1. **Introduction**
   1. Introduction of the project

This is a proposal for the website of a canteen that I’m going to develop. This user will be able to automate the works that take place in a canteen using the web application.

* 1. Background of the project

A canteen is a place that basically serves refreshments to people usually in a factory, schools or hospitals. In my case, I’m building this web application based on our college canteen. The current convention system of canteen takes order from students by voice and takes it to the kitchen and delivers after the food is prepared. Then the customer pays for the food by going to the counter where his order records may or may not be stored on a written form. The student can also choose not to pay for the food that day and decide to pay it up later. The credit records are kept on a copy-like ledger by the canteen owner. Many customers come to get refreshed in the canteen and order different foods at the same time. It becomes hard for the canteen owner to keep track of all the ongoing food orders as well as credit records on a manually done record keeping job. Due to that, it also becomes hard to keep exact track of expenses, profit and loss of the canteen. So, the main idea to solve this issue is by building a web application for the canteen with every possible configurations and activities. In this website, customers will be able to register their account with their credentials and login using username and password. Then, they will be able to place their order through the application. The kitchen staff will get the orders on their devices and prepare the meal accordingly and delver the food to the respective table. The user will get auto-generated bill after he finishes the ordering process. The customer can then pay online using a payment gateway or by going to the counter. Or, he can just add the bill to credit. This will help the owner to know the number of customers who paid the bill and the number of customers on credit which will help him to keep track of his profit and loss easily. The app will have a feature to notify customer if their credit exceeds 10 days.

But the canteen is currently running with a manual system and a lot of difficulties, human errors and problems.

* 1. Problem Statement

The Challenges encountered by the manual system in canteens is efficiency and customer satisfaction. Customers have to make long queues before placing the order and when the order is placed they have to wait near the counter until the order is prepared. The major issues are given below:

• Verbal communication between cashier and customer or we can say telephonic communication: The verbal communication between two parties for placing an order and the information about bill should also result in error means error also occurs in understanding what the person want to say and especially in busy hours in canteens.

• Menu display: Today’s competition between food canteens motivates each canteen to launch new items on their menus on a more frequent basis. However, the menu in more canteens usually attached to a wall behind the counter and the customer are not aware of that new item because the menu is not up-to-date.

• Credit records: Since most of the customers choose to pay on credit for their food, the records become more important. The records on the current system are kept on a diary-like ledger which is neither automatic nor convenient. It becomes hard to calculate income and expenses.

* 1. Description of the project
* My canteen automation system will be made solely to save time of the canteen workers and customers.
* This application will be removing complications of orders, billing as well as other management.
* This is not a product or a software that you have to pay for every copies which makes this online application much cheaper with support on multiple devices.
* This application will have high security with different levels of access and customer’s data is stored on secure and protected servers.
  + 1. Features of the project
* It’ll allow users to create account.
* It’ll allow admin to provide roles to different workers in the canteen.
* Users can view menu of foods that are available and place an order.
* The application will generate a bill and send it to the customer.
* Customers can pay online or by going to the counter or using credit.
* Canteen manager can view the credits, expenses and profits through the application.
* Users will be notified if their unpaid credits exceed more than 15 days.
  1. Overview of the project

So, this application will be able to help customers and canteen manager by the use of order processing and bill payment management with various reports generating features.

1. **Scope**