

**PROJECT REPORT**  
**ON**  
***Online Food Delivery System***  
**SUBMITTED TO THE:**



**LJ INSTITUTE OF COMPUTER APPLICATION**

**IN PARTIAL FULFILLMENT OF  
THE REQUIREMENTS OF SEMESTER 3 FOR THE  
MASTER OF COMPUTER APPLICATIONS**

**UNDER THE GUIDANCE OF:  
PROF. VISHWA DESAI**

**SUBMITTED BY:  
GROUP NO: 28**

Roll No.	NAME	ENROLLMENT NO.
C-17	GIDWANI MONALIKA RAJU	24002401110019
C-54	THOLIYA SACHIN VAGHUBHAI	24002401110061
C-57	VORA HARSH AJAYBHAI	24004401110398

**LOK JAGRUTI KENDRA UNIVERSITY, AHMEDABAD**

# 1. Problem Definition

---

In today's fast-paced environment, the use of digital platforms for ordering food has become increasingly common. While large-scale food delivery platforms cater to multiple restaurants, individual or single restaurants often face challenges due to limited access to customized technology solutions. These restaurants usually rely on manual operations, which are time-consuming and prone to errors.

## 1.1 Operational Challenges in Existing Setup

Many standalone restaurants continue to operate without a dedicated digital system. This leads to several issues, such as:

- Inefficient order handling due to phone-based communication
- Limited access to menu information for customers
- No proper tracking of order status
- Difficulty in maintaining order history or customer data
- Lack of automation in updating menu items or prices
- No analytics or insights into sales and customer behavior

## 1.2 Identified Gap

The absence of a centralized, automated, and user-friendly system affects both the customer experience and internal restaurant management. Customers seek convenience, transparency, and faster service — all of which are difficult to achieve with a non-digital process.

## 1.3 Proposed Solution Overview

To overcome the limitations of the manual system, this project proposes a web-based *Online Food Delivery System*. The goal is to simplify order handling, improve customer satisfaction, and enhance overall administrative efficiency.

The system will::

- Provide a digital interface for customers to view menu categories, item details, and pricing in real-time
- Facilitate seamless order placement and real-time tracking of order status
- Empower the restaurant administrator with centralized control over menu items, food categories, customer accounts, and order management
- Minimize human error & optimize operational speed through automation

## 2. Objective of the New System

---

The objectives outlined below are derived from the identified problems and serve as the foundation for designing and developing the proposed *Online Food Delivery System*. The project aims to enhance operational efficiency, deliver a seamless user experience, and provide a structured platform for effective restaurant management.

### 2.1 Primary Objectives

The fundamental goals driving the development of this system are:

- **To Streamline the Food Ordering Process:** To establish an intuitive and efficient digital platform that enables customers to effortlessly browse menus, select items, and place orders, thereby eliminating reliance on traditional, often cumbersome, manual ordering methods.
- **To Enhance Customer Experience:** To provide customers with unparalleled convenience, complete transparency regarding their orders, and greater control throughout the ordering lifecycle, from initial selection to final delivery. This enhancement is expected to significantly increase customer satisfaction and foster repeat patronage.
- **To Optimize Restaurant Operations:** To equip the restaurant administration with comprehensive and effective tools for the meticulous management of menu items, customer data, and order processing. This optimization is projected to lead to substantial improvements in operational efficiency, a notable reduction in transactional errors, and more strategic allocation of resources.
- **To Facilitate Data-Driven Decision Making:** To empower the restaurant owner with the capability to systematically collect, view, and analyze critical operational data. This analytical capacity will provide actionable insights, enabling more informed and strategic business decisions concerning sales performance, identification of popular menu items, and the effectiveness of promotional campaigns.

### 2.2 Specific Objectives

To systematically achieve the aforementioned primary objectives, the system's development will focus on delivering the following specific functionalities:

### **For Customers / End Users:**

- **User Account Management:** To enable customers to securely register, log in, and maintain their personal profiles, including functionalities for password modification and recovery.
- **Intuitive Menu Browsing:** To present a clear, visually appealing, and easily navigable interface that allows customers to explore diverse food categories and individual menu items, complete with associated prices and high-quality images.
- **Efficient Cart Management:** To provide customers with a user-friendly mechanism to effortlessly add, remove, and modify items within their shopping cart prior to order finalization.
- **Seamless Order Placement:** To facilitate a straightforward and secure process for customers to review and submit their finalized orders.
- **Real-time Order Tracking:** To allow customers to access their historical order records and monitor the live status of their active orders, transitioning through stages such as "Pending," "Accepted," "Preparing," and "Delivered."
- **Dish Rating and Review:** To incorporate a dedicated feature enabling customers to rate and provide textual reviews for specific dishes, contributing valuable qualitative feedback to the restaurant.

### **For Restaurant Administration (Owner):**

- **Secure Admin Access:** To establish a robust and secure login portal exclusively for the restaurant owner, granting access to the administrative dashboard.
- **Comprehensive Dashboard:** To present a consolidated overview of key operational metrics and provide direct access to all essential management features from a central interface.
- **Customer Account Management:** To empower the admin with capabilities to view, temporarily suspend (block), or permanently delete customer accounts as deemed necessary.
- **Dynamic Menu Management:** To provide intuitive tools enabling the admin to effortlessly add new food categories, and to add, edit, or delete individual menu items, including their descriptions, prices, and associated images.
- **Order Lifecycle Management:** To allow the admin to efficiently view all incoming orders and update their progression through various statuses

(e.g., from "Pending" to "Preparing," and ultimately to "Delivered").

- **Feedback Review:** To establish a dedicated section within the admin panel for the systematic review and management of customer reviews and feedback.
- **Promotional Code Management:** To provide the admin with functionalities to create, modify, and manage promotional codes and discount offers effectively.
- **Sales Analytics:** To offer basic reporting capabilities on sales performance and to identify the most frequently ordered items, aiding in menu optimization and inventory planning.

By diligently implementing these specific objectives, the Online Food Delivery System is poised to transform the current operational paradigm into a significantly more efficient, customer-centric, and strategically informed enterprise.

## 3. Core Components

---

The *Online Food Delivery System* is composed of several interconnected modules, each designed to handle a specific set of functionalities. Together, these components form the backbone of the system, ensuring a seamless experience for both customers and administrators.

### 3.1 Customer Module

- **User Registration & Login:** Allows users to sign up, log in securely, and recover forgotten passwords.
- **Menu Browsing:** Displays food categories, item details, images, and prices.
- **Cart Management:** Enables users to add, remove, or update items in the cart.
- **Order Placement:** Facilitates placing orders and confirming delivery details.
- **Order Tracking:** Allows real-time tracking of order status (Pending → Preparing → Delivered).
- **Profile Management:** Enables users to edit personal information and change passwords.
- **Ratings & Reviews:** Option for users to rate and review dishes post-delivery.

### 3.2 Admin Module

- **Secure Admin Login:** Ensures authorized access to the backend system.
- **Dashboard:** Displays system stats such as total orders, active users, and sales overview.
- **Category Management:** Create, update, or delete food categories.
- **Menu Management:** Add, update, or delete menu items including prices and images.
- **Order Management:** View all orders and update their statuses.
- **Customer Management:** View, block, or delete user accounts.
- **Promo Code Management:** Create and manage discount codes.
- **Feedback Management:** View and respond to customer reviews.

## 4. Project Profile

---

This section provides a concise overview of the Online Food Delivery System, summarizing its fundamental aspects, including its purpose, and the complete technological stack utilized in its development.

- **Project Title:** Online Food Delivering System
- **Project Type:** Web Application
- **Purpose:** To develop and implement a comprehensive digital platform that facilitates efficient food ordering for customers of a single restaurant, concurrently providing the restaurant owner with robust tools for managing menu items, customer interactions, and order processing.
- **Target Users:**
  - **Customers/End Users:** Individuals who will utilize the system to browse menus, place orders, and track their order status.
  - **Admin (Restaurant Owner):** The primary user responsible for managing all operational aspects of the restaurant through the system's administrative interface.
- **Technology Stack:**
  - **Backend:** PHP
  - **Database:** MySQL
  - **Frontend:** HTML, CSS, JavaScript, Bootstrap
  - **Server Environment:** XAMPP or WAMP (Localhost)
- **Development Environment:**
  - **IDE (Integrated Development Environment):** Visual Studio Code, Sublime Text, or similar code editor.
  - **Operating System:** Windows, macOS