



EATIN

SMART ROOM
SERVICE(FOOD- ORDERING)
WEBSITE

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NEEDFINDING METHODOLOGY

A closer look at our participants



INTERVIEWEE OVERVIEW

ISHIKA



A 25 years old woman from France who is an entrepreneur and travel different countries for business trips

APOORV



A 29 years old man from England who is a food critic and travel different parts of the world to taste their different cuisines

YUKTI



A 30 years old woman from Korea who is a photographer and take pictures of different parts of the world, their culture, food, people and history

ADITYA



A 35 years old man from India who is a food blogger and writes about different cuisines around the world



QUESTIONS

01

What types of cuisines you like the most and why?

02

Which features do you really need in an online ordering platform?

03

What is good room service for you?

INTERVIEW RESULTS

What our participants showed us



INTERVIEWEES ANSWERS

01

ISHIKA

"I like italian cuisine the most due to its exquisite flavours."

"The menu should have various varieties of food and should show the time it will take to deliver the food."

"The food should be delivered on time and in an organized way."

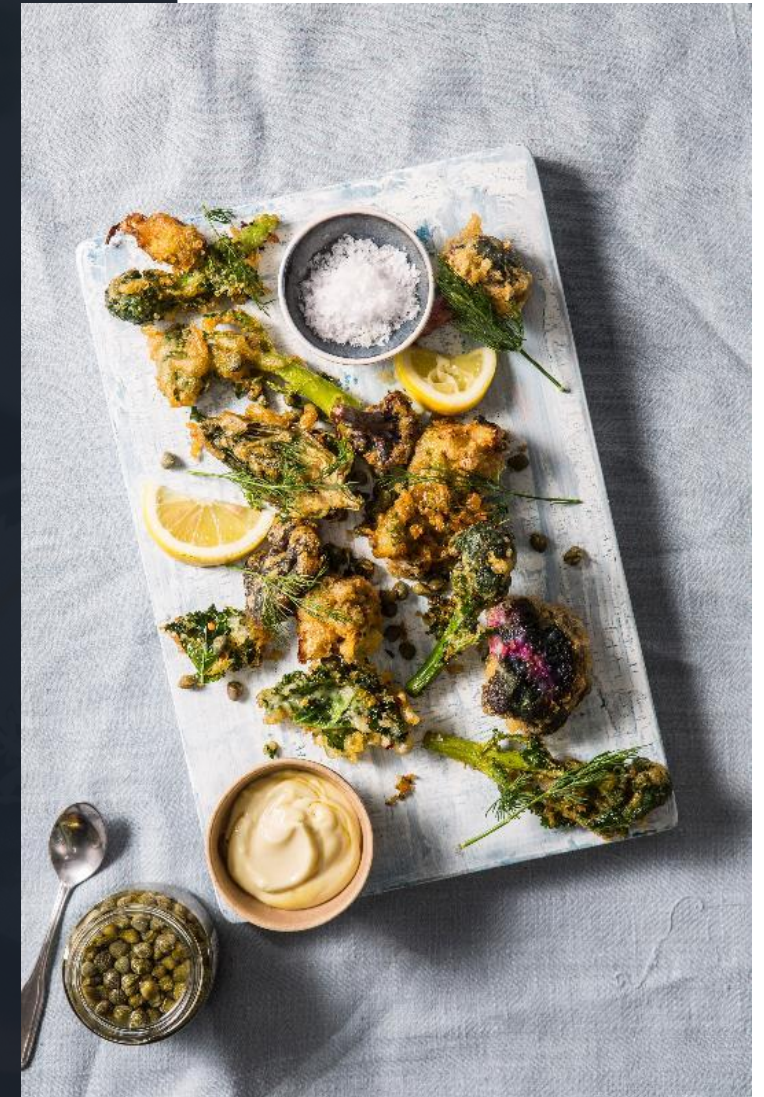
02

APOORV

"i like indian cuisine the most due to spices and richness in their food."

"The application should be easy to use and should contain pictures of every items and dishes."

"The food delivered should be warm, clean and on time."



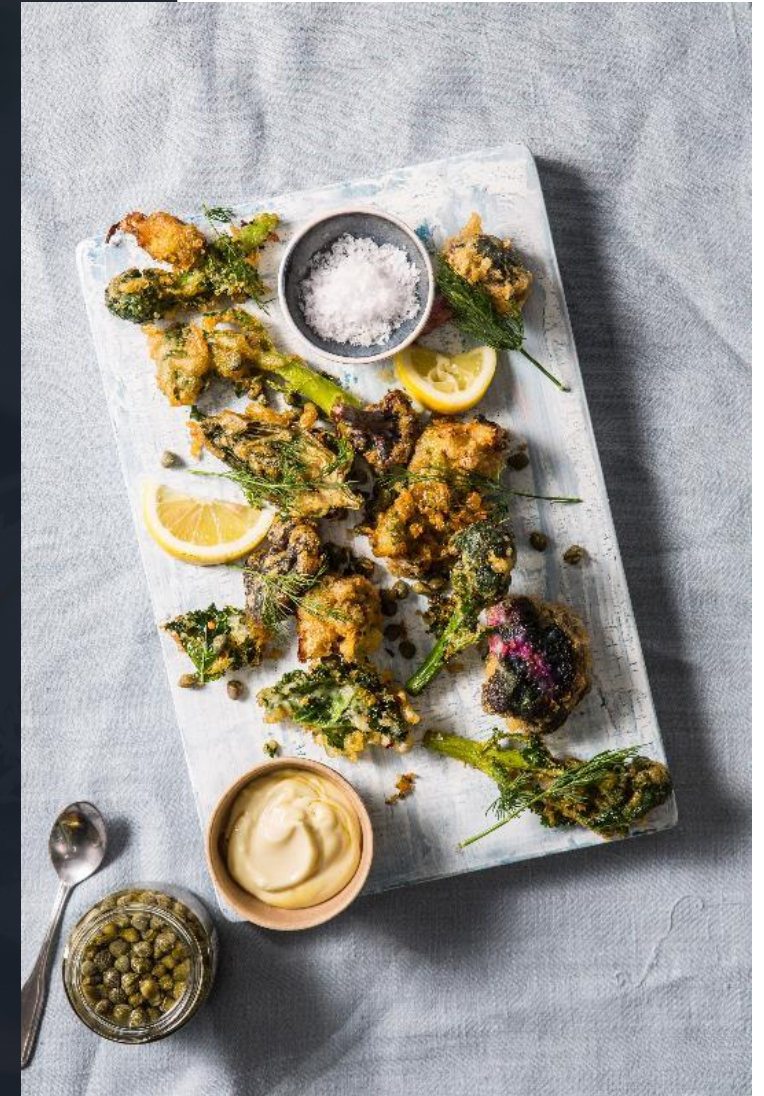
INTERVIEWEES ANSWERS

03 YUKTI

"I like chinese cuisine the most because I really like spicy food."
"Varieties of dishes should be their in the menu of different cuisines and it should also contain various beverages."
"The presentation of the food should be good enough and well sanitized."

04 ADITYA

"i like various cuisines like indian, french and many more depending on their flavours, spices and ingredients it contains."
"The application should have rating feature for every item on menu so that every customer can rate the dishes and give their feedback."
"The taste of the food is most important and its presentation as well so that I can write about it in my blog."



ANALYSIS

The surveys helped us answering the following:

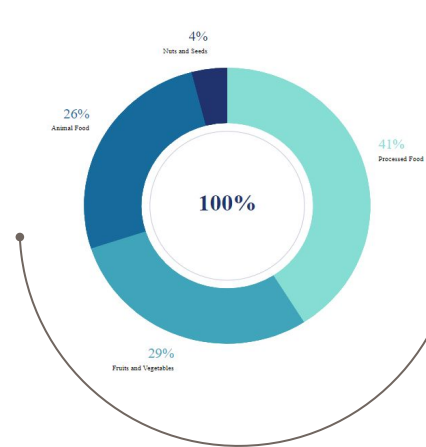
- ★ Types of the food customers prefer.
- ★ What they expect in terms of service.
- ★ How to customise the menu to.
- ★ A brief recipe, or ingredients used for the products in the menu page.
- ★ Option to allow feedbacks and rating for the service and food.
- ★ Customers would prefer to choose the language of their choice.
- ★ Customers would prefer item modification at the checkout.



ANALYSIS OF CUSTOMER PREFERENCES



45% Food Taste
40% Food Quality
15% Food Presentation



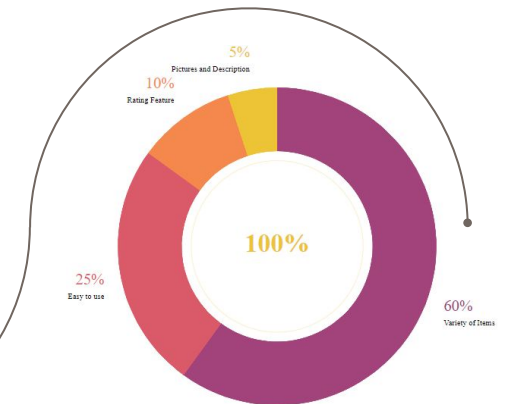
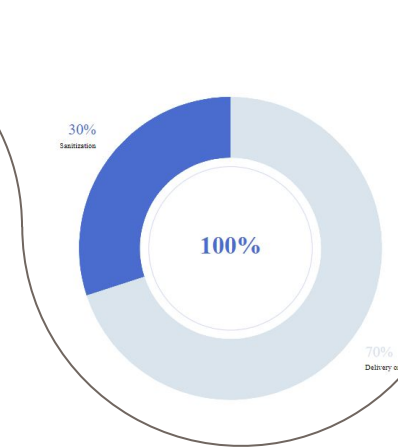
41% Processed Food
29% Fruits and Vegetables
26% Animal Food
4% Nuts and Seeds



60% Variety of Items
25% East to Use
10% Rating Feature
5% Pictures and Description



70% Delivery on Time
30% Sanitization



The main objective of our project is to develop a prototype of an online food ordering system for a hotel. This is a self-ordering system and can be accessed via the tablet provided to each hotel room. This application can be used by the guests to place orders and have them delivered to any venue/room of their preference inside the hotel.



Self Ordering System



This prototype provides more detailed information about the food item to the users. When a user clicks on a food item, a smaller pop-up window appears showing a larger picture of the food, the ingredients that appear in the dish, and the nutritional information about the item. The nutritional information includes the number of calories, fats, carbohydrates, sodium and proteins.

THANK
YOU

