**ONLINE RESTAURANT MANAGEMENT SYSTEM**

**ABSTRACT:**

Online Restaurant management system is the system for managing the restaurant business. The main point of developing this system is to help restaurant administrator manage the restaurant business and help customer for online ordering and reserve table. In proposed system user can search for a menu according to his choice i.e. according to price range and category of food and later he can order a meal. The website includes customer registration, customer login page, admin login page, table reservation, food orders, payment , support and help and feedback form.

This website is for a particular restaurant which enables the customer to book orders and reserve tables in the restaurant. Firstly, the customer needs to register in the website which will direct him/her to the login page. After successful login, the customer can access the menu page with the items listed according to the desired time. This system will also contain an admin login page for the admin to add or delete food items and make changes in table reservations. Payment can be done using gpay/phonepe/netbanking. Refund can be made if the customer cancels the order within the stipulated time. After successful payment, the system will generate a e-receipt which should be shown on the day of arrival. For details and queries, customer can visit the support section and contact the restaurant. Based on food or everything about the restaurant, customer can send any suggestion or comment to the restaurant with feedback form. From this form the restaurant will know their weaknesses and strengths.

Advantages of this system are, it will minimize the number of employees at the back of the counter. The system will help to reduce the cost of labour. The system will be less probable to make mistake, since it’s a machine. This will avoid long queues at the counter due to the speed of execution and number of optimum screens to accommodate the maximum throughput.

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