**A GROUP PROJECT REPORT**

**ON**

**ONLINE FOOD ORDERING SYSTEM**

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**Submitted to**

**Er. Manoj Giri**

**Faculty of Management, Tribhuvan University**

*In the partial fulfillment of the requirements for the degree of*

**Bachelor of Information Management**

Min-Bhawan, Kathmandu

June, 202

# STUDENT DECLARATION

This is to certify that we have completed the Group Project entitled “**Online Food Ordering System**” under the guidance of “**Er. Manoj Giri**” in partial fulfillment of the requirements for the degree of **Bachelor of Information Management** at Faculty of Management, Tribhuvan University. This is our original work and we have not submitted it earlier elsewhere.

Date:

Signature:

 Name:

# CERTIFICATE FROM THE SUPERVISOR

This is to certify that the group project entitled “**Online** **Food Ordering System”** is an academic work done by the group submitted in the partial fulfillment of the requirements for the degree of Bachelor of Information Management at Faculty of Management, Tribhuvan University under my guidance and supervision. To the best of my knowledge, the information presented by him/her in the group project report has not been submitted earlier.

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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of the Supervisor

Name:

Designation:

Date:

# ACKNOWLEDGEMENT

This is the group Project report regarding **Online Food Ordering System**. We had put a lot of effort in this report. However, it would not have been possible without the kind support of many helping-hands in this report. We would like to extend sincere thanks to all of them. We are highly indebted to co-ordinate and Nepal Commerce Campus and also our respected teacher **Er. Manoj Giri** for giving us such a valuable opportunity to use the theoretical knowledge in the particular field in the course of our study as well for their guidance and constant supervision and providing necessary information regarding the report and also for their support in completing the report.

We would like to express my special gratitude to the people who have willingly helped me out with their abilities, giving me such attention and time.

Prepared by:

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NCC BIM 6th Semester

# EXECUTIVE SUMMARY

This report encapsulates the culmination of a comprehensive project carried out on our **Online Food Ordering System**. The platform, designed to provide an innovative and dynamic space for learning, has proven instrumental in facilitating the execution of this endeavor. Guided by our dedicated instructor, **Er. Manoj Giri**, this project aimed to harness the platform's potential to its fullest. Through collaborative engagement with peers and professionals in the IT industry, the project has successfully incorporated diverse insights, enriching the content and its credibility. The unwavering support of family and friends has been pivotal in maintaining momentum. In conclusion, this project's success underscores the significance of collaborative efforts in a technology-driven learning environment.

Table of Content

[STUDENT DECLARATION i](#_Toc168585713)

[CERTIFICATE FROM THE SUPERVISOR ii](#_Toc168585714)

[ACKNOWLEDGEMENT iii](#_Toc168585715)

[EXECUTIVE SUMMARY iv](#_Toc168585716)

[CHAPTER I: INTRODUCTION 1](#_Toc168585717)

[1.1 Background 1](#_Toc168585718)

[1.2 Introduction 1](#_Toc168585719)

[1.3 Problem Statement 1](#_Toc168585720)

[1.4 Objectives 2](#_Toc168585721)

[1.5 Scope and Limitation 2](#_Toc168585722)

[1.6 Methodology adopted for writing the report 3](#_Toc168585723)

[1.6.1 Project Framework 3](#_Toc168585724)

[1.6.2 Data and Information 3](#_Toc168585725)

[1.6.3 Tools Used 4](#_Toc168585726)

[1.6.4 Techniques for project report analysis 4](#_Toc168585727)

[CHAPTER II: TASKS AND ACTIVITIES PERFORMED 5](#_Toc168585728)

[2.1 Analysis of Tasks and Activities 5](#_Toc168585729)

[2.1.1 Project Initiation and Planning 5](#_Toc168585730)

[2.1.2 Requirement Gathering and Analysis 5](#_Toc168585731)

[2.1.3 System Design and Architecture 5](#_Toc168585732)

[2.1.4 Development 5](#_Toc168585733)

[2.1.5 Database Implementation 6](#_Toc168585734)

[2.1.6 Testing and Quality Assurance: 6](#_Toc168585735)

[2.1.7 Feasibility Study 6](#_Toc168585736)

[2.2 Analysis of Problem 7](#_Toc168585737)

[2.3 Analysis of Possible Solution 9](#_Toc168585738)

[2.3.1 Functional Requirement 9](#_Toc168585739)

[2.3.2 Non-functional requirements 11](#_Toc168585740)

[2.3.3 System Modelling 12](#_Toc168585741)

[Figure 1 Use Case Diagram 10](#_Toc168585765)

[Figure 2 Sequence diagram for admin to managing food 12](#_Toc168585766)

[Figure 3 Sequence diagram for User to Order Food 13](#_Toc168585767)

CHAPTER I: INTRODUCTION

## Background

The Online Food Ordering System project in Software Engineering immerses students in a practical learning experience where they collaborate with experts to design and develop a comprehensive system for ordering food online, offering invaluable exposure to database management, software development, data analysis, teamwork, and project management. By integrating cutting-edge technologies and fostering effective communication and planning skills, this project equips students with the ability to apply classroom knowledge to real-world problem-solving, preparing them for future employment opportunities and enabling them to build a compelling portfolio for prospective employers in the dynamic realm of software engineering.

## Introduction

The **Online Food Ordering System** an innovative platform designed to streamline the process of ordering your favorite meals from local restaurants. Our system provides a seamless and user-friendly experience, allowing customers to browse menus, select dishes, and place orders with ease from the comfort of their own homes.

## Problem Statement

In today’s fast-paced world, convenience and efficiency are paramount, especially when it comes to everyday tasks like ordering food. Traditional methods of ordering food, such as phone calls or in-person visits, can be time-consuming and prone to errors.

* **Time-Consuming Traditional Methods**: Ordering food via phone calls or in-person visits is often time-consuming and inefficient. These methods can lead to communication errors and delays in order processing.
* **Limited Access to Menus**: Customers frequently lack easy access to comprehensive and updated restaurant menus. This limits their ability to explore different dining options and make informed choices.
* **Inefficient Order Management for Restaurants**: Restaurants struggle with managing orders efficiently, leading to potential mix-ups and delays. Keeping track of customer preferences and ensuring timely delivery can be challenging without a proper system.

## Objectives

Some objectives of Online Food Ordering System are listed below:

As

## Scope and Limitation

The scopes of Online Food Ordering System include:

* **User Registration and Login**: Provide a secure and user-friendly registration and login process for customers. Allow users to create and manage their profiles, including personal information and delivery addresses.
* **Menu Management**: Allows restaurant to upload and manage their menus, including adding, updating, and removing dishes with descriptions, prices, and images.
* **Order Placement**: Provide a streamlined process for customers to browse restaurant menus and place orders. Allow customers to customize their orders with specific preferences and special instructions.
* **Order Management for Restaurant**: Equips restaurant with tools to manage incoming orders efficiently, including order confirmation and preparation.
* **Customer Support**: Provide a customer support system to handle inquiries, complaints, and feedback.

The limitations of Online Food Ordering System include:

* **Limited Reach in Non-Digital Markets:** The platform may not be accessible to customers who are not tech-savvy or do not have access to digital devices. This can limit the system's reach in rural or underdeveloped areas where internet penetration is low.
* **Dependence on Internet Connectivity:** The system requires a stable internet connection for both customers and restaurant to function effectively. Poor or intermittent connectivity can disrupt the ordering process and user experience.
* **Technical Glitches and Downtime:** The system may occasionally experience technical issues, such as server downtime, software bugs, or slow performance. Such issues can hinder the ordering process and lead to customer dissatisfaction.

## Methodology adopted for writing the report

### Project Framework

This is based on a project framework that aims to guide the design and creation of an Online Food Ordering System and have planned the steps and key activities that the project will take throughout its life cycle.

* **Requirements Gathering and Analysis**: Understand the needs and requirements of the users, including both customers and restaurants. Define the core features and functionalities, including browsing menus, placing orders, and customer registration.
* **System Design and Planning**: Create a system architecture, outlining components like front-end, back-end, and database. Design the database structure for orders, users and menus. Plan the user interface to ensure a user-friendly experience for both customers and restaurant operators.
* **Development**: PHP was used as the backend for creating, managing, and viewing menus, and orders. A user-friendly frontend was developed using HTML, CSS, and Bootstrap to ensure seamless integration between backend and frontend components.
* **User Authentication and Access Control**: Implement user registration and login functionalities for customers and restaurant operators. Define roles and permissions for different users, including registered users and administrators.
* **Testing**: Conduct rigorous testing to ensure all functionalities work correctly. Test scenarios like browsing menus, placing orders, and user registration. Perform usability testing to validate the ease of use of the user interface. Address any bugs, glitches, or performance issues identified during testing.
* **Deployment**: Deploy the system on a web server or cloud platform to make it accessible to users. Configure domain settings and ensure the system is available online for customers and restaurant operators to use.

### Data and Information

The database of the system plays an important role that entails various types of data such as; users, admin, menu as well as the order.

### Tools Used

This project used following tools for the development:

* PHP:
* MySQL:
* Bootstrap:
* Visual Studio:
* MS Word:
* StarUML:

### Techniques for project report analysis

The analysis within the project report entails assessing the effectiveness of the Online Food Ordering System’s design, user interface, and operational performance. This includes activities such as collecting user feedback and conducting usability tests.

# CHAPTER II: TASKS AND ACTIVITIES PERFORMED

## 2.1 Analysis of Tasks and Activities

The Online Food Ordering System follows the Waterfall Model, a sequential approach where each phase progresses linearly, building upon the preceding one. The phases include requirements analysis, system design, coding, testing, deployment, and maintenance, each executed in a structured order.

### 2.1.1 Project Initiation and Planning

The process involved visiting local restaurants to gain firsthand insights into their operations and requirements. This included exploring their existing online presence for initial information and engaging in initial discussions over the phone to clarify the project's scope, objectives, and timeline.

### 2.1.2 Requirement Gathering and Analysis

The strategy encompassed developing tailored questionnaires to capture user functional requirements and operational needs. Additionally, conducting extensive interviews with customers, restaurant operators, and stakeholders unveiled qualitative insights that played a crucial role in shaping the system's requirements for the Online Food Ordering System.

### 2.1.3 System Design and Architecture

The Online Food Ordering System project focuses on creating user-friendly software for the food service industry. It encompasses tasks from gathering requirements to UI/UX design, front-end and back-end development, database integration, security implementation, testing, and system deployment. The goal is to provide a platform for easy menu browsing, order placement, customer communication, and reporting. The project adheres to best practices for security and scalability, ensuring a smooth and efficient food ordering experience.

### 2.1.4 Development

In the backend, we created a server using PHP. We used MySQL to store data and ensured user information is kept safe by implementing strong security measures like password encryption. We also built the part of the system that lets users place food orders and view restaurant menus.

On the frontend, we ensured everything looks good on different devices by using HTML and CSS. We created reusable components to save time and improve maintainability. Users can sign up and log in securely, and we made sure that the process of ordering food and checking out works smoothly and efficiently.

### 2.1.5 Database Implementation

MySQL is an excellent choice for the Online Food Ordering System because it provides robust relational data management and ensures data consistency, which is crucial for handling orders and transactions. You'll structure the database with tables for restaurant menus, food items, orders, and customer profiles, creating relationships where needed to maintain data integrity. To make sure the system runs smoothly, you'll optimize how it retrieves data, enforce strong data integrity and security measures, and conduct thorough testing. It's also important to implement data backups for scalability and resilience, and to document how everything is organized for future maintenance and improvements.

### 2.1.6 Testing and Quality Assurance:

As we built our system, our main focus was on ensuring it works well and is of high quality. We did this by thoroughly testing it in various ways. We checked individual parts to ensure they function correctly, made sure the different parts of the system communicate smoothly, and tested the entire process from start to finish. We also ensured that the system looks good and operates properly on various devices. We paid close attention to security to keep your information safe and tested how the system performs under heavy usage. We continuously reviewed our code and fixed any issues to enhance the system's stability. Our goal is to provide you with a great and reliable Online Food Ordering System.

### 2.1.7 Feasibility Study

* **Technical Feasibility:** This evaluates whether the necessary technology infrastructure for the Online Food Ordering System is available or can be developed. It includes assessing hardware, software, network capabilities, and compatibility with existing systems. We also consider the technical skills and resources needed for effective system implementation and maintenance.
* **Economic Feasibility:** This assesses the financial viability of the Online Food Ordering System project. We analyze costs related to development, implementation, training, and ongoing maintenance. Additionally, we explore potential cost savings and revenue opportunities resulting from increased efficiency, such as reduced labor costs, minimized errors in order processing, and enhanced customer satisfaction leading to higher sales. A cost-benefit analysis is conducted to determine if the benefits outweigh the costs, ensuring that the project is economically justifiable.
* **Operational Feasibility:** This examines how the system impacts day-to-day operations in the food service industry. We assess how well the system fits with existing processes and workflows, taking into account potential disruptions during implementation and the resources required for training and user adaptation. For example, we evaluate how the system will streamline order processing, inventory management, and customer interactions. We also consider the readiness of restaurant staff to embrace and effectively use the new system, providing necessary training and support to ensure a smooth transition.

## 2.2 Analysis of Problem

There are several potential challenges that could affect the effectiveness and user experience of the Online Food Ordering System. Here are some analysed possible problems:

* **User Adoption and Adaptation**: We have observed how users interact with the system, focusing on features like food ordering, customization options, and checkout processes. We have made improvements to simplify the user experience, making it more efficient and user-friendly.
* **Data Security and Privacy**: Protecting user data is a top priority. We use encryption and access controls to secure sensitive information, comply with regulations, and provide clear consent mechanisms to safeguard user data and privacy.
* **Technical Issues and Downtime**: Technical problems and downtime can disrupt the system's accessibility and usability. To address this, we have identified potential weaknesses, improved error handling, conducted rigorous testing, and implemented backup strategies to minimize glitches and downtime.
* **Integration Challenges**: Integrating different system components and third-party services can be challenging. We have carefully planned and standardized APIs to ensure seamless functionality and data consistency, overcoming integration challenges. This includes payment gateways, delivery services, and existing restaurant management systems.
* **User Experience Design**: We are committed to crafting an intuitive and user-friendly interface for customers and restaurant operators. Through user testing and continuous refinement, we aim to create a smooth and enjoyable experience for all users.
* **Incomplete or Inaccurate Data**: Ensuring data accuracy is crucial. We focus on data validation, error-checking mechanisms, and user-friendly interfaces to prompt accurate information entry and maintain reliable data. This includes menu items, pricing, and customer details.
* **Scalability**: We have designed the system with scalability in mind, optimizing performance to handle increased user numbers and data growth without compromising responsiveness. This ensures that the system can grow alongside the business.
* **Effective Communication Tools**: We prioritize the development of efficient communication features, such as messaging systems and notifications, to facilitate seamless communication among customers, restaurant operators, and delivery personnel.
* **Change Management**: To address resistance to change, we employ effective change management tactics, including transparent communication of benefits, customized training, and open discussions to ease the transition to the new system. This helps staff and users adapt to the new system smoothly.
* **Data Redundancy and Duplication**: We focus on data normalization, standardized entry protocols, and efficient database design to minimize data redundancy and duplication, ensuring accurate and streamlined information for better decision-making. This helps maintain a clean and reliable database.

## 2.3 Analysis of Possible Solution

### 2.3.1 Functional Requirement

Functional requirements for an Online Food Ordering System include:

* **User Authentication and Access Control:** Implement secure user registration and login procedures for customers and restaurant operators. Administer role-based access control to ensure appropriate access to system features and data.
* **Restaurant Listings and Menu Display:** Provide a user-friendly interface for customers to browse available restaurants, view menus, and see detailed descriptions and prices of food items. Ensure real-time updates on menu changes and availability.
* **Food Ordering:** Enable customers to order food seamlessly, customize their orders.. Support various payment methods and provide order confirmations.
* **Restaurant Management**: Offer restaurant operators the ability to manage menu listings, food item availability, order processing, and restaurant details such as opening hours and contact information.
* **System Administration:** Administer the system with tools for managing restaurants, food items, user accounts, and resolving technical issues. This includes capabilities for managing promotions, and loyalty programs.

These functional requirements aim to create a seamless and enjoyable experience for customers and restaurant operators using the Online Food Ordering System.

Following are the module of Online Food Ordering System:

**Use case Diagram for Admin**

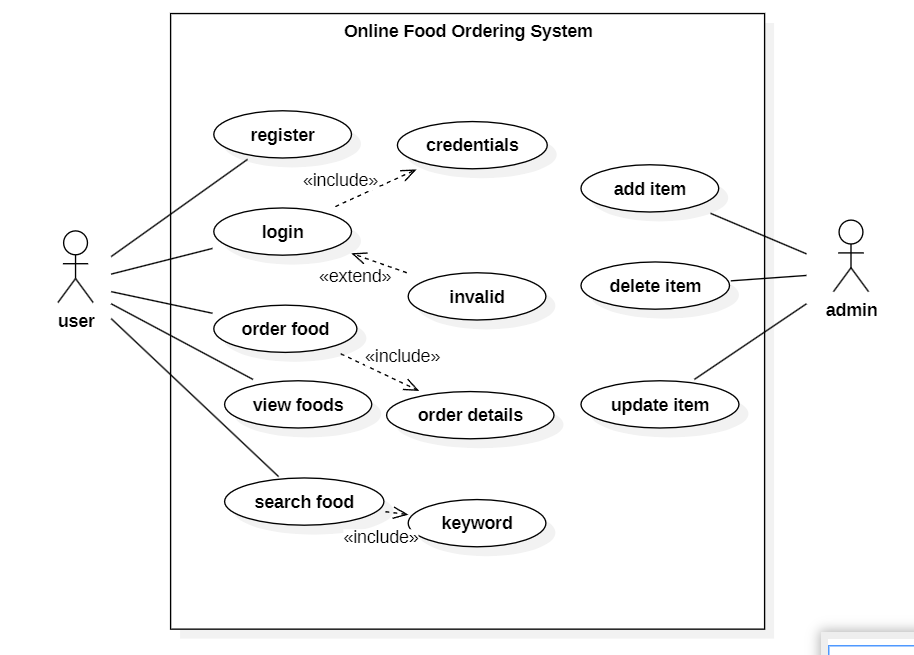


Figure 1 Use Case Diagram

The use case diagram for the Online Food Ordering System illustrates the interactions and functionalities available to both users and admins. The primary actors in this system are the User, who interacts with the system to order food, and the Admin, who manages the food items. The User can register for an account. After registration, the User can log in, and if the credentials are invalid, an error message is displayed. Once logged in, the User can view the available food items, place orders by providing specific order details, and search for food using keywords. The Admin has the authority to manage the food items in the system. This includes adding new items, deleting existing ones, and updating the details of the food items. The relationships between these use cases are illustrated with "include" and "extend" relationships. For instance, the "order food" use case includes "order details," as placing an order requires detailed information. The "login" use case extends to "invalid" to handle incorrect login attempts, and the "search food" use case includes "keyword" for searching functionality. This diagram effectively outlines the key functionalities and interactions within the Online Food Ordering System, demonstrating the roles and actions of both the users and the admin.

### 2.3.2 Non-functional requirements

Non-functional requirements for an Online Food Ordering System website are essential to ensure that the website performs well, is secure, and provides a satisfactory user experience. Here are some non-functional requirements for such a system:

* **Performance:** The response time of the website should have low latency, with pages loading quickly, typically under 2-3 seconds, to provide a seamless user experience. The system should be able to handle increased load during peak meal times or promotions without significant performance degradation.
* **Availability and Reliability:** The website should aim for high availability, with minimal scheduled downtime, ideally 99.9% uptime or higher. This system implements redundant servers, databases, and network connections to ensure system reliability and fault tolerance.
* **Security:** This system uses strong encryption protocols to secure sensitive user data, such as payment information and personal details. It also implements robust user authentication and authorization mechanisms to protect against unauthorized access. Regular security audits and vulnerability assessments are conducted to maintain security integrity.
* **Scalability and Load Handling:** Frequent load testing is necessary to assess how well the system can manage multiple user requests simultaneously, especially during peak usage times, by simulating high traffic loads. This helps in detecting any possible performance challenges and ultimately ensures a dependable and responsive user experience in diverse scenarios.
* **Usability and User Experience:** This system prioritizes a user-friendly and intuitive interface to facilitate easy browsing of restaurant menus and food ordering for all users, regardless of their technical skills. Clear navigation, appealing layouts, and user-friendly forms are implemented to ensure a smooth and satisfying experience.
* **Compatibility:** The website must be compatible with various browsers and devices, ensuring a consistent user experience across desktops, tablets, and smartphones. This includes ensuring that all functionalities work properly on different operating systems and screen sizes.
* **Maintainability:** The system is designed to be easily maintainable, with well-documented code and modular components. This facilitates efficient updates, bug fixes, and the addition of new features without disrupting the existing functionalities.

These non-functional requirements are crucial for ensuring that an Online Food Ordering System website is not only functional but also performs well, is secure, and provides an excellent user experience. They help in meeting user expectations and maintaining the website's credibility and reliability.

### 2.3.3 System Modelling

#### 2.3.3.1 Sequence Diagram

**Sequence Diagram for Admin to Managing Food**

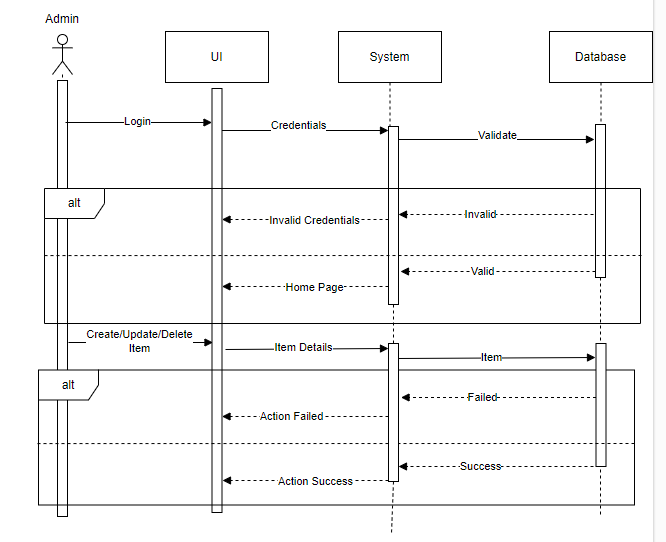
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Figure 2 Sequence diagram for admin to managing food

The sequence diagram for the Online Food Ordering System illustrates the process flow for an Admin performing actions such as logging in and managing food items (creating, updating, or deleting). The Admin sends the item details through the UI to the System, which processes these details and interacts with the Database to execute the action. Again, there are two possible outcomes: if the action fails (due to issues like invalid data or database errors), a "Failed" message is returned to the UI and displayed to the Admin. If the action is successful, the Database confirms the change, and a "Success" message is relayed back to the Admin via the UI. This sequence diagram effectively maps out the interaction between the Admin and the system components, highlighting the validation process and the potential outcomes for each action.

**Sequence Diagram for User to Order Food**

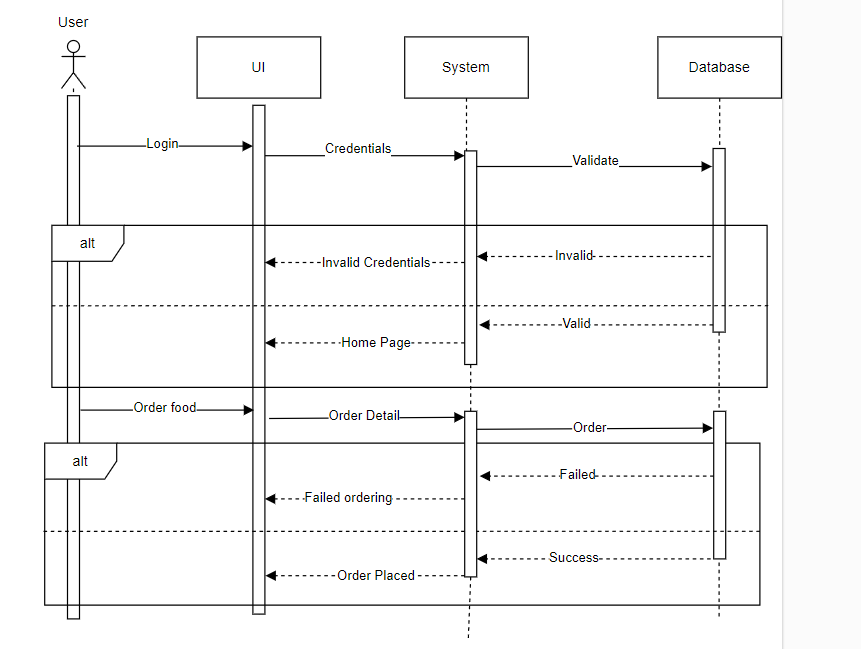
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Figure 3 Sequence diagram for User to Order Food

The UML sequence diagram illustrates the workflow of a food ordering system, showing how a user interacts with the user interface (UI), the system, and the database. Following a successful login, the user can place a food order. The user sends an order request to the UI, which passes the order details to the system. The system processes the order by sending the details to the database. Depending on the outcome, the database responds with either a success or failure message. If the order fails, the system informs the UI, which then notifies the user of the failure. If the order is successful, the system confirms this to the UI, which then communicates to the user that their order has been placed successfully. The diagram uses alternative frames to depict these conditional flows, illustrating the different possible outcomes for both the login and ordering processes.

#### 2.3.3.3 Activity Diagram

**Activity Diagram for Admin**

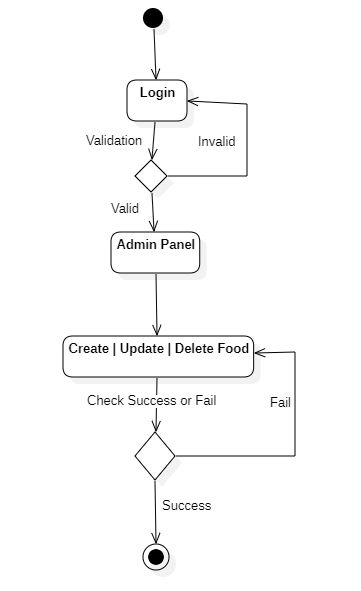


Figure 4Activity Diagram for Admi

The activity diagram represents the process for managing food items in an admin panel of a food ordering system. The process begins with the user attempting to log in. The system validates the user's credentials. If the credentials are invalid, the user is redirected back to the login step. If the credentials are valid, the user gains access to the admin panel. Within the admin panel, the user can perform operations such as creating, updating, or deleting food items. After attempting any of these operations, the system checks if the operation was successful or failed. If the operation fails, the user is notified of the failure and can attempt the action again. If the operation is successful, the process ends successfully, indicating that the food item was successfully created, updated, or deleted.

**Activity Diagram for User**

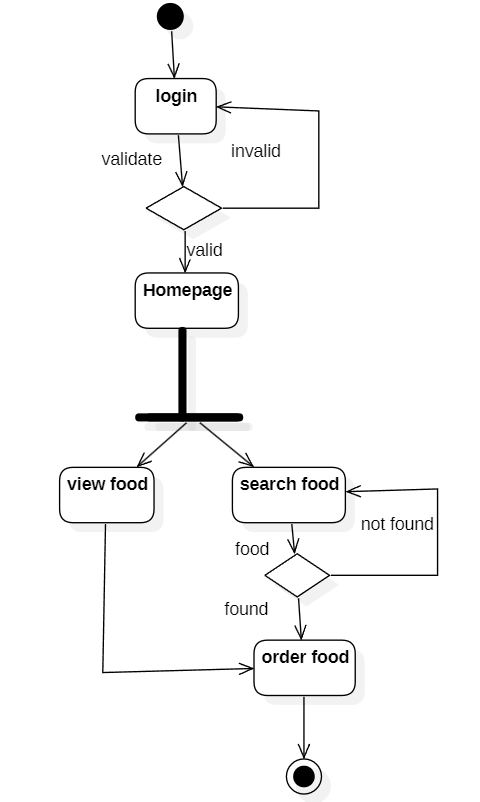
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Figure 5 Activity Diagram for User

This activity diagram represents the workflow of a food ordering system. The process starts with the user logging into the system. Upon login, the system validates the user's credentials. If the credentials are invalid, the user is redirected back to the login page to re-enter their information. Once valid credentials are provided, the user is granted access to the homepage. From the homepage, the user can either view food options or search for specific food items. If the user chooses to search for food, the system checks whether the searched food item is found. If the item is not found, the user can continue searching. If the food item is found, the user can proceed to order the food. Alternatively, if the user directly views the available food options, they can also proceed to order food from there.

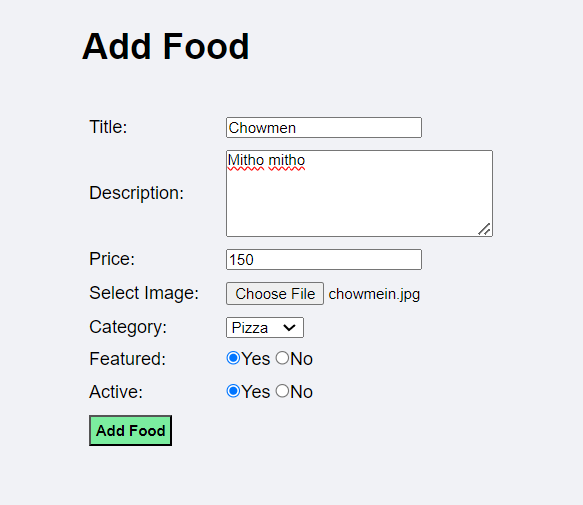
### 2.3.4 Testing

**2.3.4.1. Unit Testing**

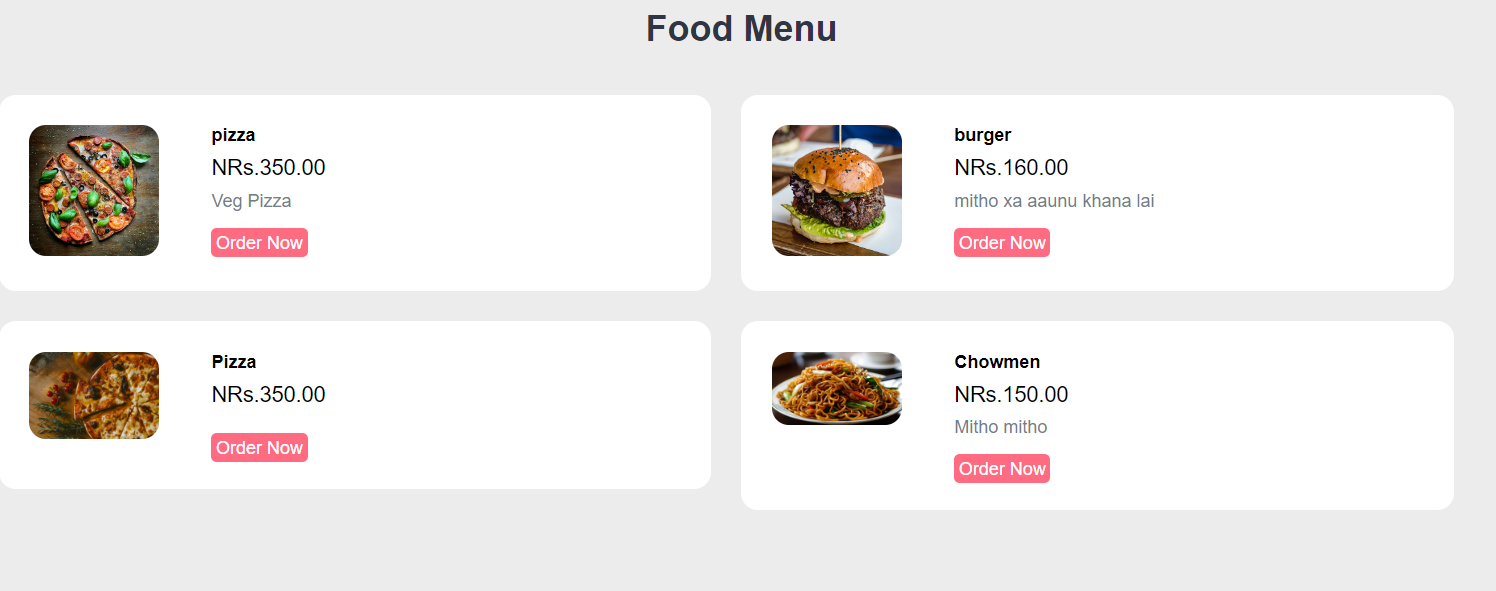
|  |  |  |  |
| --- | --- | --- | --- |
| **Test Case** | **Test Data** | **Expected Output** | **Actual Output** |
| **1.Register** |  |  |  |
| User enter invalid email format. | Username:  Email:  Password: | Error message should be displayed. |  |
| User enter all valid credentials. | Username: Test Email:test@gmail.com Password: Test@123 | Redirect to login page. |  |
| **2.Login** |  |  |  |
| User enter invalid email. | Email:test@gmail.com Password: test@123 | Error message should be displayed |  |
| User enter all valid credentials. | Email:test@gmail.com Password: Test@123 | Redirect to home page. |  |
| **3.Add Food** |  |  |  |
| Admin added a food with valid credentials. | Title: Pizza  Price:350  Image: pizza.jpg  Featured: Yes  Active: Yes | Pizza added successfully |  |
| Admin added a food with invalid credentials. | Title:  Price:  Image:  Featured:  Active: | Error message should be displayed |  |

**2.3.4.2 System Testing**

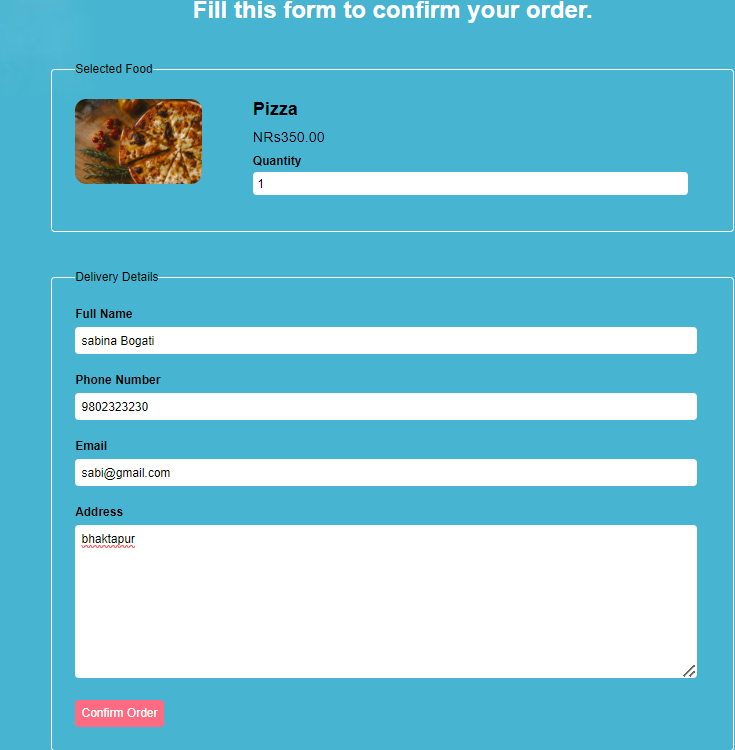
**Adding Food**

****

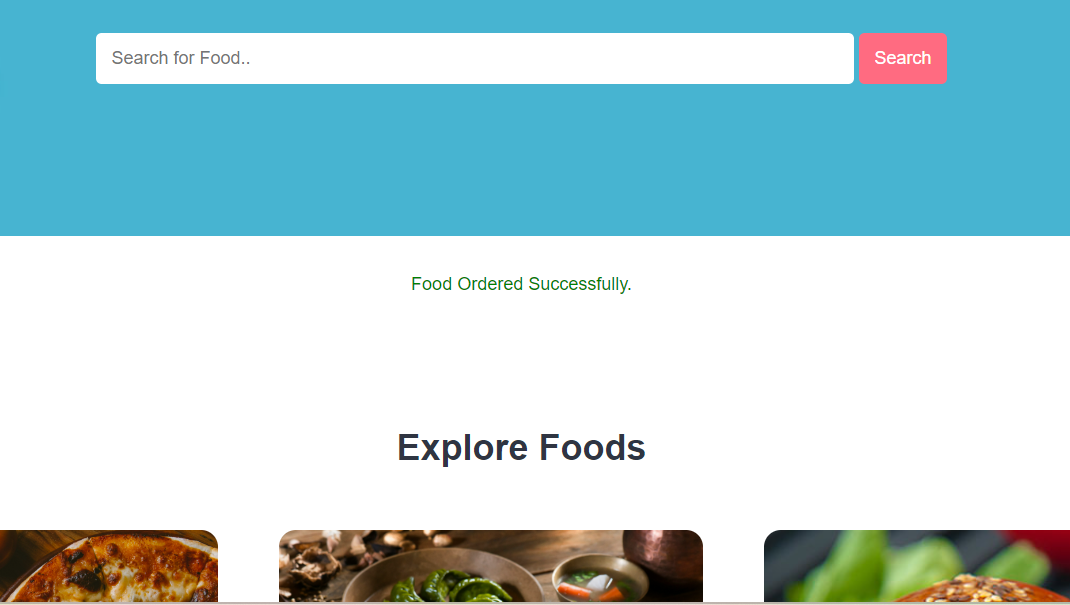
**Output**

****

**Order**

****

**Output**

****

# CHAPTER III

# DISCUSSION AND CONCLUSION

# 3.1 Discussion

In the development of the Online Food Ordering System utilizing PHP, CSS, and HTML, the selection of technology stack played a pivotal role. PHP's robust and flexible server-side scripting capabilities, combined with the styling power of CSS and the structure provided by HTML, offered a solid foundation for crafting a responsive and feature-rich web application. This choice was underpinned by PHP's extensive ecosystem and ease of integration with databases, CSS's ability to create visually appealing and responsive designs, and HTML's straightforward approach to structuring web content. The stack's versatility ensured that the system could efficiently manage diverse tasks, from user authentication to real-time updates on food availability, all while maintaining data security and performance.

We've chosen PHP for our backend to ensure reliability and ease of maintenance, CSS for our styling to ensure a visually appealing interface, and HTML for our front-end structure. We've designed specialized sections for administrators and customers. Our goal is to create a robust and user-friendly online food ordering system that simplifies the food ordering experience through innovative technology.

## 3.2 Conclusion

In summary, the Online Food Ordering System presents a convenient and user-friendly solution for customers to simplify their food ordering process. It encompasses a wide array of features, such as menu browsing and order customization, all aimed at enhancing the dining experience. While the system seeks to streamline tasks and boost efficiency, it's essential to address factors like connectivity, device compatibility, and practical implementation for an optimal user journey. Extensive testing, including functionality, reliability, security, and usability assessments, plays a pivotal role in ensuring the system's effectiveness. By focusing on these critical aspects, we can ensure that the system operates smoothly and meets the diverse needs of its users. Overall, the Online Food Ordering System represents an innovative and effective tool for modernizing and simplifying the process of ordering food in the digital era.

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