

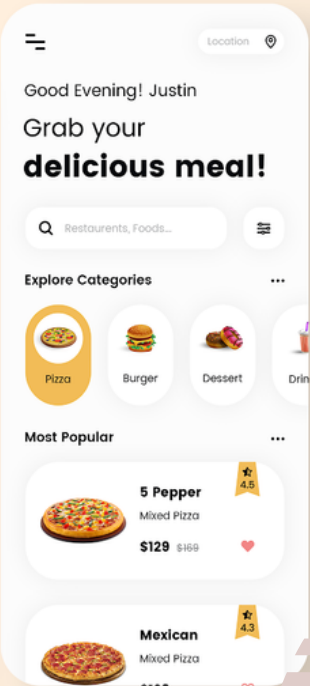


TSM DEV TEAM

NOVEMBER 2023

Hello,  
**Justin**

Home  
My Cart  
Order History  
Enter Promo Code  
Wallet  
Favorites  
AQs  
Support



# Cloud Kitchen App

Project Specifications and Financial Forecast for Salford & Co.

**ARRANGED BY**

TSM Dev Team

**REVIEWED BY**

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# Project Objective

The goal of this project is to develop a user-friendly and efficient food ordering application that enhances the overall dining experience for customers by providing a seamless and convenient way to order food from various restaurants

Key Features:

## **1. User Registration and Profiles:**

- Users can create accounts and customise profiles.
- Profile information includes preferences, delivery addresses, and payment details for a personalised experience.

## **2. Restaurant Listings:**

- Display a comprehensive list of partner restaurants with details such as cuisine type, ratings, and reviews.
- Users can explore menus and promotions offered by each restaurant.

## **3. Menu Browsing and Customisation:**

- Intuitive menu navigation for users to easily browse through available dishes.
- Customisation options for food items to accommodate individual preferences or dietary restrictions.

## **4. Order Placement:**

- Users can place orders directly through the app, selecting items from the menu.
- Integration of a secure payment system for online transactions.

## **5. Real-time Order Tracking:**

- Provide real-time tracking of orders, allowing users to monitor the status of their delivery or pickup.

## **6. Push Notifications:**

- Implement push notifications to keep users informed about order confirmation, estimated delivery times, and special promotions.

## **7. User Feedback and Ratings:**

- Enable users to leave feedback and ratings for both restaurants and delivery services to enhance transparency and assist other users in making informed decisions.

## **8. Discounts and Loyalty Programs:**

- Incorporate discount codes, promotional offers, and loyalty programs to encourage user retention and frequent usage.

## **9. Customer Support:**

- Implement a responsive customer support system to address queries, concerns, and issues promptly.

## **10. Security and Data Privacy:**

- Prioritise the security of user data, including personal information and payment details, through robust encryption and secure protocols

# Features

- **NEAREST BRANCH FINDING:** In mobile application, as the user will login after registration, by using geo location service identify the user's current location. There will be two options, by all location of the branch of the restaurant, will automatically set the nearest branch. As users change their location, the nearest branch will change accordingly. If anyone change their location or address manually for delivery change, then also the nearest branch will be change. If there are no branch then it will show as alert.
- **PERSONALISED MENU ITEMS:** Use AI and machine learning to provide personalized menu item recommendations based on the user's order history and preferences. This list will show on a tab beside the main menu showing tab. By this way user can access favorite food menu more easily.
- **SET SPECIFIC DELIVERY TIME:** User can set any specific date and time for reducing the wait time or load at the time of delivery. User can give order at any time of a day for maximum any time of next day.

- **VIRTUAL QUEUE SYSTEM(OPTIONAL):** After submitting the order, such users who want to pick up the items from the restaurant by themselves, they can join the virtual queue system. The app provides real-time updates on the user's queue position. If there are delays or changes in order readiness, users receive notifications to adjust their arrival time. When users arrive at the store, they check in through the app to confirm their presence and signal to the store staff that they are ready to pick up their order. Once the order is prepared, the app notifies the user that their order is ready for pickup. This can include a unique order number or QR code.
- **CHAT WITH CUSTOMER CARE:** As same like other food delivery application.
- **TRACK DELIVERY BOY:** As same like other food delivery, but also there will be an option like geo fencing and alert system. As user submit the order from a particular address by geo fence is set up around the customer's delivery location (usually their home or another specified address).

- As the delivery driver approaches the geo fence, the system detects their proximity to the customer. When the delivery driver enters the predefined geo fence around the delivery location, the system triggers an alert or notification to both the driver and the customer. The alert can be sent through the app and may include a message like "Your driver is now nearby, please be ready to receive your order."
- **GIVE RATING AND FEEDBACK:** As same like other food delivery application.

# Outlet

# Features

## **1. Dashboard:**

- Outlet-specific overview of statistics.
- Quick access to key functionalities.

## **2. Menu Management:**

- Customise the menu for the specific outlet.
- Set availability times for menu items.

## **3. Order Management:**

- Receive and manage incoming orders.
- Update order status and communicate with customers.

## **4. Coupon and Offer Management:**

- Apply and manage outlet-specific coupons.
- Create special offers for the outlet.

## **5. Reporting:**

- View reports on outlet performance.
- Monitor sales trends and customer preferences.

## **6. Settings:**

- Configure outlet-specific settings.
- Manage notification preferences.



## Admin

# Features

### **1. Dashboard:**

- Overview of system statistics (total orders, revenue, active users, etc.).
- Quick access to key functionalities.

### **2. User Management:**

- Add, edit, and delete user accounts.
- View user activity and history.

### **3. Outlet Management:**

- Add, edit, and deactivate outlets.
- Monitor outlet performance and analytics.

### **4. Menu Management:**

- Add, edit, and remove menu items.
- Categorise menu items.
- Set prices, descriptions, and images for each item.

### **5. Order Management:**

- View real-time order status.
- Monitor order history.
- Handle customer complaints and refunds.

# Features

### **6. Coupon and Offer Management:**

- Create and manage coupons with various types (percentage discount, fixed amount, buy one get one free, etc.).
- Set coupon validity periods.
- Monitor coupon usage and effectiveness.
- Create time-limited offers and promotions.

### **7. Reporting and Analytics:**

- Generate reports on sales, user behavior, and outlet performance.
- Analyze data to make informed business decisions.

### **8. Settings:**

- Configure system settings (currency, time zone, etc.).
- Manage notification preferences.

Development

# Workforce

Work	Time(Hours)
UI/UX design selection	6
Mobile App Design	XXXXXX (Depend on UI/UX)
App Functionalities	176
Google Map API R&d	16
API Creation	180
API Integration	40
Outlet Admin Panel	160
Admin Panel	82
Super Admin Panel	50
App Logger and Monitoring System	21

1 Flutter Developer  
1 Laravel Developer

