**SELF ORDERING MENU SYSTEM**

**ABSTRACT:**

A restaurant’s main aim is to provide quick quality service to the customers along with maximum revenue which is difficult considering the rising wages. Self ordering menu helps upsell every order at the POS by guiding guests/customers to order and upgrade items, generating more revenue for the restaurant in the process.

**PROBLEM STATEMENT:**

Restaurants try to provide quality service but at the same time they need to control the operating costs. Therefore it is hard to hire many employees to maintain quality service due to high operation cost.With self ordering menu, restaurant will be able to provide quality service to customers at any time without high operation cost.

It also ensures prompt order processing at peak times, improve the overall service speed, and reduces waiting time to ultimately increase customer satisfaction. It also allows customers to customize their orders according to their nutritional requirements and budget.

**TECHNOLOGIES USED:**

1. **HARDWARE:**

* 4GB RAM
* HardDisk
* 2.8GHz Intel Processor
* Keyboard
* Monitor
* Network card

1. **SOFTWARE:**

* OS : Windows 10
* Frontend : HTML,CSS,JAVASCRIPT,PHP,JAVA
* Backend : mySQL,PHP
* Browser : Chrome, Mozilla etc.,
* Software tools : Xamp Server

**DESCRIPTION:**

Self ordering menu helps restaurants to satisfy their customers. Restaurants can provide quick quality services to the customers using self ordering menu.

With a self ordering menu point of sale, the customers can order at their own place and build their meals the way they want, without needing to ask for help. By automatically offering them upgrades, the self ordering menu can prompt the customers with upselling oppurtunities they might not have known were available.

Because the counter workers and servers don’t need to concentrate on taking orders, they will be free to improve the overall experience of the customers. By making ordering easier and freeing up time for employees to focus on other tasks like boosting sales, a self ordering menu system can improve the restaurants operations dramatically.

Customers don’t have to wait in long lines during rush hours to order their food, hence saving their time.

Food wastage can be limited as the customers can order the right amount of food by customizing their order.

**REQUIREMENTS:**

**FUNCTIONAL REQUIREMNTS:**

* **Navigate the restaurant’s menu** : Various categories of food are available in the Digital menu from which the customer can choose one, and explore according to their interest.
* **Select an item from the menu :** Select an item from the many items available in each category.
* **Customize options for a selected item** : Customers can customize the select item by adding or removing ingredients depending on their budget and nutritional requirements.
* **Add an item to their current order**
* **Review their current order :** Customers can review their order and remove item/items from their current order according to their requirements.
* **Provide payment details :** Payment can be done online or in person.
* **Place an order**
* **Receive order number :** Receive confirmation in the form of an order number.

**NON-FUNCTIONAL REQUIREMENTS:**

* **Usability requirement :** Self order menu is easy to understand and use as the items are displayed pictorially. Customer can even change the language settings if necessary.
* **Serviceability requirement :** Customers can take their time to order without feeling the pressure of the people in queue. They can order comfortably even during rush hours. Since the employees don’t need to take order, they can dedicate their time to provide quality customer service.
* **Manageability requirement :** It is easy to manage as everything is done digitally. There is no question of misplacing the orders.
* **Scalability requirement :** It is easy to add new items or remove items from the menu by the management. They can even add “chef’s special of the day” etc., keeping customers updated with the menu.
* **Maintainability requirement :** Self order menu is easy to maintain. All that is needed is few display screen and regular power supply/charging.
* **Data integrity requirement :** The management can update all the menus at once. So it is easy to maintain data integrity.