**1. Requirement Gathering & Analysis**

**Goal:**

To deeply understand what the **client**, **users**, and other stakeholders expect from the food ordering website. This stage sets the foundation for the entire project, ensuring the website delivers the right features and functionality.

**Activities in Detail:**

**a. Identify Key Features**

This step involves brainstorming and listing out all the **core functionalities** the website should offer for different types of users.

**For Customers:**

* User Registration and Login
* Browse Restaurant Menus
* Add Items to Cart
* Apply Coupons or Offers
* Place Orders & Make Online Payments
* Track Orders
* Give Feedback or Rate Food/Service

**For Admins:**

* Manage Menu (Add/Edit/Delete food items)
* Track Orders
* Manage Users and Restaurants
* View Reports & Analytics
* Respond to Feedback

**For Delivery Agents (optional panel):**

* Accept Delivery Assignments
* Navigate to Customer Location
* Mark Orders as Delivered

**b. Meet Stakeholders**

Meetings are conducted with all parties who are affected by or will use the system.

**Stakeholders may include:**

* **Restaurant Owners/Managers** – to understand how they want to manage orders and menu items.
* **End Users (Customers)** – to learn about their expectations, preferred ordering methods, and ease of use.
* **Delivery Partners** – to identify how orders will be delivered and how tracking might work.
* **Project Managers or Business Analysts** – to ensure the business side and tech side are aligned.

Discussions may cover:

* What problems they face in current systems
* What features would improve their experience
* Expected order volumes and peak times
* Budget and timeline expectations

**c. Document Business Goals & Technical Requirements**

Once the requirements are collected, they’re documented clearly in a **Requirements Specification Document (RSD)** or **Business Requirements Document (BRD)**.

**This document includes:**

* Business goals (e.g., “Streamline food delivery in local areas,” or “Allow multi-restaurant ordering”)
* Functional Requirements (e.g., “Users should be able to pay via UPI/credit card,” or “The admin should be able to generate weekly order reports”)
* Non-Functional Requirements (e.g., “The site should load under 3 seconds,” or “It must support at least 10,000 users concurrently”)
* Security needs (e.g., “Customer data must be encrypted,” or “Implement OTP verification for delivery”)

This document acts as a **blueprint** for designers, developers, and testers in the next stages.

**Why this phase is important:**

* It avoids **confusion later** in the project.
* It ensures that the **final website meets user needs**.
* It helps in estimating **cost, time, and required resources**.
* It sets a clear **direction and expectations** for everyone involved.