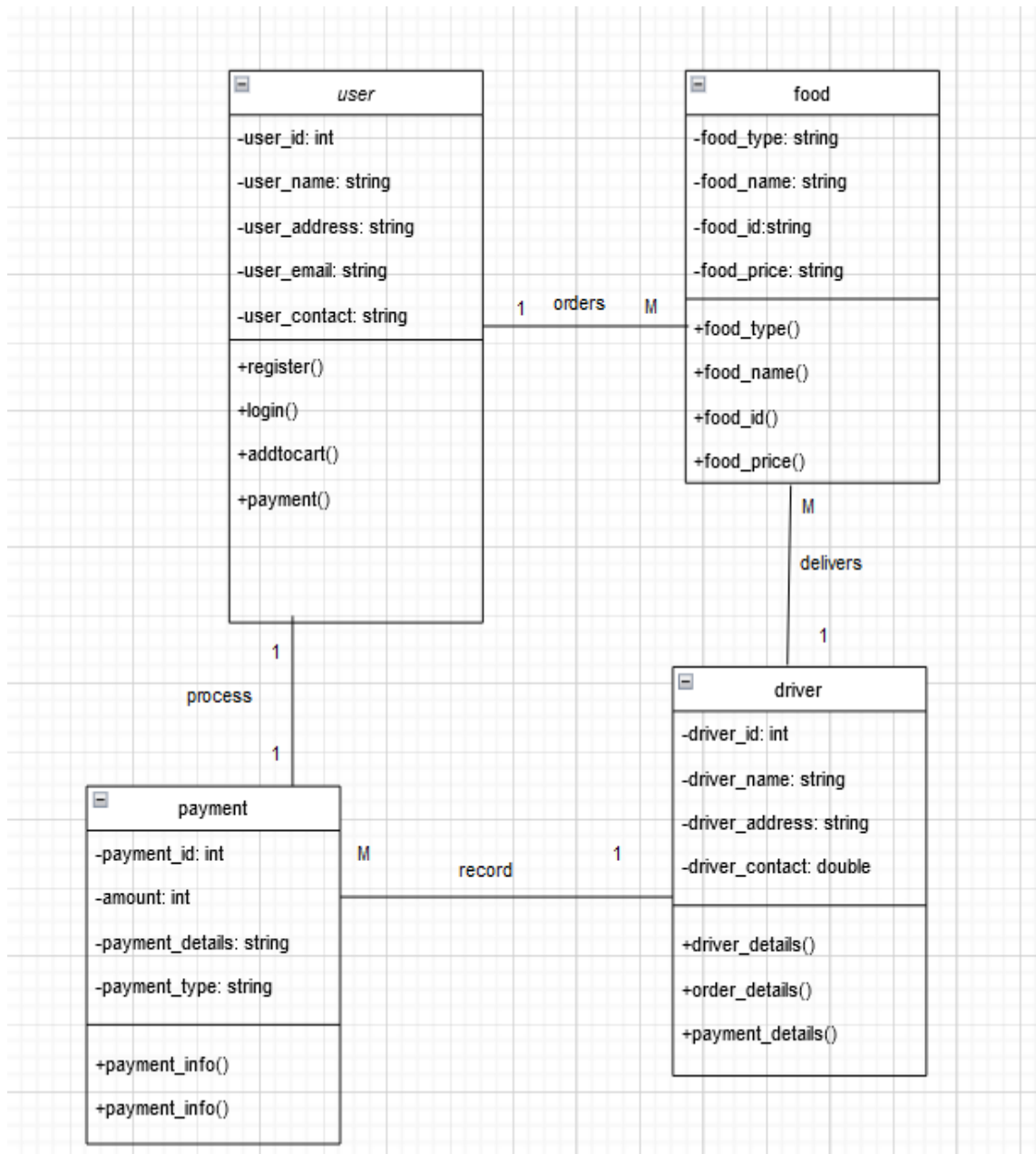


Figure 5: Class Diagram of Online Food Ordering System

3.2.2. Sequence diagram

Sequence diagram shows how objects interact with each other and the order those interactions occur. It is used for describing structure and behavior in the use cases. They show interaction for particular scenarios. It is also used to provide a conceptual model of the system in terms of entities and their relationship.

These diagrams are widely used by business and software developers to document and understand requirements for new and existing systems.

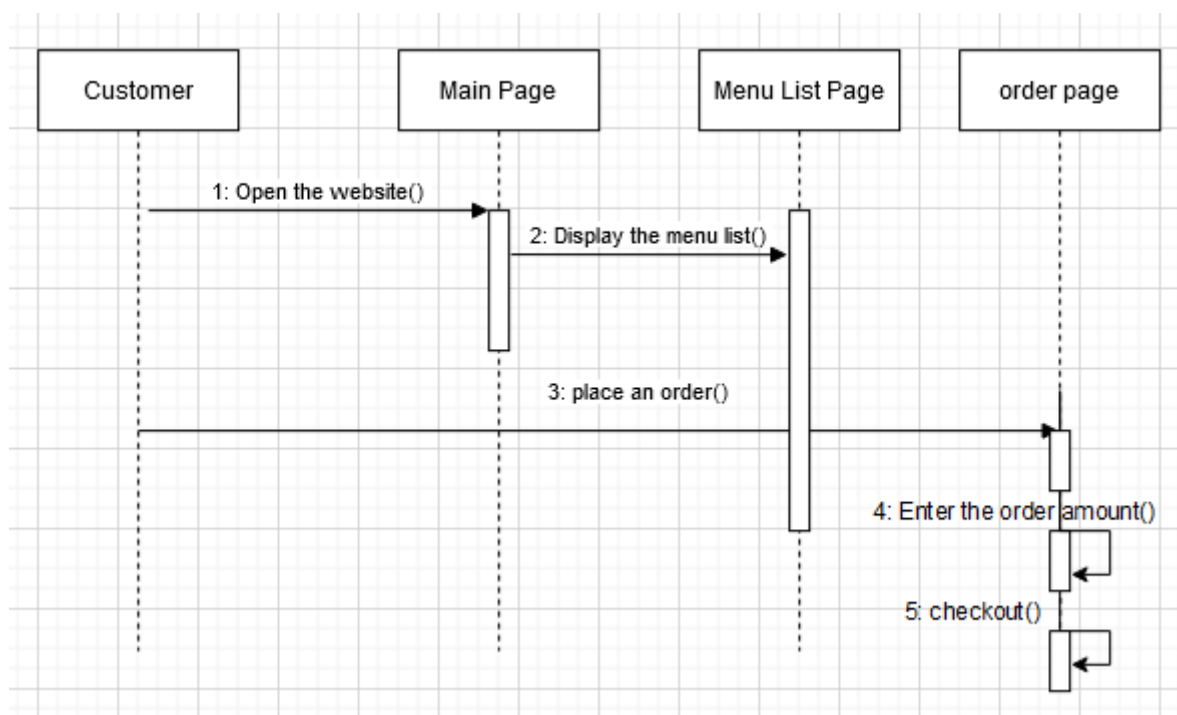


Figure 6: Sequence Diagram of Online Food Ordering

The above sequence diagram describes the sequence of activities carried out by the customer to order a food. Here there are 4 different categories involved: Customer, main page, menu list page and order page respectively. Here, the Customer adds food to the cart and orders food by processing payment and checkout. The checkout also sends the delivery info to the admin. Administration sends the delivery status to the customer and finally the transaction is processed.

3.2.3. Activity diagram

Activity diagram represents workflows in a graphical way. An activity diagram is essentially a fancy flowchart. Activity diagrams and state chart diagrams are related. While a state chart diagram focuses attention on an object undergoing a process (or on a process as an object), an activity diagram focuses on the flow of activities involved in a single process. The activity diagram shows how those activities depend on one another.

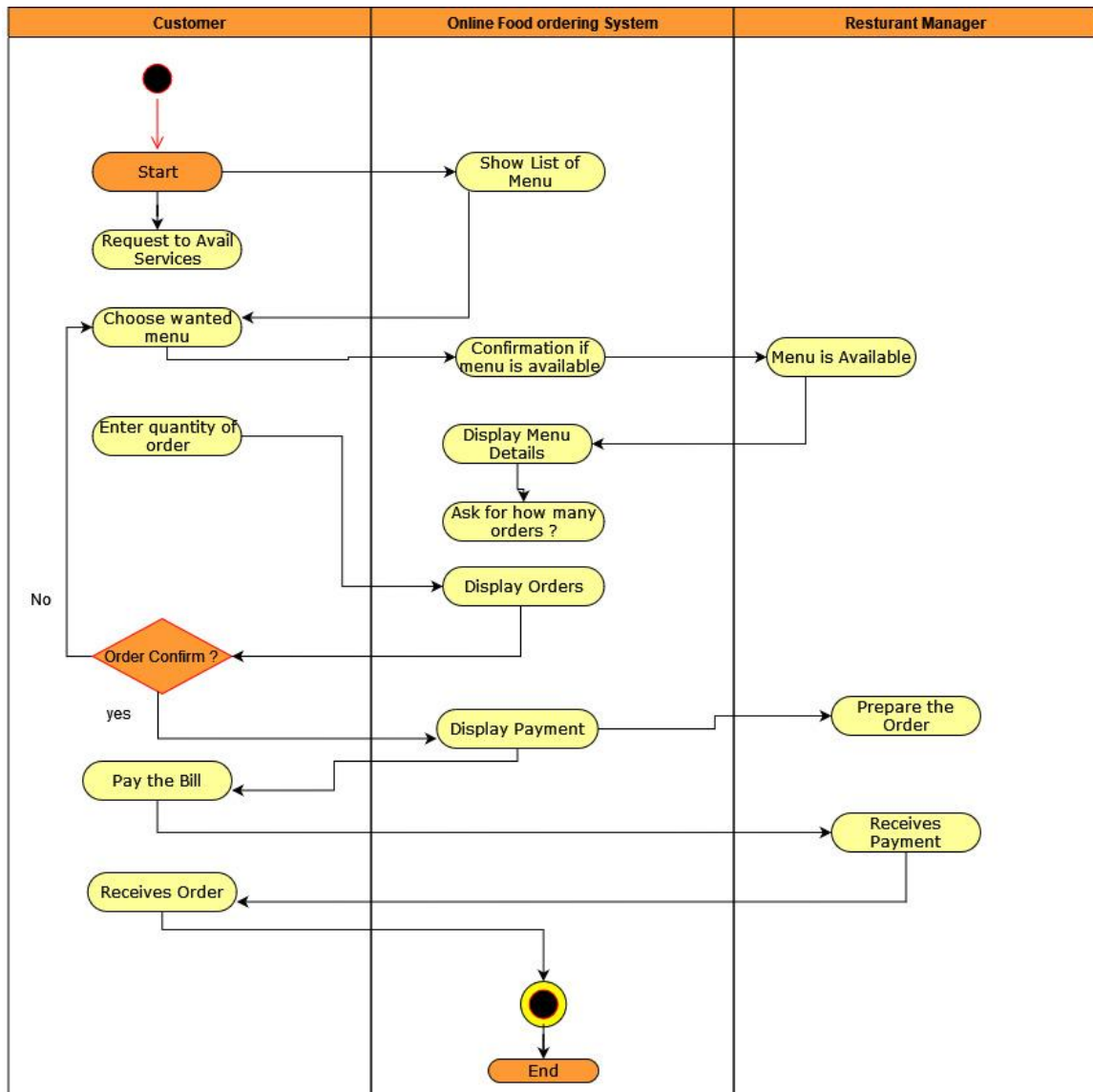


Figure 7: Activity Diagram of Food Ordering System

The above swimlane activity diagram illustrates different parties involved for food ordering. The customer registers with personal information and delivery information. If the details are valid, the customer views the food menu and orders food. The manager prepares the order along with a confirmation invoice. Finally, the system is updated..

CHAPTER 4

SYSTEM IMPLEMENTATION AND TESTING

4.1. Tools Used

4.1.1. Front End Tools

HTML (Hyper Text Markup Language) and CSS (Cascading Style Sheet)

HTML and CSS are used to create our website. These are the getting started languages. HTML defines the structure and CSS emphasizes the 'Style'. While HTML is used for structuring a web document, which defines things such as paragraphs and headlines, and enabling you to embed video, images, and other media, CSS comes through and makes specifications on the style of the document, including colors, layouts, and fonts.

API (Application Programming Interface): When we use an application on our mobile phone, the application connects to the Internet and sends data to a server. The server then retrieves that data, interprets it, performs the necessary actions and sends it back to our phone. The application then interprets that data and presents you with the information you wanted in a readable way. This happens via API.

4.1.2. Back End Tool

PHP

PHP is a server scripting language, and a powerful tool for making dynamic and interactive Web pages. PHP is a widely-used, free, and efficient alternative to competitors such as Microsoft's ASP.

JavaScript

Many browsers use JavaScript as a scripting language for doing dynamic things on the web. Any time you see a click-to-show dropdown menu, extra content added to a page, and dynamically changing element colors on a page, to name a few features.

4.2. Modules Description

This project can be decomposed into following modules:

1. **Database module:** This module is responsible for keeping records of the user and management system.
2. **Registration module:** This module is responsible for registering a new user to the web application and creating a new account for him/her.

3. **Validation module:** This module is responsible for validating a registered user for his/her authentication.

4. **Verification module:** This module is responsible for verifying whether the user is verified to book the hotel room.

4.3. Testing

During testing the programs to be tested are executed with a set of test cases and the output of the program for the test cases is evaluated to determine if the program is performing as expected. During testing the system is used experimentally to ensure that the software does not fail i.e. it will run according to its specification. The program is executed to check for any syntax and logical errors. The errors are corrected and a test is made to determine whether the program is doing what it is supposed to do.

There are generally four recognized levels of tests:

- Unit Testing
- Integration Testing
- System Testing
- Acceptance Testing

4.3.1. Unit testing

Testing of individual software components or modules. Typically done by the programmer or not by testers, as it requires detailed knowledge of the internal program design and code.

4.3.2. Integration testing

Testing of integrated modules to verify combined functionality after integration. Modules are typically code modules, individual applications, client-server applications on a network. This type of testing is especially relevant to client/server and distributed systems.

4.3.3. System Testing

System testing, or end-to-end testing, tests a completely integrated system to verify that it meets its requirements. Software testing should ensure that the program, and working as expected, does not also destroy or partially corrupt its operating environment or cause other processes within that environment to become inoperative (this includes not corrupting shared memory, not consuming or locking up excessive resources).

4.3.4. Acceptance Testing

Normally this type of testing is done to verify if the system meets the user's specified requirements. Users or customers do this testing to determine whether to accept an application.

Test Case	Screen	Test Scenario	Steps	Test Data	Expected Result	Actual Result
TC_R_01	Welcome Screen	Customer order with valid credentials	1.Fill up the req. information 2.Select the item required	FirstName:Milan Email:milan@gmail.com Order items: 4	Food ordered for the customer	Pass
TC_R_02	Welcome Screen	Customer order with invalid credentials	1.Fill up the req. information 2.Select the item required	FirstName:Bijesh Email:bijesh2@gmail.com Order items: 8	The error message "email format is invalid" is displayed	Pass
TC_L_01	Welcome Screen	Customer order with valid credentials	1.Fill up the req. information 2.Select the item required	FirstName:ram Email:ram2@gmail.com	Client is redirected to the cart page.	Pass
TC_L_03	Welcome Screen	Customer order with invalid credentials	1.Go to the login screen 2.Enter invalid credentials	FirstName:ram Email:ram2@gmail.com	The error message "email or password invalid" is displayed	Pass

Table 1: Test Case for Online Food Ordering

Test Case	Screen	Test Scenario	Steps	Test Data	Expected Result	Actual Result
TC_H_01	Home screen	View customer details	1.While on the cart screen, fill up the information		Opens a detail screen of items and their prices.	Pass
TC_H_02	Item detail screen	Add item to cart	1.Slect the item needed 2.Select pre-payment		Add the item and user details to the database	Pass

Table 2: Test Case for System Use

Test Case	Screen	Test Scenario	Steps	Test Data	Expected Result	Actual Result
TC001	Welcome Screen	Fill the required credentials	Go to items with email details	FirstName:Milan Email:milan@gmail.com Order items: 4	No of items in cart should be <u>viewd</u>	Pass
TC002	Welcome Screen	Fill the required credentials	Go to items with email details	FirstName:Bijesh Email:bijesh2@gmail.com Order items: 8	Client is redirected to the no. of items added	Pass
TC003	Home Screen	View item details	1. While on the home screen, click on a item and view prices and other details		Checks the details about item like price	Pass
TC004	Item detail screen	Items details screen		No of items	Process the items to the customer	Pass

Table 3: Test Case Execution for System Testing

CHAPTER 5

EXPECTED OUTCOMES

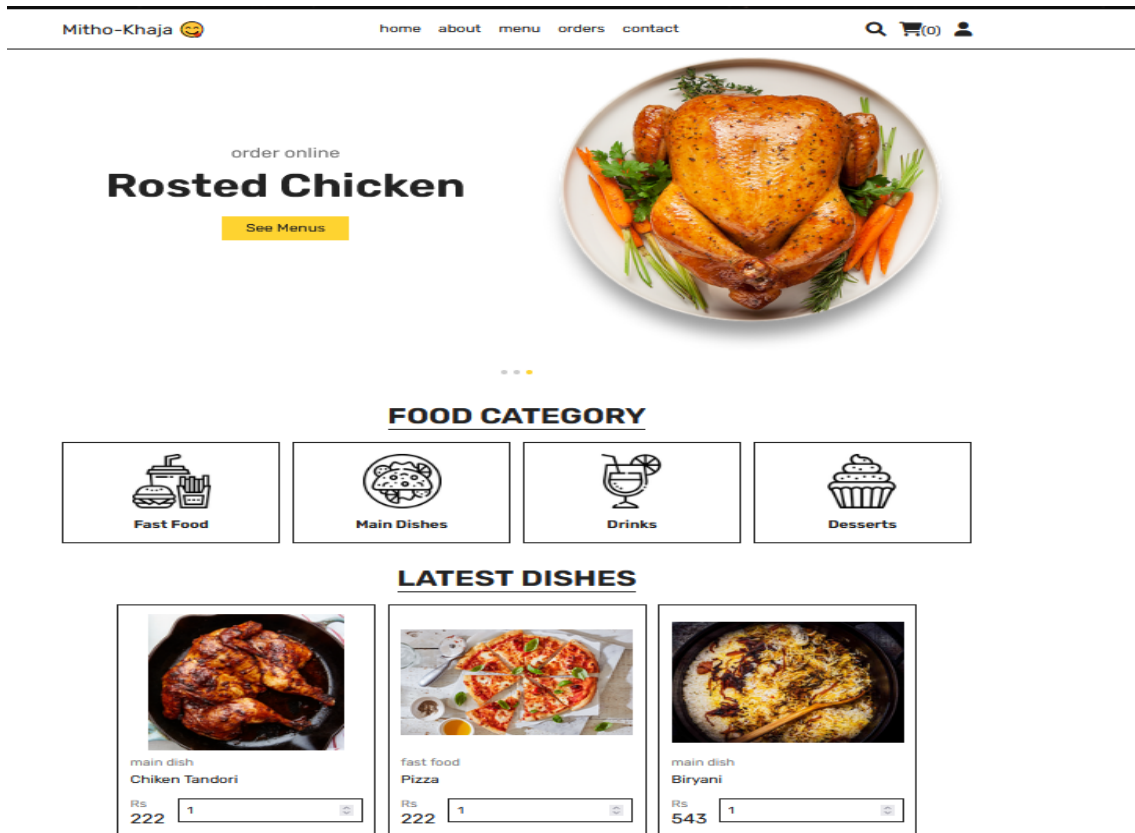


Figure 8: Homepage

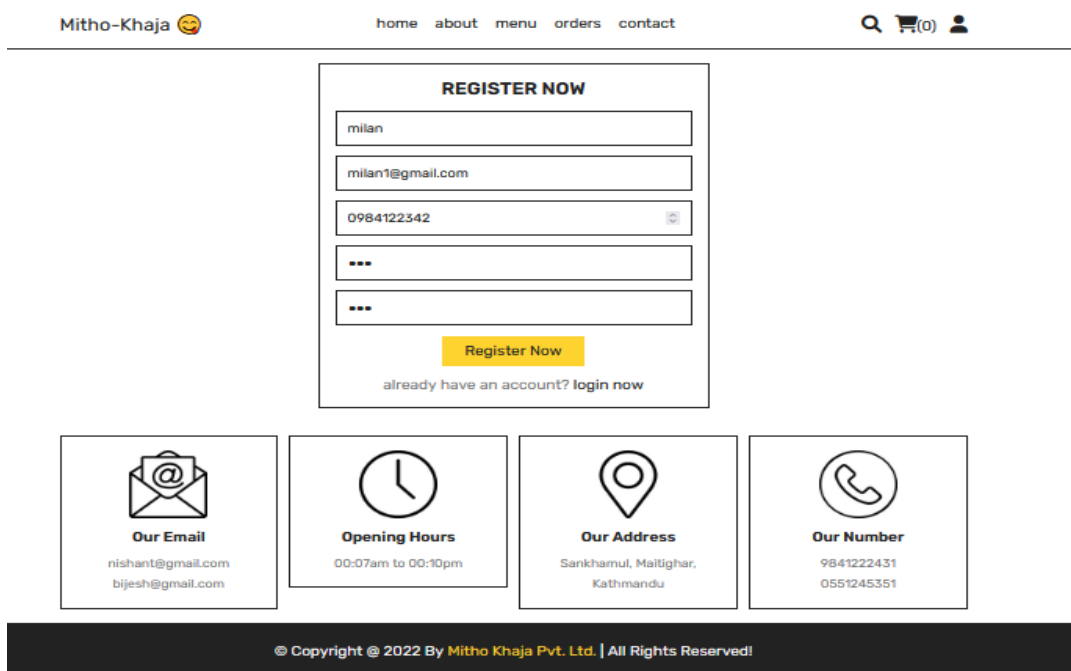



Figure 9: Register Page

LOGIN NOW


Login Now

don't have an account? [register now](#)




Our Email

nishant@gmail.com
bijesh@gmail.com




Opening Hours

00:07am to 00:10pm



Our Address

Sankhamul, Maitighar,
Kathmandu



Our Number

9841222431
0551245351


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Figure 10: Login Page

Shopping Cart

[home](#) / [cart](#)


YOUR CART

☐

☐

Chicken Tandoori

Rs 222

sub total : \$222/-

☐

☐

Pizza

Rs 222





sub total : \$222/-

cart total : Rs 444

[Proceed To Checkout](#)


Delete All

[Continue Shopping](#)




 <p>Our Email nishant@gmail.com bijesh@gmail.com</p>	 <p>Opening Hours 00:07am to 00:10pm</p>	 <p>Our Address Sankhamul, Maitighar, Kathmandu</p>	 <p>Our Number 9841222431 0551245351</p>
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Figure 11: Cart Page


Mitho-Khaja

homeaboutmenuorderscontact




YOUR ADDRESS

Save Address




Our Email

nishant@gmail.com
bijesh@gmail.com




Opening Hours

00:07am to 00:10pm



Our Address

Sankhamul, Mailtighar,
Kathmandu



Our Number

9841222431
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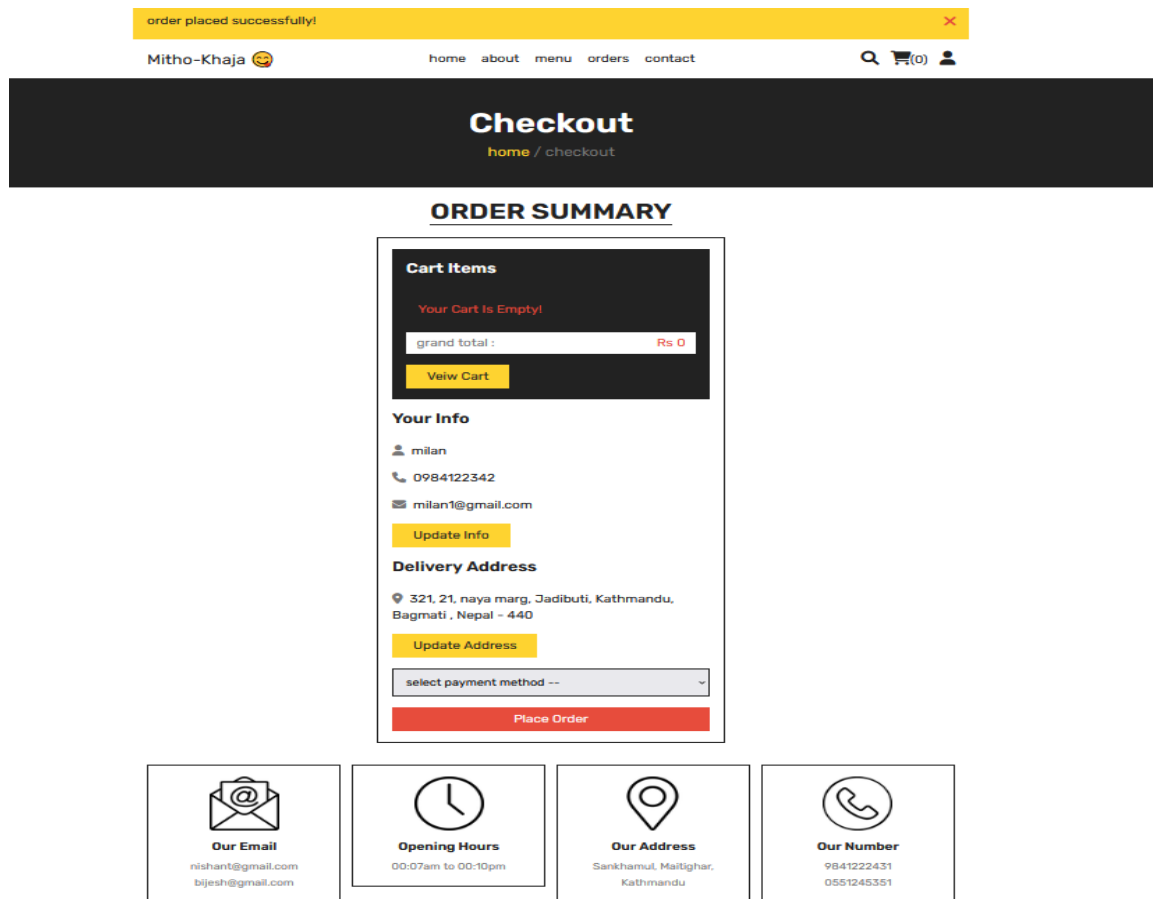


Figure 14: Order Placed Successfully

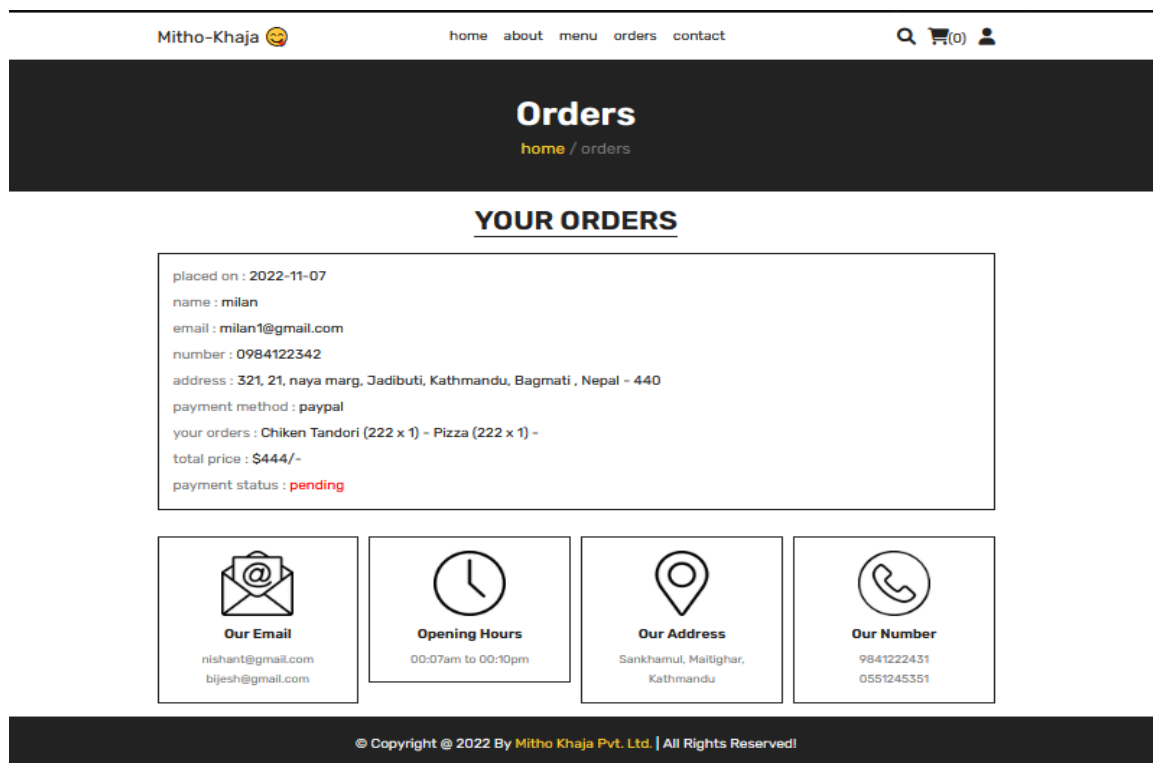


Figure 15: Order Page

CHAPTER 6

CONCLUSION AND RECOMMENDATION

6.1. Conclusion

The entire project has been developed in order to facilitate the ease for customers to order their desired foods either homemade or restaurant-base in the comfort of their own home using either laptop or mobile phone. We expect the system to work properly on mobile devices and laptop computers with the help of website. The entire project has been developed and deployed as per the requirements stated by the user, it is found to be bug free as per the testing standards that are implemented. Any specification untraced errors will be concentrated in the coming versions, which are planned to be developed in near future.

6.2. Recommendation

This system can be used by all the people worldwide, who want to order food as per their choice in the hotels/restaurants of Nepal. The website is highly recommended for the people who find the traditional food ordering system time consuming and less feasible. Also, it is highly recommended for the busy people who prefer to eat a variety of food on a daily basis.

6.3. Future Scope

Currently the credit card transaction is applied as a developmental phase, however the system can take care of the money payment methods in the coming days. This paper proposes a website Getaway regarding Online Food Ordering System, which we believe will bring remarkable change in the entire booking procedure. In days to come, the size of the database may increase exponentially, so our project is made such that it is scalable and can be deployed on cloud storage systems. At last, the system can be elaborated technically for its inception and evolution in the future.

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