**FEASIBILITY REPORT FOR ONLINE FOOD ORDER SYSTEM**

**OBJECTIVE:**

This system will allow hotels and restaurants to increase scope of business by reducing the labour cost involved. The system also allows to quickly and easily manage an online menu which customers can browse and use to place orders with just few clicks. Restaurant employees then use these orders through an easy to navigate graphical interface for efficient processing.

**FUNCTIONALITIES:**

The structure of the system can be divided into 3 main logical components:

**Web Ordering System** : provides the functionality for customers to place their order and supply necessary details.Users of the system, namely restaurant customers, must be provided the following functionality:

• Create an account.

• Manage their account.

• Log in to the system

. • Navigate the restaurant’s menu.

• Select an item from the menu.

• Add an item to their current order.

• Remove an item/remove all items from their current order.

• Provide payment details.

• Place an order.

• Receive confirmation in the form of an order number.

• View order placed

**Menu Management:** -allows the restaurant to control what can be ordered by the customers.This module provides functionality for the power user-Administrator only. It will not be available to any other users of the system like Restaurant Employees or Customers. Using a graphical interface, it will allow an Admin to manage the menu that is displayed to users of the web ordering system:

• Add/update/delete food category to/from the menu.

• Add /update/delete food item to/from the menu.

• Update price for a given food item.

• Update additional information (description, photo, etc.) for a given food item.

**Order Retrieval System:**-This is a final logical component. Allows restaurant to keep track of all orders placed. This component takes care of order retrieving and displaying order information. It provides the following functions:

• Retrieve new orders from the database.

• Display the orders in an easily readable, graphical way.

**PROBLEMS IN EXISTING SYSTEM**

This Case study looks at the problem of setting up a fast food restaurant. In existing system there are few problems:

1. For placing any orders customers have to visit hotels or restaurants to know about food items and then place order and pay. In this method time and manual work is required.
2. While placing an order over the phone, customer lacks the physical copy of the menu item, lack of visual confirmation that the order was placed correctly.
3. Every restaurant needs certain employees to take the order over phone or in-person, to offer a rich dining experience and process the payment. In today’s market, labor rates are increasing day by day making it difficult to find employees when needed.
4. The record keeping system is poor. Losses of vital records have been reported in the past consequently. Besides, protecting the file system from unauthorized access is a problem that has defiled solution.
5. It causes reduction of production flow.

Hence the software has been proposed The main advantage of my system is that it greatly simplifies the ordering process for both the customer and the restaurant and also greatly lightens the load on the restaurant’s end, as the entire process of taking orders is automated.

**COST ANALYSIS:**

Software Interface:

|  |  |  |
| --- | --- | --- |
| PURPOSE | COMPONENT | COST |
| Server | Nodejs | Free and open source |
| Storage of database | Mongodb | Free and open source |

Hardware Interface:

|  |  |  |
| --- | --- | --- |
| PURPOSE | COMPONENT | COST |
| Processor | 800 Mhz Intel Pentium | Rs 5000-5500 |
| Disk space 50MB | Pen Drive | Rs 500-600 |
| System Cost | Mouse,keyboard,monitor,cpu | Rs 10000-11000 |

**LIMITATIONS**

* One of the biggest disadvantages in online food ordering is the place or exact location of the customer. When it comes for a delivery in a remote place it is typically more difficult to get the food delivered out because of absence of restaurant branches in particular remote areas. And also due to limited food delivery budget, it is not feasible for long distances. It is too expensive to handle transportation charges by restaurant owners.
* The next disadvantage is the menu choice. Mostly the menu choices are limited. If we stick to the system, for few months it will become repetitive..
* The food may not be as good as it appears to be in the **food ordering app**. It is advisable that one should choose the reliable **food ordering app**.

**FUTURE SCOPE:**

The following section describes the work that will be implemented with future releases of the software.

• Customize orders: Allow customers to customize food orders

• Enhance User Interface by adding more user interactive features. Provide Deals and promotional Offer details to home page. Provide Recipes of the Week/Day to Home Page

• Order Process Estimate: Provide customer a visual graphical order status bar

• Order Status: Show only Active orders to Restaurant Employees.

• Order Ready notification: Send an Order Ready notification to the customer

• Restaurant Locator: Allow to find and choose a nearby restaurant

• Integrate with In store touch screen devices like iPad

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