Online Food Ordering Websites

Rupinder Kaur
Computer Science and Engineering
Chandigarh University,Punjab, India
rupinder.e12697@cumail.in

Ravi shankar Singh
Computer Science and Engineering
Chandigarh University,Punjab
21BCS11619@cuchd.in

Himanshu Kumar
Computer Science and Engineering
Chandigarh University,Punjab
21BCS11593@cuchd.in

Aman prakash sharma
Computer Science and Engineering
Chandigarh University,Punjab
21BCS11595@cuchd.in

Suraj Kumar
Computer Science and Engineering
Chandigarh University,Punjab
21BCS11594@cuchd.in

Salap pandotra
Computer Science and Engineering
Chandigarh University,Punjab
21BCS3295@cuchd.in

***Abstract*—Online food ordering has become increasingly popular in recent years, with the rise of mobile technology and the growing demand for convenience and efficiency. This review paper delves into the world of online food ordering websites, examining the different types of platforms available and their features, including menu browsing, payment options, and delivery methods.**

The paper also explores the impact of online food ordering on the food industry, consumers, and restaurants. For example, it discusses the potential benefits for restaurants in terms of increased sales and customer engagement, as well as the challenges they face in adapting to the new digital landscape. It also examines the impact on consumers, including the potential benefits of greater choice and convenience, as well as the potential downsides such as reduced social interaction and the impact on local communities.

In addition to analyzing the current state of online food ordering, the paper also offers insights into the future of this field, including emerging trends and technologies that could shape the way we order and enjoy food in the coming years. Overall, this review paper provides a comprehensive and thought-provoking look at the complex and rapidly changing world of online food ordering, making it an essential resource for anyone interested in this topic.

Index Terms— Online food ordering, Food industry, Consumers, Restaurants, Convenience, Digital technology, Menu browsing, Payment options, Delivery methods, Sales, Customer Engagement, Social interaction, Local communities, Emerging trends, technologies

I. Introduction

Online food ordering websites have become increasingly popular in recent years, transforming the way people order and enjoy their meals. These platforms offer a convenient and efficient solution for customers, providing a wide range of culinary options and personalized dining experiences. In this review paper, we aim to provide a comprehensive analysis of online food ordering websites by examining existing published papers, industry reports, and customer feedback. Online food ordering websites have revolutionized the food industry by offering user-friendly interfaces, extensive restaurant partnerships, and seamless ordering processes. Customers can easily explore menus, customize their orders, and track deliveries in real-time, all from the comfort of their own homes. These websites have prioritized convenience and efficiency, catering to the evolving demands and busy lifestyles of consumers. Customer satisfaction is a key focus of online food ordering websites, and they continuously strive to enhance their services based on customer feedback. By actively listening to customer preferences, addressing concerns, and implementing innovative solutions, these platforms aim to provide exceptional dining experiences that exceed customer expectations.

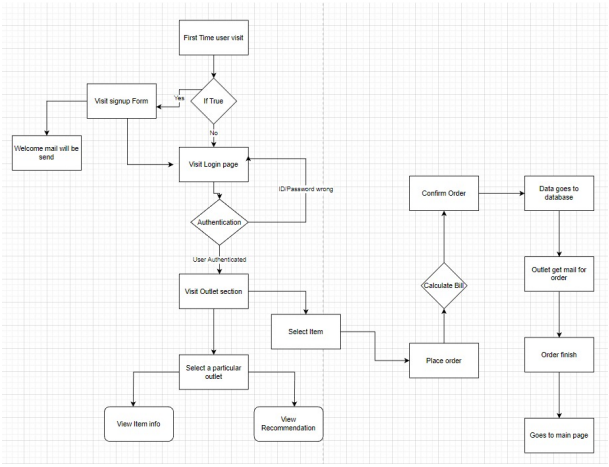

Fig. 1: food ordering system

Furthermore, online food ordering websites have established strategic partnerships with local restaurants, enabling these establishments to reach a broader customer base. By collaborating with diverse culinary establishments, these platforms contribute to the growth and sustainability of the food industry, supporting local businesses and promoting culinary diversity. Through this review paper, we aim to critically evaluate online food ordering websites, examining their impact on the food industry and the experiences of customers who have utilized these platforms. By analyzing published papers, case studies, and industry reports, we seek to provide valuable insights into the strengths, limitations, and future prospects of online food ordering websites.

In conclusion, online food ordering websites have revolutionized the way people order and enjoy food, providing

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convenience, a wide range of choices, and personalized dining experiences. This review paper will delve into the features, challenges, and future directions of online food ordering websites, offering a comprehensive understanding of their significance in the ever-evolving landscape of the food industry.

II. Problem Statement

Customers can easily place orders as they like using the online meal ordering system, which sets up a food menu online. Additionally, online clients have easy access to order tracking, customer database maintenance, and improved meal delivery services.
Additionally, this system has a feedback feature that allows users to rank the food products. Additionally, based on the user ratings, the proposed system might suggest mess. You have three different payment options: online, cash, and pay-on-delivery. By giving each user a unique ID and password, separate accounts are maintained for each user for more secure ordering.

III. LITERATURE REVIEW

[1] FULL-SERVICE RESTAURANT: The typical full-service restaurant meal order procedure begins with the waiter bringing the customers a paper-based menu, followed by a period of waiting while the guests make their selections from the menu and inform the waiter of their order. Typically, the procedure involved the guests being seated in the restaurant and a server helping with the ordering. The traditional paper-based food ordering technique is one of the most popular. All records are kept in this method on paper. The primary flaw of this technique is how easily documents can be misplaced or damaged. Additionally, there is paper, time, and financial waste. Systems that use paper don't offer any kind of dynamicity. The entire document must be reprinted for even a little alteration.
[2] SELF-SERVICE RESTAURANT: For this procedure, diners had to put their orders at the restaurant's service counter. Before being presented at the counter, the guests must decide which menu items to order. The majority of the menu is shown on posters that are hung behind the order desk.
[3] An application of web services technology is demonstrated for integrating hotel management systems. Digital Hotel Management holds together the Ordering System, Kitchen Order Ticket (KOT), Billing System, and Customer Relationship Management System (CRM). With this approach, any size hotel chain could add or grow its hotel software system.
[5]A wireless meal ordering system for the restaurant is what [5] research work intends to create and develop. Wireless Ordering System (WOS) technical operations, including system architecture, function, restrictions, and recommendations, were described in this system. It was anticipated that pervasive applications would become a crucial tool for restaurants to improve the management aspect by reducing human mistakes and by offering higher-quality customer service. This was due to the growing use of handheld devices like PDAs in restaurants.
[6]A wireless meal ordering system was designed and put into operation [6] in conjunction with customer feedback for a restaurant. Owners of restaurants can easily update menu presentations and set up the system in a wireless setting. In order to enable real-time communication between patrons of restaurants and their owners, a smartphone has been connected to a wireless meal ordering system that is customizable and incorporates real-time patron input.
[7] The goal of this study was to look at the variables influencing university students' attitudes toward online meal ordering in Turkey. Davis' Technology Acceptance Model (TAM), which he created in 1986, was used to analyze how the Web environment for ordering food was adopted. Along with TAM, three other primary factors—Trust, Innovation, and External Influences—are included in the paradigm.
[8]The research project intends to automate the restaurant meal ordering procedure and enhance the patrons' dining experience. In this study, the design and implementation of a restaurant food ordering system were covered. Wireless data access to servers is implemented by this system. All the menu information will be available on the user's mobile Android application. Order details are wirelessly transmitted from the customer's mobile device to the kitchen and cashier. The central database is updated with these order specifics. The proprietor of the restaurant can quickly handle menu changes.
[9]This study examines the initiatives made by restaurant owners to use ICTs, such as PDAs, wireless LAN, pricey multi-touch screens, etc. to improve the dining experience. In order to address some of the drawbacks of the traditional paper-based and PDA-based food ordering systems, a low-cost touchscreen-based restaurant management system that uses an Android smartphone or tablet is suggested in this study.

IV. 4. PROPOSED SYSTEM

An online food ordering system based on the Internet of Things is suggested to get over the shortcomings of the aforementioned method. It is an Android-based wireless meal-ordering system. Android devices have skyrocketed in popularity and revolutionized how ordinary tasks are automated using mobile technology in wireless environments. Android is an operating system for mobile devices like smartphones and tablets that is based on Linux. A broad goal of the study is to create a dependable, practical, and accurate food ordering system. The creation of a system that will unquestionably satisfy client needs will be regarded as a goal. One of the goals is to create a system that can process numerous orders simultaneously and calculate the bill automatically. An important goal is to assess how well it performs and whether it is acceptable in terms of security, usability, correctness, and reliability. One of the goals is to enhance customer and client communication. Figure 1 shows the basic system architecture of the suggested system:-

- **T**he three main users of the architectural design are the service consumer, the owner of the restaurant or mess, and the mess employee. When relocating to a new city,

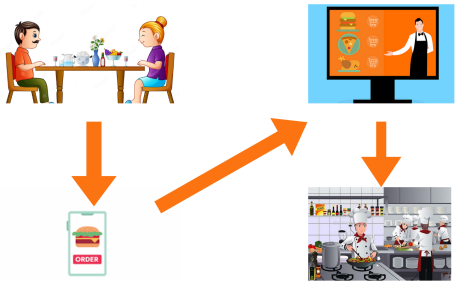

Fig. 2: Big data AI book

a person must find a source of hygienic and high-quality food. To do this, the person will search for and choose a restaurant or home-based meal service depending on his or her category, as well as whether the service is vegetarian or not. Here, the primary objective is to determine how the user would search for the service; as a result, a portion of the Geo-Hashing Algorithm is employed, and the GPS system should be turned on. With the use of GPS, a person's home location can be used to search for services. Based on the option they have chosen, the location of nearby services is then looked up. Cost is still another criterion for looking. Here, the user must indicate in terms of rupees what range of service per plate he or she needs. The list will appear if there are any service providers in that area. Additionally, users can search by rating. The service that has ratings is examined by user ratings, and if a match is found, a list of services is provided. Searching can be done by accepting the user's desired search radius and displaying service providers within that radius. Using the message box, contact the provider to receive any notifications from their end. On the other hand, the service provider has the option of accepting or declining requests from those who wish to use the service.

V. Advantage of Online Food Ordering System

- **simple to communicate** Customers can order meals online using a website or mobile application for a nearby restaurant or food cooperative. Because the use of smartphones and tablets has increased so quickly, the Internet and related technologies provide several chances for consumer and communication interaction. Due to the internet and telephone, so many restaurants are now starting their businesses with communication. Online food ordering is one of the industries that the Internet has introduced. Many restaurants today place a strong emphasis on expedient order delivery and quick preparation.
- **Saves time** The young generation increasingly enjoys the comfort, time savings, and convenience of ordering food online. According to a new report, consumers are deciding to buy food online. He or she is carrying a menu card or several food items. Time savings and convenience have been recognized as the primary considerations. When choosing a dish from an online food delivery website or app, people compare pricing. The restaurants must develop effective tactics to raise customer satisfaction levels.
- **Delivery place:** Delivery location The system is set up to let users order a single food item or a variety of food items online. A significant development is the wireless 2 telephone system, which may be used with landline or mobile communication and the internet to have the items delivered to a customer's home. Until recently, the majority of delivery orders were placed over the phone. Due to its primary purpose, a GPS system should have the ability to search services by both home and other locations.
- **Always open restaurant** Although the restaurant may not be open 24 hours a day, your online ordering system undoubtedly is. Additionally, it can enable you to earn money even as you sleep. You give your customers the flexibility to place orders at convenient times by employing an online food ordering system. even if it takes place after regular business hours. Because customers can easily select to set a preferred pickup or delivery time that is available to clients during your business hours, every day.
- **Payment** Have any food delivered to your home from anywhere on the internet. however, is the cash on-delivery or online payment approach? Therefore, it is possible to pay with digital currency online. A client will Payment options include using a credit card, and online transactions also offer discounts, coupons, and gifts that help the restaurant draw in new customers.

VI. Disadvantage of Online Food Ordering System

- **Cost of increase** The cost of using an online food ordering service has increased recently. due to the necessity for a new delivery team to provide the services and the associated additional costs. With this approach, consumers can bear any form of expense.
- **Change of environment** The surrounding environment is the fundamental distinction between ordering food online and dining in a restaurant. If a person eats at home, he might not experience a change in surroundings, refreshment, or relaxation. But internet food delivery has a fairly high level of comfort. He will feel more relaxed if he dines at a luxurious restaurant with excellent décor and soothing music.

VII. Conclusion

As a result, the suggested system's conclusion is based on user needs and is user-centered. All user-related difficulties pertaining to every system user were taken into consideration when developing the system. Anyone who

is familiar with using an Android smartphone can utilize this. By giving them a complete system, many problems with the mess/tiffin service will be resolved. Thus, the construction of an online food ordering system is carried out to assist and address one of the major issues facing individuals. Based on the findings of this study, it can be said that: It makes it easier for customers to place orders; It provides them with the information they need to do so. The food website application was created for restaurants and other establishments to assist them in accepting orders and updating their data. It was also created for the administrator to assist them in managing the entire food system.

A restaurant and mess menu online can be set up with an online meal ordering system, and customers can place orders with ease. A meal menu online also makes it simple to track orders, maintain customer databases, and enhance food delivery services. Even the online restaurant menus and image uploads may be readily changed by the restaurants and mess. Potential customers may quickly examine a restaurant's menu online and make orders whenever it's convenient for them. As a result, a computerized food ordering system with wireless communication and feedback features is demonstrated.

The suggested solution would increase the effectiveness of running the restaurant and mess ordering and billing areas while also drawing in more consumers.

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