**RRMD**

**ABSTRACT:**

This system is utilized to assist a client with getting the best delivery service from a restaurant. This system enables the client to investigate a restaurant’s delivery service with various audits and rating appraised by different clients and for his straightforwardness the system demonstrates the general normal rating of that restaurant. The System likewise enables clients to review review the registered restaurant based on their own individual experiences. The Users part is to look out for a restaurant, utilizing every one of the assets offered by the system in finding the best restaurant and give his review. The User is additionally permitted to give his criticism. The Admin is capable to include, refresh or erase an item while including seller’s data also and in like manner see clients and their feedback. The admin is also in charge or rating each restaurant based on Client’s review.

**CHAPTER ONE**

**INTRODUCTION**

1. **BACKGROUND OF STUDY**

**Online reviews are transforming the way consumers**choose products and services: We turn to TripAdvisor to plan a vacation and Zocdoc to find a doctor. Review systems play a central role in online marketplaces such as Amazon and Airbnb as well.

Managed well, an online review system creates value for buyers and sellers alike. Trustworthy systems can give customers the confidence they need to buy a relatively unknown product, whether a new book or dinner at a local restaurant. For example, ratings allow Uber to remove poorly performing drivers from its service, and they can give producers of consumer goods guidance for improving their offerings.

But for every thriving review system, many others are barren, attracting neither reviewers nor other users. And some amass many reviews but fail to build consumers’ trust in their informativeness.

The Meal Delivery System is one of the latest servicers most fast-Food restaurants in the western world are adopting. With this method, Meal is ordered online and delivered to the customer. This is made possible through the use of electronic payment system. Customers pay with their credit cards, although credit card customers can be served even before they make payment either through cash or cheque. So, the system designed in this project will enable customers go online and place order for their Meal.

Due to the great increase in the awareness of internet and the technologies associated with it, several opportunities are coming up on the web. So many businesses and companies now venture into their business with ease because of the internet. One of such business that the internet introduced is an online Meal Delivery System. In today’s age of fast Meal and take out, many restaurants have chosen to focus on quick preparation and speedy delivery of orders rather than offering a rich dining experience. Until recently, most of this delivery orders were placed over the phone, but there are many disadvantages to this system.

It is possible for anybody to order any goods via the internet and have the goods delivered at his/her doorsteps. But while trying to discuss the transfer method of the goods and services, attention is focused on the payment mode. In other words, how possible is it to pay for goods and services via the internet? This then leads to the discussion of the economic consequences of digital cash. What are the implementations from the view point of economic? Since the world is fast becoming a global village, the necessary tool for this process is communication of which telecommunication is a key player. A major breakthrough is the wireless telephone system which comes in either fixed wireless telephone lines or the Global System of Mobile communication (GSM).

What I propose is a restaurant review based on meal delivery system. The main advantage of this system is that it greatly gives customers the opportunity to know which restaurant offers the best service when it comes to meal delivery. The system also greatly lightens the load on the customer’s end, as the entire process of having bad/poor delivery service is eliminated.

1. **STATEMENT OF PROBLEM**

As industries are fast expanding, people are seeking for more ways to purchase products with much ease and still maintain cost effectiveness. The vendors need to purchase the products in order to sell to end users. The manual method of going to their local Meal sales outlets to purchase Meal is becoming obsolete and more tasking. Meal can be ordered through the internet and payment made without going to the restaurant or the Meal vendor. Therefore, a system that enables customers know the best restaurant to order for food from is important. Reading a few reviews about a restaurant may present a biased idea about the restaurant. For this system, there will be a system administrator who will have to register restaurants and give them ratings based on the reviews given.

1. **OBJECTIVES OF STUDY**

This study lays out a framework for a new system to be developed and brought to the market for maximum use and to create an avenue through the web where users can log on to our server and make a selection of whatever Restaurant they like and subsequently get contact detail of the restaurant from the internet. The following are the objectives this would bring:

* 1. The home page of this web interfile provides an avenue where customers will be able to gather more and reliable information about what the Restaurants are into and where they are located.
  2. The products and services offered would provide the customers with all the different categories of available products that they can choose and select from.
  3. It will also help restaurants know their flaws and work on them for a better customer service.

1. **SCOPE OF STUDY**

A system that collects reviews from the users about a certain restaurant and prevents others from going through bad experiences

The following things are among other things that are discussed and what the software would handle:

* About the Restaurant company
* The Restaurant and the services offered there
* Comment Section

1. **SIGNIFICANCE OF STUDY**

In view of the rapid development of computer technology in almost all the fields of operation and its use in relation to information management, it has become important to look into the development of restaurant review system for restaurants to meet up with demands of the customers. Therefore, the system will help customers and management to:

1. Advertise available Meals in their company
2. Eliminate the flaws in the present system
3. Keep track of how satisfied their customers are

**1.6** **LIMITATIONS**

Due to time and financial constraints, the software that is developed covers only the aspect of taking Restaurant reviews.

**1.7** **DEFINITION OF TERMS**

**MEAL:** Any nutritious substance that people or animals eat or drink, or that plantabsorbs, in order to maintain life and growth.

**ONLINE MEAL ORDERING:** Online Meal ordering services are websites that feature interactive menus allowing customers to place orders with local restaurants and Meal cooperatives.

**ORDERING SYSTEM:** This is referred to as a set of detailed methods that isbeing used in handling the ordering process.

**RESTAURANT:** (eating place) is a place where meals and drinks are sold andserved to customers.

**CUSTOMER:** Sometimes known as a client, buyer, or purchaser) is the recipientof goods, services, products or idea obtained from a seller, vendor, or supplier for a monetary or other valuable consideration.

**TECHNOLOGY:** It is the study of techniques or process of mobilizing resources(such as information) for accomplishing objectives that benefit man and his environment.

**HAMBURGERS:** A hamburger is a sandwich consisting of a cooked patty ofground meat usually placed inside a sliced hamburger bun.

**SHAWARMA:** Shawarma is a Levantine Arab meat preparation, where lamb,chicken, turkey, beef, veal, or mixed meats are placed on a spit, and may be grilled for as long as a day.

**BEEF:** Beef is the culinary name for meat from bovines, especially cattle. Beefcan be harvested from cows, bulls, heifers or steers. Beef muscle meat can be cut into steak, roasts or short ribs.

**CHAPTER TWO**

**LITERATURE REVIEW**

**2.1** **INTRODUCTION**

An ordering system is referred to as a set of detail methods that is being used in handling the ordering process. Meal ordering can be computerized or done manually. A Restaurant Review system is one that gives an open room for clients to put positive or negative comments on a restaurant based on how well or how poorly they have been served.

**2.2** **REVIEW SYSTEM**

A **review system** is a method for empowering your customers to share their opinions and experiences about your product or service while organizing and displaying the end result publicly. By leveraging this content, you will be able to improve your product, increase sales, and build trust in your brand.

**2.3 RESTAURANT RATING**

Product ranting provides benefits for both consumers and firms. At the consumer’s side, good product rating improves the consumers shopping experience. On the other hand, firms can perform analysis to get customer perception and improvements regarding their products based on product reviews or market feedback. According to Sorokina et al. (2016) improving relevance rating influence the shopping experience of millions of consumers and significantly impact revenue at Amazon e-commerce.

Rating scales are widely used by researchers to measure people's attitudes toward a variety of stimuli such as products, services, institutions, people and advertisements. For a rating scale to be a useful measuring device it must be objective. Unfortunately, responses to rating scales can be affected by many different factors. As far back as 1951, Stanley Payne, in his classic book, The Art of Asking Questions, pointed out many problems in constructing questions that are understood in the same way by all respondents. His book provides a "rogues's gallery of problem words, with case histories" (Payne, 2001, pp. 158-176).

Many other books have been written which summarize and discuss many of the problems in constructing surveys that are relatively free of measurement errors.

1. **CUSTOMER FEEDBACK**

customer feedback is any information that comes directly from your company’s customers. This information conveys these customers’ thoughts, feelings, satisfaction levels, or opinions about your product, service, or brand.

**What are the types of customer feedback?**Technology has expanded the ways in which feedback is generated, captured, and collected. Now, customers can share their feedback using various platforms and channels, such as:

* [Online reviews](https://www.reviewtrackers.com/guides/online-reviews/) and ratings
* Social media comments
* Customer satisfaction surveys
* Emails and phone calls
* Comment cards
* Focus group discussions
* Customer interviews and roundtables
* Usability tests

A customer feedback system — which these days usually takes the form of a software product or application — helps businesses manage what customers are saying on multiple feedback platforms and channels, as well as gain data-driven insights essential to improving overall customer experience.

Customer feedback software and systems also help organizations, from the C-suite to frontline employees, understand their customers better, more easily measure customer satisfaction, learn [how to build customer loyalty](https://www.reviewtrackers.com/blog/how-to-build-customer-loyalty/), and make a digital transformation.

**2.5 Review Requests and Review Generation**

With [customer reviews](https://www.reviewtrackers.com/reports/customer-reviews-stats/) and ratings exerting a huge influence on consumer behavior, a number of customer feedback software products offer review generation features.

This allows businesses to engage with and reach out to their biggest advocates and brand promoters, so that they can generate more 5-star reviews and improve their presence and visibility on [business review sites](https://www.reviewtrackers.com/guides/business-review-sites/) and across the Web.

Reviews aren’t just a source of reputational data. They are also a vital source of customer feedback, allowing businesses to identify customer experience trends and reveal common pain points.

**CHAPTER 3**

**METHODOLOGY AND SYSTEM ANALYSIS**

**3.1 RESEARCH METHODOLOGY**

Research methodology has many research dimensions and methods. The scope of research methodology is wider than research method. This is mainly adopted by the researcher in undertaking this research. Methodology is the underlying principles and rules that govern a system method, on the other hand it is a systematic procedure for a set of activities. Thus, from these definitions a methodology encompasses the methods used within a study.

A waterfall model under the software development life cycle (SDLC) is the methodology used to produce the online Meal Delivery System and the customer self-ordering system. It is used by system developers to produce or alter information systems or software.

It divides the development process into several stages or processes. After the completion of one stage, it will logically move to another stage. Sometimes moving back to the previous stage is necessary due to failure that occurs in current stage.

System design methods are a discipline within the software development industry which seeks to provide a framework for activity and the capture, storage, transformation and dissemination of information so as to enable the economic development of computer systems that are fit for purpose.

**3.2** **METHODS OF DATA COLLECTION**

Although there are various methods of data collection, the researcher chose the two main sources of data collection in carrying out their study. They are:

1. Primary source

2. Secondary source

The primary source refers to the sources of collecting original data in which the researcher made use of empirical approach such as personal interview.

The secondary sources of data for this kind of project cannot be over emphasized. The secondary data were obtained by the researcher from magazines, journals, newspapers and library source.

**3.2.1 ORAL INTERVIEW**

The interview method of data collection can be defined as a systematic way of collecting data or information from a respondent through asking questions directly from the respondent and also collecting information with the aim of facilitating understanding. The oral interview was done between the researcher and the management of staff of FOS\_DB FAST MEAL, Awake. Reliable facts were gotten based on the questions posed to the staff by the researcher which help the researcher in starting the work and also helped in the area of solution presentation of the new design.

**3.2.2 STUDY OF MANUALS**

Manuals and report based on fast Meal services were obtained and studied and a lot of information concerning the system to be produced was obtained.

**3.2.3 EVALUATION OF FORMS**

Some forms that are necessary and available were accessed. These includes the restaurant menu fast Meal order form, payment receipts etc. these forms helped in the design of the new system.

**3.3 ANALYSIS OF EXISTING SYSTEM**

Throughout the system analysis, an in-depth, study of end-user information is conducted, for producing functional requirement of the proposed system. Data about the existing ordering system is collected through several fact-finding techniques such as website visit and document review, at the beginning of this stage. The data collected facilities information required during detailed analysis. A study on the current system is performed based on the collected data. As a result, user requirement of the proposed system is determined. At the end of this stage, requirement specification is produced as deliverable.

**3.4 PROBLEMS OF EXISTING SYSTEM**

Restaurants often spend a great deal of time marketing their Services and they’re still not attracting the number of customers that they would like, the cause could be a range of potential problems. However, they may not be as obvious as an elephant in the room, such as bad delivery service.

When looking for a restaurant to deliver a meal, most customers are searching for what makes the service of that particular restaurant unique and not how beautiful their website or store looks. The fact that a restaurant is popular does not make it the best. In other words, they’re looking for a restaurant that can make their meal better in some way.

If you’re concerned that your customers don’t understand the value of your meal, then you might need to look more closely at your marketing messages.

Review your item and describe your products from the point of view of the customer, with their needs in mind. Try to look at your meal delivery service from the perspective of a first-time customer and ask yourself whether the advantages of what you’re offering are clear. Even the smallest tweaks can have the biggest impact when it comes to communicating your value to your customer.

An average number of people read reviews before making an order online. Customer reviews are one of the most trusted forms of advertising, as people typically love hearing the opinions of others.

* 88% have read reviews to determine the quality of a local business (vs. 85% in 2013)
* 39% read reviews on a regular basis (vs. 32% in 2013)
* Only 12% do not read reviews (vs. 15% in 2013)

Reviews not only help buyers make purchasing decisions, but they’re also a great way to grow traffic and boost conversions as well. Every review feeds Google’s algorithm, so your business will be climbing the rankings.

**3.5 OBJECTIVES OF THE PROPOSED SYSTEM**

Restaurant Review based on Meal Delivery is a system that enables people to post reviews about the meal delivery service of different restaurants to let the world know how a particular restaurant has served them or how good a used product is.

1. **3.6. JUSTIFICATION FOR THE NEW SYSTEM**.

It is the purpose of the new system to address all the problems plaguing the present system. This system will help restaurants get noticed, lead to more sales, improve search engine rankings, inform your business, and convince customers to pick up the phone and call you.. It will make use of PhP-MYSQL.

The proposed system will also have some other features such as:

* **Business Insights**

Gives an overview of your business online reputation which includes listings, ratings, reviews, and rankings with your competitors.

### **Business Evaluation**

The ability to see real-time reviews from Google & Facebook within seconds and other review sites within hours so you can focus on resolutions quickly.

### **Competitive Data**

Detailed reports on the competition and how they are ranking.

### **Fully Customizable Data**

Place the data that is most important to you in custom detailed reports.

### **Review Tracking**

See what your customers are saying on the most important review sites.

**CHAPTER FOUR**

**SYSTEM DESIGN, IMPLEMENTATION AND TESTING**

**4.1 DESIGN STANDARD**

The system is designed with several interaction cues on each web page that makes up the web application (RRMD). These cues are well-defined such as to make several functionalities that the application exposes to collect, process and output data. Access to these functionalities is made possible by the well-designed user interface which embodies several technologies.

**4.2 OUTPUT SPECIFICATION.**

The system is designed in such a way that it efficiently provides output to the user promptly and in a well-organized manner. The format for the several output are made available on the output web pages.

**4.3 INPUT SPECIFICATION.**

The system is designed to accept several input details efficiently through input forms and user clicks. The data captured through the user keystrokes and clicks are received by specific modules on the system and relayed to the back-end of the system for processing.

**4.4 DATABASE SPECIFICATION.**

The database system used to implement the back-end of the system is MySql. Access to the system was made possible by a graphical interface (phpMyadmin). The database name is restaurantreview and the structure of the data tables in the database are as follows:

1. Restaurantlocation
2. Restaurants
3. Users

**Restaurantlocation**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Type** | **Null** | **Primary** |
| Id | Int(1) | No | Yes |
| Name | Varchar(100) | No |  |
| Cat\_Slug | Varchar(150) | No |  |

**Restaurants**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Type** | **Null** | **Primary** |
| Id | Int(11) | No | Yes |
| Category\_id | Int(11) | No |  |
| Name | Text | No |  |
| Description | Text | No |  |
| slug | Varchar(200) | No |  |
| Rating | Varchar(200) | No |  |
| Photo | Varchar(200) | No |  |
| Date\_view | Date | No |  |
| counter | Int(11) | No |  |

**USERS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Type** | **Null** | **Primary** |
| Id | Int(11) | No | Yes |
| Email | Varchar(200) | No |  |
| Password | Varchar(200) | No |  |
| Type | Int(1) | No |  |
| Firstname | Varchar(50) | No |  |
| Lastname | Varchar(50) | No |  |
| Address | Text | No |  |
| Contact\_info | Varchar(100) | No |  |
| Photo | Varchar(200) | No |  |
| Status | Int(1) | No |  |
| Activate\_code | Varchar(15) | No |  |
| Reset\_code | Varchar(15) | No |  |
| Created\_on | date | No |  |

**4.5 CHOICE OF PROGRAMMING LANGUAGE**

So many programming languages were put into consideration in the cause of designing this software. A lot of factors were also considered which includes the online database access, data transmission via networks, online database retrieval, online data capture, multi user network access database security, etc.

The database system used to implement the back-end of this system is MySql. MySql database is a robust database that can guarantee database integrity, database protection and accommodate large database. Access to the system was made possible by a graphical interface (phpMyAdmin). The phpMyadmin is very user friendly and can be modified programmatically.

**4.6 SYSTEM REQUIREMENT**

Computer system is made up of units that are put together to work as one in order to achieve a common goal. The requirements for the implementation of the new system are:

 The Hardware

 The Software

**Software Requirement**

For the effective implementation of the new system, the following software has to be installed on the computer

Windows Xp, Windows 7 or Vista

* MySql
* PhpMyadmin
* Xampp server

**Hardware Requirements**

* 1GB RAM and above
* 40GB HD and above
* Keyboard
* Intel Pentium
* Mouse

**CHAPTER FIVE**

**SUMMARY, CONCLUSION AND RECOMMENDATIONS**

**5.1 SUMMARY**

At the end of this project work, I was able to design and develop software that can successfully handle taking online reviews for restaurants, based on meal delivery.

**5.2 CONCLUSION**

The development of the restaurant review system involved many phases. The approach used is a top-down one concentrating on *what* first, then *how* and moving to successive levels of details.

The first phase started with a detailed study of the problems and prospects of ordering meals. In the course of this study, many problems were discovered to have hindered the effectiveness of the existing manual system. These problems, information needs and activities were documented and later used as the basis for system design, which immediately followed the first phase. The design phase was concerned primarily with the specification of the system elements in manner that best met the organization’s business needs.

During this phase, strict adherence was made on proven software engineering principles and practices. To implement this design, a computer program was then written and tested in phpMyadmin environment.

It is hoped that effective implementation of this software product would eliminate many problems discovered during systems investigation.

**5.3 RECOMMENDATIONS**

It is known that for any meaningful computer based information management to be integrated into any organization, proper training and orientation has to be given both to the staff and management. Proper training should be given to the data entry staff on how to handle the computer hardware especially during backup processes. In particular, electronic storage media are usually sensitive to change in temperature or pressure and as such, data can be lost very easily. The staff should also be highlighted on the need and advantage of the system and how it will equally assist them in their various field of work. They should also be informed of the cost of maintaining this new system so that they will handle it with all carefulness. Training materials should not be presented in formal way but with procedures like policies and form etc, they should be circulated to the personnel. This will at the end generate appreciation and needed interest to operate the system.

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