

Palestine Technical University – Kadoorie

College of Engineering and Technology

Department of Computer Systems Engineering

Course name:

Software Engineering

Project title:

**RESTAURANT’S ONLINE ORDERING WEBSITE**

By:

Abdullah Noor – 202110194 – Section 1

Alaa Rabaya – 202110134 – Section 1

Mahmoud Darawsheh – 202111175 – Section 1

[Yousef Ghawi](https://github.com/yousefghawi/software-project/blob/main/RESTAURANTS-ONLINE-ORDERING-WEBSITE%20(2).docx) – 202110215 – Section 3

Supervisor:

Dr. Nael Salman

Dr. Osama Hamed

Tulkarm, Palestine

9 April 2024

**Abstract:**

Our proposed system is an online food ordering system that enables ease for the customers. It overcomes the disadvantages of the traditional queueing system. The system managed orders without any mess. The online food ordering system set up a food menu online and customers can easily place the order as per their wish. Also with a food menu, customers can easily track the orders. This system also provides a feedback system in which user can rate the food items. Also, the system can recommend food, based on the ratings given by the user. The payment can be made online or pay – on – delivery system. For more secured ordering separate accounts are maintained for each user by providing them an ID and a password.

**CHAPTER 1: INTRODUCTION**

**1.1 Problem Statement**

With increasing of population and depending on restaurants and fast food so far, without online ordering services, customers have restricted access to restaurants, especially those beyond their immediate geographic area, difficulty of locating items in menu be annoying for people.

**1.2 Purpose**

In today’s fast – paced world, convenience has become a paramount concern for consumers across various industries. This project aims to create a user-friendly website where customers can browse the menu, place their orders, and make payments online. By offering this service, the restaurants hope to attract more customers and improve overall satisfaction by providing a seamless ordering experience. Additionally, the restaurants will benefit from streamlined order management, reducing errors and enhancing efficiency. Ultimately, the online ordering website will help the restaurants expand its customer base and increase revenue.

**1.3 The Target Groups of the project**

The project aims to serve

* Restaurants owners.
* People who don’t have enough time.
* Delivery staff.

**SYSTEM DESCRIPTION:**

Restaurant’s Online Ordering Website is a web-based application that allows customers to order food from restaurants and food establishments online. It serves as a user-friendly platform where customers can browse menus, place orders, and make payments. The system aims to provide a convenient and efficient way for customers to order food and streamline the food delivery process for restaurants. These Features include:

* A searchable menu of food items from participating restaurants.
* A variety of payment options.
* Order tracking.
* The ability to add food items to a cart and checkout.

**SERVICES:**

Our restaurant's online ordering website simplifies the process of placing orders for our customers. With our platform, customers can easily browse through menus, select their desired items, customize their orders according to their preferences, and securely complete their transactions—all from the convenience of their own devices. Our user-friendly interface ensures a seamless ordering experience, allowing customers to quickly find what they're craving and place their orders with just a few clicks. Once orders are submitted, our efficient system ensures prompt processing and accurate delivery, guaranteeing customer satisfaction every time. Experience the ease and convenience of ordering your favorite meals online with our restaurant's online ordering website today.

**OBJECTIVES:**

Our project aims to design a website to reach restaurants and see the menu of each restaurant and online ordering.

* To simplify the ordering process, more effective customer order management, this allows restaurants to serve customers faster and more accurately.
* Restaurants can capture additional sales from customers who prefer ordering from home or office.
* Customers were able to choose between delivering the order to their home or going to the restaurant to receive the order.
* Reducing wasted time spends on waiting orders, and reducing crisis on queue.
* Provide a job opportunity to deliver orders from restaurants to customers.

**MODULES AND OPERATIONS:**

The system is divided into three main modules:

**The customer module**: it allows users to browse the menu, add items to their cart, and checkout. It also provides order tracking and push notification for order updates.

**The restaurant module**: it allows restaurant owners to manage their menus, process orders, and track deliveries.

**The admin module:** it allows system administrators to manage users, restaurants, and orders.

**Development Plan:**

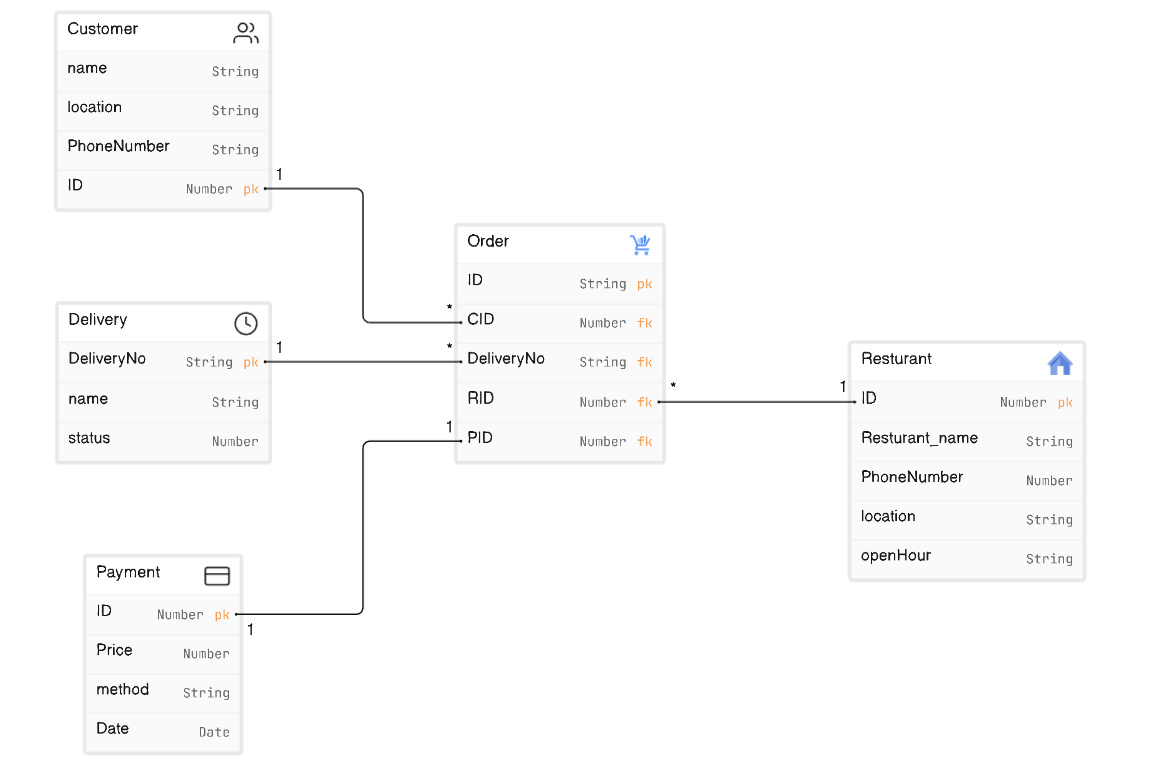
We are supposed to start working by beginning of the April 2024 and finish in June 2024. This proposed development plan shown in Table 1 serves as a guide to follow during the period of accomplishing this task. The development plan is flexible to accommodate for any changes or surprises in group progresses in time and picture becomes clearer.

*Table 1: The proposed development plan of the project.*

|  |  |
| --- | --- |
| **day no.** | **Tasks** |
| 1 – 2 | Talk to restaurateurs to find out how the system works, items and price. |
| 3 – 4 | Contact with delivery companies to offer services and know prices. |
| 5 – 6 | Take feedbacks from the target groups. |
| 7 – 9 | Identification programming languages and skills and distribute it on team members. |
| 10 – 15 | Designing interfaces. |
| 16 – 37 | Start implementing the project. |
| 38 – 42 | Testing, fix bugs. |

|  |  |
| --- | --- |
| **Team members** | **Work** |
| Abdullah Noor | Interface design, take feedbacks and diagrams design. |
| Alaa Rabaya | Implementing Website, identification programming languages and diagrams design. |
| Mahmoud Darawsheh | Implementing Website, diagrams design and testing |
| Yousef Ghawi | Interface design, take feedbacks and fix bugs |

**Project – ER – Diagram:**

****