American International University- Bangladesh

CSC 3222: Web Technologies

CO1.1 and CO2.1 Evaluation
Project Report
Fall 23-24

Project Title: Restaurant Management System
Section: [E]

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Restaurant Management System

Introduction:

A robust restaurant management system is essential for smooth operations in the quickly evolving dining industry. Optimizing resource utilization, streamlining order processing, and improving customer experience are all achieved by integrating both online and dine-in ordering functions. In addition to meeting the needs of the digital era customers, this system guarantees operational effectiveness, giving it a competitive advantage in this competitive hospitality industry.

Background Study:

In this era of globalization, there are plenty of renowned and trustworthy food delivery applications in the market such as food panda, grab, Zomato, etc. These websites emerged in the early 2010s to cater the growing needs of eating food at home, office, etc. The common features of these websites are that they allow food delivery from various restaurants, with all types of food items, from Mexican and Italian to Indian and Arabic cuisines, they offer mind boggling discounts on a regular basis to lure the customers. Many of them offer mid night deliveries as well for the night-owls out there; allowing them to enjoy the food on their stayovers with friends or while working at late nights for their foreign clients. They offer various payments options from cash and card to mobile financial services and digital banking platforms. They have excellent tracking services while periodically changes its status. These ideas inspired and aided us in delivering a dynamic restaurant management service to fulfil our requirements for our course project.

Requirement Analysis:

1. ## User Category:

There are 2-types of Users here. They are:

- Admin
- Customer

2. ## Feature List:

In this project the "User Type 1"/ Admin has the following features:

- Add new customers.
- Delete customer accounts.
- Include new promotions on the website.
- Edit contact details, FAQs, and store locator information.
- Admin can search order info by user name
- Admin can booked table(reservation).
- Manage the availability of food items in the user dashboard.
- Delivery timing adjustment
- View order history.
- Check payment status for each order.
- Gives notification.
- View reservations made by customers.
- Access customer feedback.

In this project the "User Type 2"/ Customer has the following features:

- Registration
- Login
- Order
- Payment at checkout
- Past order view
- Track delivery
- Feedback
- FAQ View
- Contact View
- Book a table(reservation)
- Store Location View
- Notification
- Review

Design:

Entity Diagram picture link:
https://drive.google.com/file/d/1RL-Oao0j2AdQ-Sb_a2YZ-qLkNBBZvL8-/view?usp=sharing
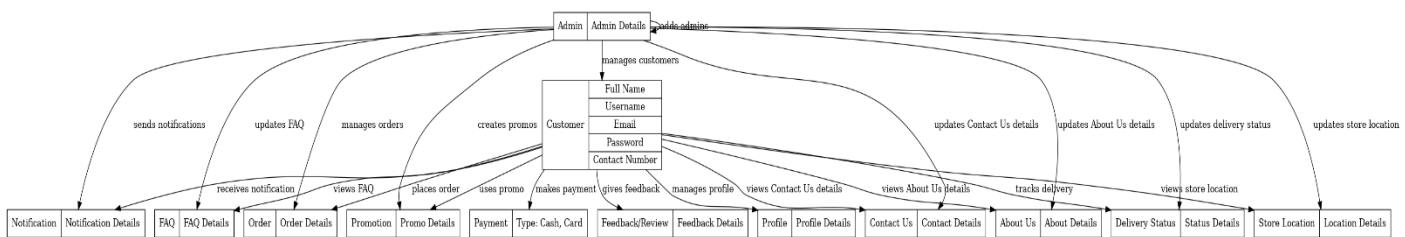
Tools Used:

To develop this project, we have used the following:

- IDE (Visual Studio Code) for code writing.
- Web Browser such as Google Chrome to view the UI of the pages.
- XAMMP to activate Apache and MySQL module for viewing in MVC architecture.
Languages such as:
  i.   HTML
  ii.   CSS.
  iii. JavaScript (Including JSON and AJAX)
  iv.   PHP

System Images against the Specification:

Update Delivery Tracking:

Update Delivery Tracking

Enter Tracking Key: [   ]

Estimated Delivery Time: [--:-- -- 🕐]

Delivery Status: [Pending   ▾]

[Update Delivery]

Back | logout

An Admin feature. First the admin needs to place the tracking key of the specific order, after that he can set an estimated delivery time, then he can also change the delivery status either to pending out for delivery delivered and update it.

Booking Table:

Booking Table

Name: [   ]
Number: [   ]
Date: [mm/dd/yyyy   📅]
Time: [--:-- --   🕐]
Number of Guests: [   ]

[Book Table]

A Customer feature. First the customer needs to place his name and his contact number, then the date and with the corresponding time of the day. Finally, he needs to mention the number of guests and then book his table.

Payment:

Payment

Food: x 8$

Total amount: 0$

Payment Type: [Cash ▾]

Adress: [   ]

Pay Amount: [   ]

[Pay]

Another customer feature. Here the customer needs to specify the address where he wants his food to be delivered and he must type an amount which must match the amount the website asked otherwise the order will not be approved.

Review:

┌─Review─────────────────────────────┐
│ review for: [Food   ▾]   │
│   ┌──────────┐   │
│ your review: │   │   │
│   └──────────┘   │
│ your ratings: [1 star ▾]   │
│   │
│ [Submit]   │
└─────────────────────────────────────┘

This is a review system where an user can give rating, review for food or restaurant and after reviewing, an user can also view other reviews.

Impact of this Project:

Describe the increasing importance of your project on modern society and environment. How will people benefit from your project?

Restaurant Management System

This restaurant management system which we have developed significantly contributes to the modern societal shift towards convenience and sustainability. It drastically reduces wait times and enhances customer satisfaction by seamlessly blending dine-in and online ordering functionalities, hence minimizing food wastage. Emphasizing efficiency and resource optimization, the project aligns with environmental awareness, fostering a sustainable dining model. Ultimately, people benefit from a more convenient and eco-friendly dining experience, aligning with contemporary expectations for both service and environmental responsibility.

Limitations and Possible Future Improvements:

Although we have our utmost dedication in this project, nevertheless it was not immune to flaws. Once such flaw is the outdated user interface which lacked any attractive design. Another shortcoming can be the lack of GPS based order tracking which is indeed expected from food delivery apps in this era. Finally, we came up with some strategies for future improvements such as adding more features, expanding our menu, developing a user-friendly interface, displaying reviews beside individual menu items, etc.

CO1.1 and CO2.1 Evaluation: Project Report Evaluation					
Project Proposal (5)	Background Study (5)	Requirement Analysis (5)	Entity Diagram (5)	System Images against the Specification (5)	Total (25)