

ONLINE FOOD ORDERING SYSTEM

Title:

Online Food Ordering System(e.g. Zomato & Swiggy) - Database for keeping the record of the customers and the orders placed by them from various different shops.

Objective / Scope of Database:

It is a platform which helps the customers to order food online from the shops that are located within their region (pin code) and report any issue if the customer is not satisfied with the order. The customer can choose from the listed shops, and get food delivered at the doorstep. Main idea is to enable a vision of good food to for more people.

Our basic purpose task is to keep track of the information about all the food items provided by the shops and the customers. The main objective of the project is to use the data retrieved from the queries for the analysis purpose.

Entities Involved :

- Customers
- Employees
- Delivery staff
- Shops
- Food
- Order
- Cart
- Payment
- Feedback
- Pending Order
- Pending Payment

Database Description :

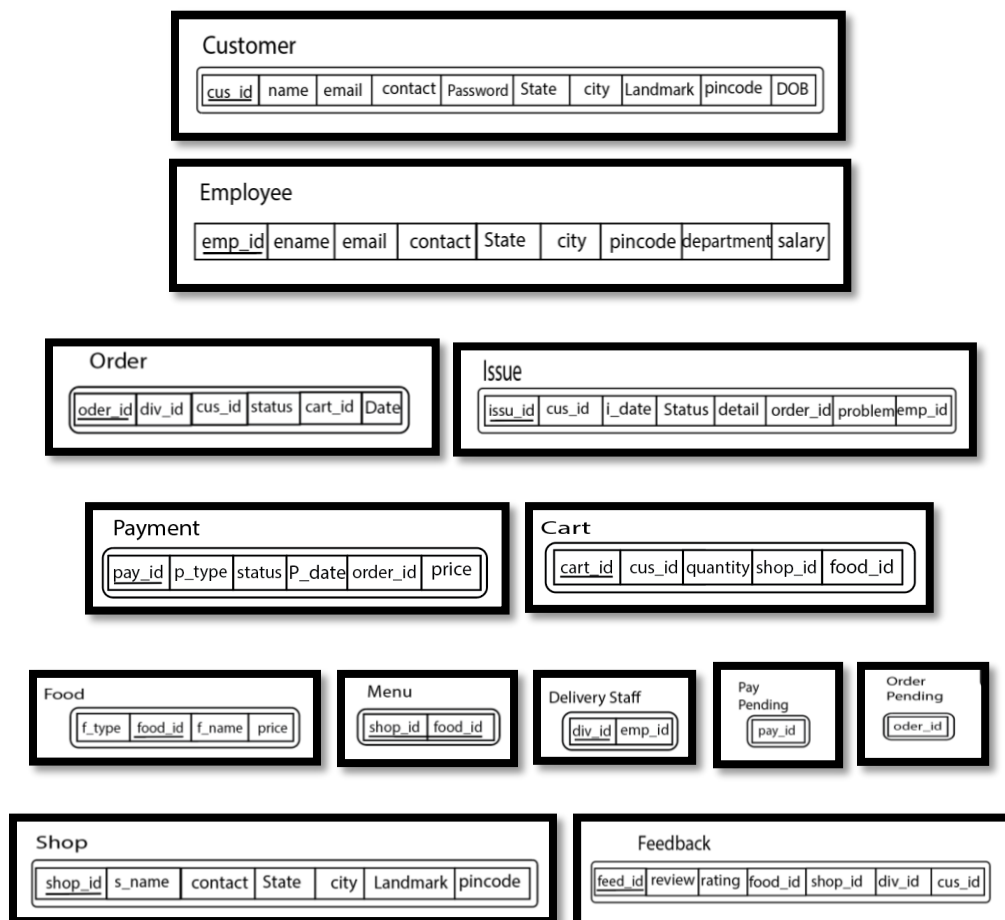
- In this model 4 cities of Gujarat are selected [namely Surat, Rajkot, Ahemdabad, Vadodara] and within that some regions of specific pincodes where the service is being provided.
 - There are various departments like HR, Delivery, Tech Support, Finance and each employee belongs to one of these department having different salary accordingly.
 - Each Delivery staff is allocated a particular area for service.
 - There are around 4 - 5 shops in a particular area which offer different types of food.
 - Food generally belongs to one of these category (Beverages, Desert, Main Course, Snacks And Chats).
 - There are 2 modes of payment i.e COD and Online Mode.
 - If the customer not satisfied with the food or the service, they can rate them out of 5 and can also file the complaint.
 - Issue filed by the customer can either be under process or can be solved.
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- ✓ Each customer has unique id, name, address contact number, email and Date of birth.
 - ✓ Each shop has shop_id, name, address, contact number, and menu. Each shop must have no more than one menu.
 - ✓ Each employees will have unique employee id, name, department, salary, email, address and contact number.
 - ✓ Each food contains its type, unique Id , name and its price.
 - ✓ Each Cart will have cart_id , quantity that is to be ordered and it is associated with customer, shop and food.
 - ✓ Payment has a pay_id, type, status, amount and it is associated with customer and the order .
 - ✓ Order contains the details about customer, cart, delivery, and have its own status, date and an unique id.
 - ✓ feedback has the information about the rating and the review given by each customer related to the employee working in the delivery department and food that is being served to them.
 - ✓ Each customer cannot have more than a cart associated with its unique Id.
 - ✓ Each consumer can order from one shop only at a time in a single order.
 - ✓ Employee working in the delivery department is associated with the area by the city and its pin code, many delivery staff can be given a particular area but no more than one area can be given to one staff.
 - ✓ If the new employee is hired in the delivery department it will be automatically added to the delivery staff table.
 - ✓ After the order is delivered to the customer and the payment is made the customer is free to be deleted.
 - ✓ Initially when the customer orders from the shop the entry will be moved to order pending and unless the payment is done by the customer the order status will not be changed to delivered.
 - ✓ customer can file only one complaint and give feedback against only one order id.
 - ✓ As soon as the order is made by the customer it will directly come to the order pending list and unless it is delivered it cannot be deleted from the order table.

- ✓ Each customer can order from the nearby shops only ie. within their own area.
- ✓ Shops can have any number of food items in the menu.

Various check constraints of the attributes :

- Customer's Id ,email should be unique and contact should start from 6,7,8 or 9.
- Employee's Id, email, contact number should be unique.
- Order status will be either pending or delivered.
- Payment can be made either by COD or online mode.
- Feedback rating cannot be more than 5.
- Various constraints in Issue are status can be either solved or under process and problem can be from any one of them delivery, food, payment

Various attributes of the Entities



Requirements In short:

- ✓ Each Customer cannot have more than one cart.
- ✓ Each cart can place only one order at a time.
- ✓ Delivery staff can serve only the customer of their area.
- ✓ Shop can have only one menu with it.
- ✓ Each customer can have order from only one shop..
- ✓ Payment can be done only ones for a particular order id.
- ✓ Customer can rate only ones for the given order
- ✓ Until the payment is pending the order status cannot be changed to delivered.

Queries that the database can answer:

- ✓ Retrieve the details of the customer who ordered in a [particular month].
- ✓ Retrieve the details of the shops who have served the customer till now.
- ✓ Count the number of complaints made for each problem.
- ✓ Count the number of orders placed by each customer.
- ✓ Retrieve the details of the employee who have the salary greater than the average salary of all the employees.
- ✓ Retrieve the details of the employee who have the salary greater than the average salary of all the employees of that department.
- ✓ Calculate the average salary of all the department.
- ✓ Select the food item that are in demand in a [particular week of particular month]
- ✓ List all the customers who have not ordered anything till now .
- ✓ Retrieve the names of the top 3 shops on the basis of number of orders received by them.
- ✓ Select all the customers and the total payments done by them.
- ✓ List the employees who got the rating greater than 4
- ✓ List the customers who have not made any order till now .
- ✓ List the food items and their count that how many times it has been ordered
- ✓ List of shops who served all the food items.
- ✓ Count the total number of employees in each department
- ✓ List of all the customers who made payment through COD
- ✓ Retrieve the details of the employee who have their issue status as pending.
- ✓ List the details of the shops and the customers who have served the customers older than 25 years.
- ✓ Retrieve customer name, food name and the shop from which the customer had placed the order.
- ✓ List the shop who serves all the types of beverages.