Idea submission form

Title

Advanced Food Ticketing System

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Others

Member List —

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Keep It Simple

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Abstract —

We are generally accustomed to seeing queues in McDonald's, KFC, Domino's and other popular restaurants while placing an order. At times it could get really crowded and the customer has to wait for a long time, which could be frustrating and could have an impact on customer satisfaction and hence a negative impact on the revenue.

We, team keep it simple aim to counter this with the help of a LAN system, where the user can place an order sitting at the table using a website. Once, the order is placed, the management is notified with the details along with the table number. Henceforth using this method, the delays involved in placing an order can be minimised.

Other links —
(**ex- GitHub links, flowchart, diagrams etc.)

Description (*Required) —

When the customer enters the restaurant and is seated in a table, he is asked to connect to the Local Area Network (LAN/Wi-Fi). He then has a provision to scan a QR code, which is placed on the table. After this, the user is re-directed to the webpage of the restaurant, where he can browse the menu and place the order by paying for it.

The management is notified with the details of the order along with the table number and the user is given an average wait time, based on the total number of orders placed and the selected dish. The customer is kept up to date regarding the status of the order. Once the order is served, the user has the provision to ask for a basic amenities or food ingredients like water, oregano, sugar, salt, etc. if required.

Thereby, the management can provide a queue free service to customers, which helps in increasing the customer satisfaction.