M.S.P.V.L POLYTECHNIC COLLEGE REVIEW I SUBJECT:SCRIPTING LANGUAGE

PROJECT TITLE: HOTEL MENU ORDERING MANAGEMENT

PROJECT NAME: Hotel Menu Ordering Management

TEAM MEMBERS:

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SYNPOSIS

- ▶ The Hotel Menu Ordering Management System is a digital solution designed to streamline the food ordering process within a hotel environment, improving efficiency, accuracy, and customer satisfaction. This system replaces traditional manual ordering methods with an interactive and user-friendly interface, enabling guests to browse the menu, customize their orders, and place requests directly from their room or a hotel restaurant.
- ▶ To automate and simplify the food ordering process.
- To reduce order processing time and human error.
- To maintain real-time communication between customers, kitchen staff, and management.
- To track and manage orders, inventory, and billing efficiently.

SOFTWARE REQUIRED

► Programming Language : HTML, JS

► Frontend : CSS

▶ Backend : PHP, MYsQL

Existing System:

Manual Order Taking:

Orders are typically taken manually by waiters using paper notepads or simple forms, which can lead to errors in communication and order fulfillment.

Telephone-Based Ordering:

Guests in hotel rooms often place orders via phone calls to the kitchen or room service, which is time-consuming and lacks real-time confirmation or updates.

Limited Menu Visibility:

Physical menus might not be updated frequently, and guests may not have access to real-time menu changes like unavailable dishes or new items.

Lack of Integration:

There's often no integration between kitchen staff, billing systems, and inventory, causing delays and inefficiencies in the workflow.

▶ No Real-Time Tracking:

Guests can't track the status of their order (e.g., being prepared, on the way), leading to uncertainty and repeated calls to reception or room service.

Proposed system:

1.Digital Menu Interface

- 1. Guests can browse an interactive digital menu via tablet, kiosk, mobile app, or website.
- 2. Items include images, descriptions, prices, and availability status.

2. Real-Time Order Placement

- 1. Orders are placed directly by the customer and sent instantly to the kitchen or bar.
- 2. Reduces delays and minimizes errors in communication.

3. Customizable Orders

- Guests can add notes or select item preferences (e.g., spice level, add-ons).
- 2. System remembers preferences for frequent guests.

4. Multilingual Support

1. Interface available in multiple languages to accommodate international guests.

5. Order Tracking System

1. Customers can view the real-time status of their order (e.g., Preparing, Ready, Served).

6. Admin Dashboard

1. Admin/staff interface to manage menu items, prices, stock availability, and order queue.

Modules

1. User Management Module

- User Registration & Login (Guest, Admin, Staff)
- Role-based access control
- Profile management
- Password recovery & security

2. Menu Management Module

- Add/Edit/Delete menu items (Admin/Manager)
- Categorization (Starters, Mains, Desserts, Drinks, etc.)
- Pricing and availability updates
- Upload food images

3. Order Management Module

- View menu and place orders (Guest)
- Customize orders (add-ons, preferences)
- Special instructions
- Order history and tracking

Flow Diagram

- 1. [Start]
- 2. [Customer Enters System]
- 3. [View Menu]
- 4. [Select Items]
- 5. [Place Order]
- 6. [Order Sent to Kitchen System]
- 7. [Kitchen Prepares Order]
- 8. [Order Ready Notification Sent to Server/Waiter]
- 9. [Order Delivered to Customer]
- 10. [Generate Bill]
- 11. [Customer Makes Payment]
- 12. [Update Order & Inventory Records]
- 13. [End]

Coding synopsis

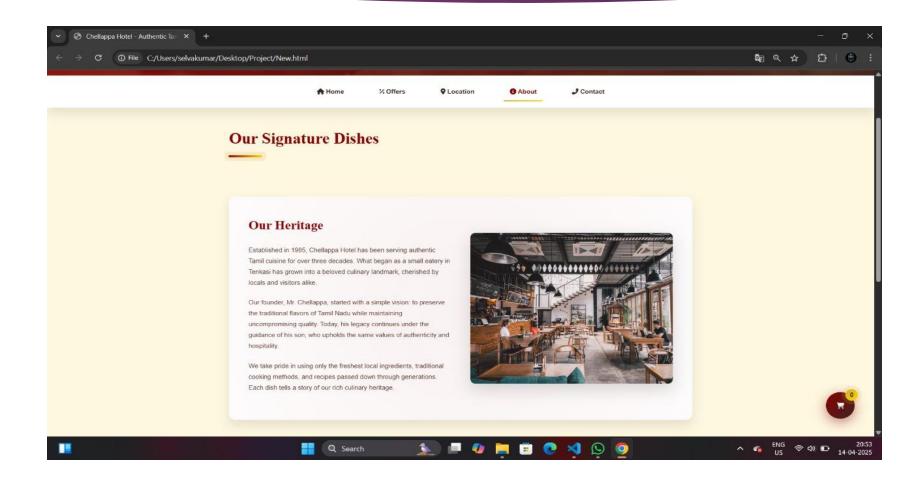
Modules and Functionalities

- A. User Module (Customer Interface)
- View menu categories (e.g., Starters, Main Course, Desserts, Beverages)
- Add items to cart/order
- Modify quantity or remove items
- View order summary
- Checkout and generate bill
- ✓ B. Admin Module
- Login authentication (username/password)
- Add/Edit/Delete menu items
- View order history
- Track daily sales report
- C. Menu Management
- Menu stored in a database or file (e.g., JSON, CSV, SQLite)
- ▶ Each item has: Item ID, Name, Category, Price, Availability

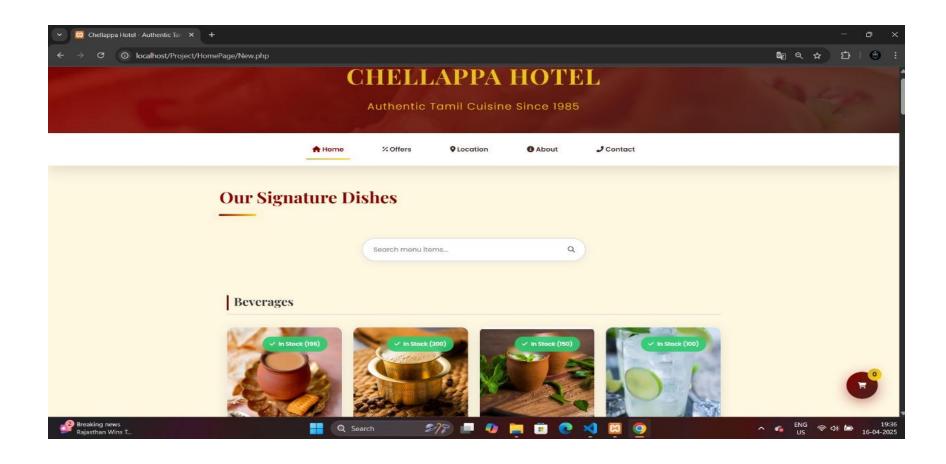
Coding synopsis

- ▶ ☑ D. Order Processing
- Cart implemented using a list or dictionary
- Option to apply discount or coupon
- Save order to database with timestamp

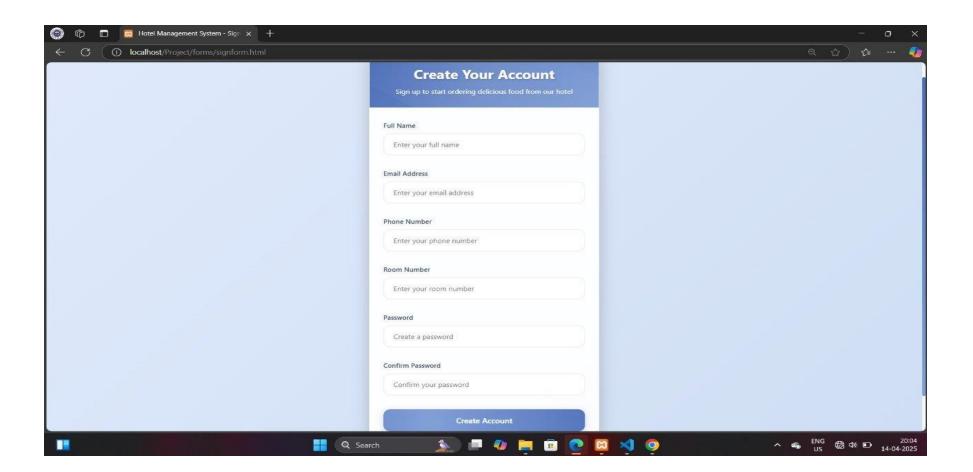
User Interface Screenshots



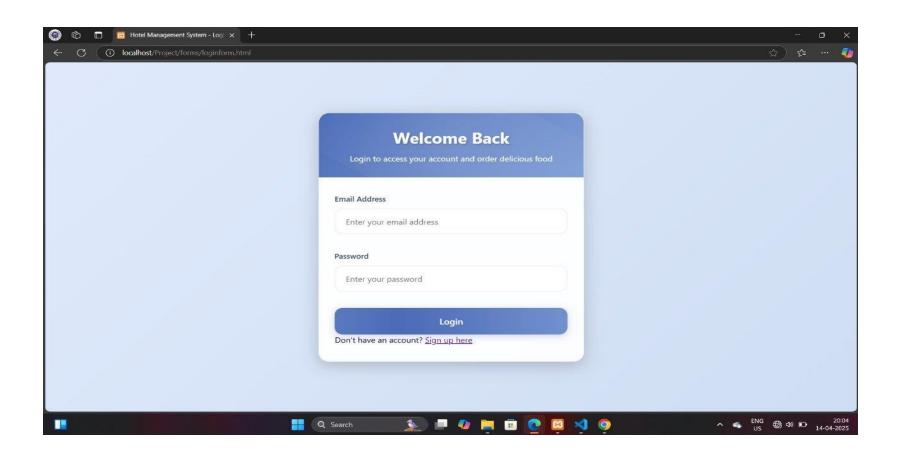
HOME PAGE



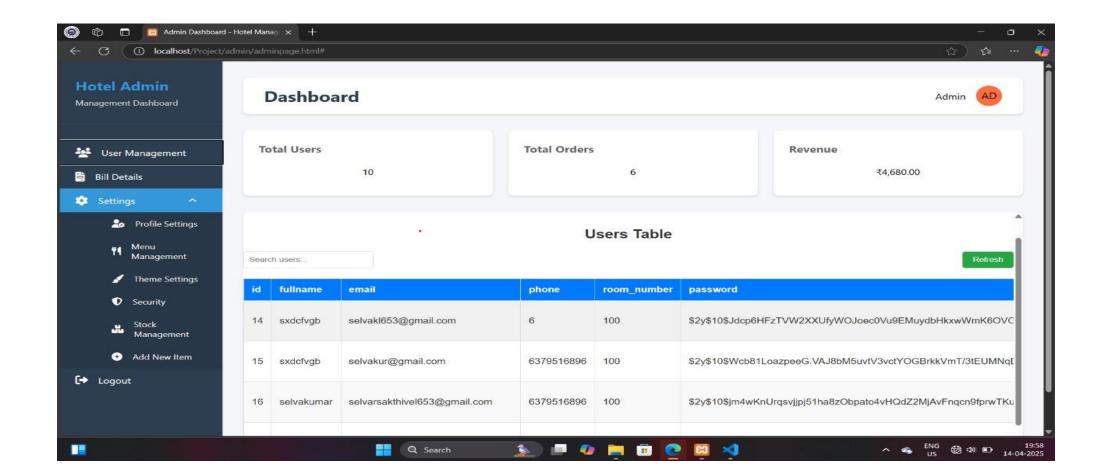
SIGN UP PAGE



LOGIN PAGE



DASHBOARD



Features in the UI

Interactive Digital Menu

- ► Categorized menu (Starters, Main Course, Desserts, Beverages)
- ► High-quality images and item descriptions
- Dietary tags (Vegan, Gluten-Free, Spicy, etc.)

Search & Filter Options

- Keyword search
- Filter by price, dietary preference, or popularity

Real-Time Order Customization

- Option to add/remove ingredients
- ► Choose portion sizes or spice level

Add to Cart & Modify Cart

- Easy cart review
- Update quantity or remove items
- or international guests



- Display estimated wait time per item or full order
- ▶ Room Service Integration
- Room number selection (auto-detected or manually entered)
- Scheduled delivery option
- Multi-language Support
- Language selector for international guests
- Secure Payment Integration
- Pay by room charge, card, or digital wallets
- Order Tracking
- Live status updates (Preparing, Ready, On the Way)
- Order History
- View past orders for re-ordering convenience
- Rating & Feedback
- Option to rate food and service after order completion

Scope

- Digital Menu Display
- ► Categorized food items (e.g., Starters, Main Course, Beverages, Desserts)
- Images and descriptions
- ▶ Real-time availability (e.g., out-of-stock items hidden or marked)
- Guest Ordering Interface
- Room number or table number input
- Multi-language support
- Customizable orders (e.g., "no onions", "extra spicy")
- Kitchen Display System (KDS)
- Incoming orders shown by room/table
- Status updates: Pending → Preparing → Ready → Served
- Order Tracking for Guests
- Visual tracker for order status
- Estimated preparation and delivery time

Conclusion

- - Streamlined Ordering Process:
 The system significantly simplifies and automates the food ordering process, improving accuracy and reducing manual errors.
- **Enhanced Customer Experience:**
 - Guests enjoy a faster, more personalized, and convenient way to browse the menu and place orders from their rooms or tables.
- Operational Efficiency:
 - Staff workload is reduced, order tracking becomes easier, and kitchen operations are better coordinated, leading to faster service.
- Real-Time Updates:
 - Menu changes, availability of items, and special offers can be updated in real-time, ensuring customers always get the latest options.
- Data Collection and Insights:
 - The system gathers useful data on customer preferences, peak hours, and popular dishes, enabling better decision-making and marketing strategies.

THANK YOU!