

CHAPTER ONE

INTRODUCTION

1.1. Research background

Food remains an important element in human life and an essential ingredient towards human existence and sustenance. This explains the integral role that restaurant and food vendors play in sustaining societal balance and economical prospect that exists in this sector of service provision. Traditionally, people have to physically go to restaurants, fast food joints and eateries to purchase various food items of interests, which in turn usually place excessive pressure on service delivery personnels (waiters) who aim to manage the jammed situation and at the same time satisfy each customer. Shakirat and Abdulfatah (2020), categorized the traditional food ordering technique into two classes; paper based where a waiter takes down the order requested by a customer and passes the order on paper to the kitchen and verbal based in which the collects the food order from the customer and relays it verbally to the kitchen without any physically documentation of the order. This approach has been verified to be inefficient and to have significant downsides some of which questions the convenience of the customers, the safety of the food and even the operations and management of the restaurants or eatery.

The advent of technologies in recent times has seen a rise in the adoption of web technologies to speed up service deliveries in various sectors. E-commerce is now widely known phenomena that is used by businesses to offer their products and services over the

internet, thereby increasing the reach of their business. This affords the businesses the opportunity to increase their customer base and consequently increase their profit margin as well as offer the customers an easy and convenient means of getting even service quality from the businesses.

There is a deficiency of such innovation in the food service delivery sector and a growing need for such as food market service continues to boom globally. An online system that can handle food ordering service will provide a basis for better service delivery from the service providers (food vendors), a wider market reach and a more efficient way of doing business. Such system will allow users to from the comfort of their various locations, conveniently view available menu options and place order that will be received by the vendors and treated appropriately thereby presenting a win-win situation for the vendors as well as their customers.

1.2 Question

As the industry expands rapidly, people want more ways to buy products and services in peace and quiet get value for their money. At the same time, the manual method of going to their local food sales outlets to purchase food is becoming obsolete and more tasking. As e-commerce and logistics have become widely adopted it is certain that food can also be ordered through the internet and payment made without going to the restaurant or the food vendor. This study evolved from the investigation of the traditional method of ordering food which is not only out of place in this time and age but also inefficient, therefore the need for the development of a holistic system that is usable by restaurant, eateries, and other food vendors alike to provide their catering service as well

customers who can via the system meet their demand for quality food at their convenience.

1.3 Aim and Objectives of the study

This study aim to develop a web-based system that can be accessed by food vendors and their customers to provide their catering service and access the provided catering services respectively. The objectives of this study are:

- i. identify the requirements of the system
- ii. specify the design of the system
- iii. implement the system
- iv. Test the system.

1.4 Methodology of the study

In order to meet the aforementioned objectives of this study the following methods will be adopted:

- a. A review of the pieces of literature will be done to identify and understand existing systems
- b. The user and system requirements of the system will be identified from the prospective system users via informal interview
- c. The system design will be specified using the unified modelling language (UML) diagrams such as Use case, Sequence diagram, Class diagram, etc.

- d. The frontend will be implemented using HTML and CSS for the fronted implementation and PHP as the scripting language for the application logic
- e. The database will be implemented using MySQL relational database technology.

1.5 Significance of the study

This study boasts of many significance which include:

1. The ordering procedure will be sped up as a result of this.
2. The system will aid in the reduction of labour costs
3. There will be significant reduction of error in processing orders
4. It present an effective customer data management platform for vendors.

1.6 Scope and Limitation of the Study

This research tries to create a web-based food ordering system that focuses on allowing vendor provide their catering services by advertising available food menu which in turn is accessible to customer who can select food items from the menu, place orders and make payment via online payment gateways. Due to the limited time available for this study, it will only implement a test case for the Mountain Top University (MTU) community with the food stand of the MTU cafeteria as the food vendors and the students and staff being the customers.

1.7 Definition of Terms

Food: A nutrient that is eaten or drunk by humans or animals, or that is taken up by plants to sustain life and growth.

Fast food restaurants: like any other restaurant, they have menus that list the products available and their prices. Many fast-food restaurants display their menu on a huge board on the wall, making it simple to view all of the selections while placing an order.

Online food ordering services: are websites that include interactive menus that allow customers to make placing orders with neighborhood eateries and food cooperatives.

Credit card: A credit card is a payment card issued to a user by a payment system. It allows the cardholder to pay for goods and services based on the cardholder's promise to pay.

Ordering system: is a collection of ways for managing the ordering process.

Restaurant: A place where diners are served meals, generally by waiters at their tables, but occasionally by customers at a counter.

Customers: A patron, or a client, is someone who buys or plans to buy anything from a business or merchant.

Non-alcoholic beverages: A carbonated beverage, such as soda, is typically described as a soft drink. Any non-alcoholic beverage can be referred to using this term. The term "hard drink" refers to an alcoholic beverage.

Sausage: is a long slice of processed meat that is typically served on breakfast platters and sandwiches. Pork sausage is the most popular, although turkey and chicken sausage are also delicious.

Beef: is produced by cows, bulls, heifers, and steers. Make heaps, roasts, or short ribs with the beef muscle meat.

Burger: is a beef patty that is short for hamburgers (or tofu, in the case of vegetarian burgers). Burgers are frequently served with lettuce, tomato, and onion on buns. Beef is the most often used meat in hamburgers. Although the ham in hamburgers gives the impression that they are made of pig, they can be made of turkey, beef, or even chicken.

CHAPTER TWO

2.1 LITERATURE REVIEW

A food ordering website System: is a Software That Allows Restaurants to Accept and Manage Online Ordering. The first is a website or mobile app that allows hungry customers to browse the menu and place an order online. In the opinion of Sheryl Kims (2011) found that customers valued online meal ordering services' perceived simplicity and control consumers. Non-users need more personal engagement and there is also a highly technical concern for using the services.

In the opinion of Technology growth in numerous industries has altered how businesses are developed, according to Leong Wei Hong (2016). Effective systems help improve the restaurant's productivity and profitability. It is believed that the use of the mechanism for ordering food online will lead to restaurant business from time to time and will help restaurants to do their main business online.

Most of us seek convenience owing to our busy schedules. They support the system since their needs are met when dinners from their favorite restaurants can be ordered faster, simpler, and at their leisure. Customers may use online meal ordering to place meals at any time and from any location. Clients spend less time than would otherwise be necessary traveling as a result of this.

It cuts down on the amount of work required. Because the machine is taking over the workers' tasks, ordering using an app may gradually reduce the amount of labor they have to do. While taking orders over by telephone or in person, there may be occasional misunderstandings or orders that are not fully accurate. Clients have greater power since

they can customize orders numerous times and make their requirements very clear when they do it online.

2.2 EXISTING FOOD ORDER PROCESS

Restaurant with full service: The conventional meal order procedure in the majority of full-service restaurants, a waiter is first giving customers a paper-based menu and then waiting for them to choose things from the menu and tell the waiter of their order items. Guests were generally seated in the restaurant and served by a server who assisted them with their orders. The traditional paper-based approach is among the most commonly used meal ordering systems. All records are kept on paper in this method. The primary using this strategy has the drawback of documents are easily misplaced or destroyed. Money, time, and paper are all squandered. Dynamical systems are not possible with paper-based systems. Even minor changes necessitate reprinting the whole menu card. Also, an enormous amount of human work is necessary, this system does not operate correctly since it has some fault and from a customer's point of view, it is time-consuming. (Noor Asryran 2013)

Restaurant with self-service: Guests were obliged to place their orders at the restaurant's service counter. Before presenting itself at the counter, visitors must make a selection on which menu items to order. The menu catalog most often appears as posters behind the order counter.

System for automated food ordering: relatively few establishments have invested in a service automation system to decrease service costs and improve client experiences. The automation system used to accept food orders from visitors came in a variety of shapes

and sizes, but it usually consisted of an electronic device with a screen that displayed the menu and accepted user input for placing orders. The first waiter takes the customer's order. After accepting the order, the waiter should enter it into the computer system. Information was presented on a screen in the kitchen. Then the culinary crew would make the meals according to the order, informing the waiter, who would then collect and bring the dishes to the appropriate tables the technology was also alerting the waiter about a dish's availability. If a certain dish was unavailable, the waiter could request substitutions or even cancel the customer's order. After serving the order, a bill was generated at the cash counter as per the customer's order. The management had full authority to access all details of the customer which are fed into the system. (Noor Asryran 2013)

Personal digital assistants (PDA) based system: Several wireless systems including WOS, i-menu, FIWOS was developed when new technology and methodologies is being implemented to automate the ordering of meals. The systems listed below were all PDA-based. The PDA systems allowed customers or wait staff to input orders procedures using wireless technology there was easy connectivity between the PDA's and server. But PDA-based system also has some shortcomings. The PDA-based system increased the restaurant's expenditures. PDA systems also didn't offer any real-time customer feedback. Menu cards in the PDA's were not appealing and uninformative as they did not support photos.

Multi-touch technology: Multi-touch technology is an improvement over current touch technology that allows users to control and conduct numerous actions simultaneously on electronic visual displays by using multiple fingers as inputs. Large displays such as from

the tabletop and the wall screen are believed to be important for information visualization reasons when dealing with several users using the same display. It is reported that social interaction is substantially improved among users using a shared display and input. But there are several drawbacks of the multi-touchable restaurant management systems. Touch screens available on the market are of capacitive, resistive varieties which are quite pricey. Limitations of the capacitive touch screen are not able to operate with stylus till it is of conductive material. One more disadvantage of a capacitive touch screen is it is expensive, offers less durability, and short life. The limitations of the resistive touch screen are its inability to handle multi-touch gestures, its poor visibility in bright sunlight, and its inferior endurance. The device can be prone to data noise; it may be influenced by huge volumes of dirt and dust in the environment.

2.3 SELF-ORDERING IN RESTAURANT

Self-ordering in the restaurant industry refers to a restaurant receiving orders from customers using various technologies such as the internet and others. When self-ordering is used in restaurants in many other nations, it has been proved to benefit the majority of stockholders.

As stated by Odesser Torpey (2008) Americans dislike waiting for an order, Therefore, they prefer self-service technology, which can be in form of text messaging, the internet usually the customer fancy self-service because of speed and convenience in making orders and transactions while minimizing miscommunication. Additionally, he predicted that self-activating terminals will contribute more to order innovation in the future By introducing alternate orders, you may raise check amounts, free up counter workers who

must assist consumers, and eliminate the requirement for cash handling in the service process. The restaurant industry must frequently redesign due to advances in kiosk technology and computerized table ordering screens. A restaurant for self-service establishments. Customers can obtain information through the Internet. The Internet also receives orders and processes shipping for credit or debit card payments. This helps avoid wrong orders and long lines. Canterbury restaurant Bytes uses the idea of online self-service ordering and payment to differentiate itself from its competitors. Customers may place an order via the touch screen technology in Bytes, and the order will be sent to the bar or kitchen. Customers will be supplied with an internet connection in the future, and the system will also provide games once they have placed their orders. The waiter isn't needed as much with touch screen ordering. The system also includes a database tracking client habits and preferences, as well as the ability to create management reports, conduct analyses, and quickly change the menu. (Brickers, 2006) According to research, fast food businesses in Nigeria might benefit from using an online meal ordering system. This is due to the system's ability to enhance workplace productivity, increase restaurant revenues, and minimize order errors. Since a result, it is worthwhile to invest in the system, as it can reduce the time it takes to get a return on investment.

To sustain consumer loyalty and happiness, the system should be backed by the food origin flavor and services. However, owing to the removal of servers in the restaurant business, widespread use of the meal ordering system may result in an influx of workers. Even if the system must be deployed, there is still some risk in other variables such as direct interaction and the restaurant design idea, which must be taken into account to ensure the system's success.

Gan (2002) advocated creating an online fast food ordering system that would allow customers to make orders at any time and from any location. The technology aids in the management of client orders as well as the advertising of special offers. It allows kitchen workers to see orders, management to manage fast food raw materials, and personnel to look up client delivery and profile information. This technology aids in the reduction of peak-hour queues, the speeding up of food preparation, and the increasing of client numbers.

As a consequence, the market share of fast-food restaurants may be increased, increasing the investor's return on investment. Sharma (2007) developed with experts searching for search engine optimization capabilities and available 24 hours, the system should be simple to browse, not clustered, and easy to place an order. The system should also have a secure payment gateway to protect their customers' credit card information, as well as the ability to quickly manage orders and sales history, as well as create a detailed sales report (Sharma, 2007)

2.4 E-COMMERCE

Garret (1996) defined electronic commerce (e-commerce) as the exchange of products and services through the internet or other computer networks. Buyers and sellers conduct business through a network of computers in e-commerce.

Electronic commerce also refers to the use of communication networks to share business information, maintain business relationships, and conduct business transactions. It encompasses relationships between businesses (business-to-business), customers (customer-to-customer), and businesses and customers. The business-to-business

category now leads e-commerce, even if all of them are growing exponentially, while the customer-oriented segment is severely trailing, making up less than 10% of the overall volume. (Garret 1996) The ease of online shopping benefits consumers. They may browse the websites of various suppliers on the World Wide Web (www) whenever they want, seven days a week, and compare prices and make purchases without ever leaving their homes or offices.

E-commerce allows sellers to cut costs while also expanding their markets. They don't have to hire people, keep a store open, or print and distribute catalogs. Sellers can market their products or services globally because they sell over the internet and are not restricted by the physical location of a store.

However, there are significant drawbacks to e-commerce. Some customers are hesitant to purchase products over the internet. Customers want to test the comfort of an expensive item like a sofa before they buy it, so online furniture businesses, for example, have mostly failed. Many people consider shopping to be a social activity; for example, they may enjoy going to a store or shopping mall with their friends or their family, an experience they won't be able to replicate online. Customers must also be satisfied those credit card transactions are safe and that their personal information is kept private. E-commerce not only expands a customer's product and service options but also attracts new business and encourages established businesses to create internet strategies. (Garret 1996)

2.5 SIZE OF THE E-COMMERCE MARKET

In the past decade, the e-commerce market has grown strongly, with customers increasingly online. This shift has been driven by a range of different factors, some of which are market or country-dependent, and others are caused by worldwide changes. These changes include long-term work and travel times; increased broadband penetration and improved electronic payment security; easing trade obstacles; an increase in the number of online retailers; and greater consumer awareness of electronic commerce.

The strongest increase in e-commerce in China has taken place in recent years, with sales of US\$ 1,935 trillion in 2019 — more than three times as much as those spent in the US (US\$ 586.92 billion), which is the second-largest market. On its own, China accounts for 54.7% of the world's e-commerce market, over twice the market share of the next five top countries (US, Great Britain, Japan, and Germany). Pigatto Machado (2017)

The growth of e-commerce in the Asia-Pacific area is seen in the table below, which emphasizes the significant increase between 2015 and 2019 in the amount spent during key shopping days online. The US\$38.4 trillion spent on the Asia Pacific region for the 2019 Single Day (11.11) is particularly significant, amounting to over twice as much as US\$9.4 trillion in Black Friday North America and Much of Europe and US\$7.4 billion spent on Cyber Monday in North America. The world's leading e-commerce platforms are regionally different and include household name platforms such as Amazon, Alibaba, China, and Flip kart (India).

2.6 HISTORY OF FAST FOOD/RESTAURANT

A fast-food restaurant is defined as a restaurant where food ready to be eaten is provided with minimal service within minutes of ordering. Before eating, the consumer pays for food, which is a common feature of all quick food restaurants. For this type of food, fast food is a common term. The food is often prepared in quantity and prepared in advance and then kept warm or heated as necessary. (Han, M.; Zhang 2014)

Whilst fast food stores are sometimes considered to be a symbol of modern technology, the concept of "prepared meals to go" is as old as cities, with unique cultural variants. There were bread and olive stalls in Ancient Rome, and there are noodle stores in East Asian civilizations. Flatbread and falafel are common in the Middle East. Among the most popular fast food dishes in Nigeria, are Fried rice Beans & plantain pounded yam, and vegetable soup. In the French-speaking countries of West Africa, roadside suppliers continue to serve a range of ready-to-eat, locally-known 'brochettes' for decades in and about major cities (not to be confused with the bread snack of the same name found in Europe). (Han, M.; Zhang 2014)

The Automat opened in New York's fast-food restaurant on July 7, 1912, marking the dawn of America's modern fast-food history. The automatic machine was a cafeteria with cooked items behind glass windows and coin-operated machines. In Philadelphia, Joseph Horn and Frank Hardart had a machine already, but their machine was the first in the city on Broadway and 13th Street. To meet demand, several Automat restaurants have appeared across the country. Automats remained extremely popular throughout the 1920s and 1930s. The company popularized the concept of "take out" food with its slogan, "less

work for mother." The American corporation White Castle founded its second fast food restaurant in Topeka, Kansas, in 1921 and sold hamburgers five cents each. White Castle subsequently added five holes to each beef pad to increase the surface area and shorten the cooking time. From the beginning, White Castle was a big success and a lot of imitators were brought into being. (Han, M.; Zhang 2014)

McDonald's was launched in 1940 by Dick and Mac as a barbecue drive, making them the world's largest fast-food chain and brand of the word fast-food. After recognizing that the majority of their revenues were derived from hamburgers, the brethren shut their restaurant down for three months before reopening it in 1948 as a stand with a modest menu of hamburgers, fried fries, shakes, coffees, and Coca-Cola, served in a single wrapper. As a result, hamburgers and fried foods were constantly manufactured without having to wait for customer orders and could be served immediately: 15 cents were costly for hamburgers, about half the cost for a typical supper. The largest customer of the machine shake company was McDonald's stand, and a salesperson named Ray Kroc went to California to uncover the secret about their voluminous burger-and-shock operations. Kroc anticipated he would develop the McDonald model and finally acquire the firm completely in 1961 to create a national company for low-cost, ready-to-eat hamburgers, French fries, and milkshakes. (Han, M.; Zhang 2014)

CHAPTER 3

3.1 RESEARCH METHODOLOGY

Research is “a scientific and systematic search for pertinent information on a specific topic” (Kothari, 2004). The research methodology is a process used to collect information and data for the purpose of making decisions. There are broadly two approaches for conducting a research. Those are: 1) Quantitative analysis 2) Qualitative Analysis. For developing the system, combined method has been applied. Any research that aims to uncover a problem's solution in a systematic method should be conducted using a systematic approach. The waterfall model-based research techniques have been used for this aim.

The technique used to build the customer self-ordering system and the online food ordering system falls under the umbrella of the waterfall model of the software development life cycle (SDLC). System developers use it to create or modify software or information systems. The development process is divided into a large number of stages or procedures.

It will naturally go on to the next stage after the completion of the previous stage. Due to failure occurring in the present level, it is occasionally essential to return to the earlier stage. The field of system design approaches, which is part of the software development industry, aims to offer a framework for activity and the gathering, storing, transforming, and sharing of information in order to facilitate the economically viable development of computer systems that are appropriate for the task. (R.G, A. 1978)

3.2 METHODS OF DATA COLLECTION

Although there are numerous techniques of data collection, the researcher chose the two most important sources of information for their study.

1. Primary source: The term "primary source" refers to sources of original data collection in which the researcher employed an empirical approach, such as a personal interview, to gather information.

2. Secondary source: In this type of endeavor, it is impossible to overemphasize the importance of secondary sources. Second-hand information was gathered by the researcher from various publications such as periodicals, journals, newspapers, and library resources.

3.2.1 INTERVIEW IN ORAL FORUM

The interview method of data collection is a systematic approach of gathering data or information from a respondent by asking direct questions of the respondent and also collecting information to help to understand. In an oral interview, the researcher and the management and personnel of the CHICKEN REPUBLIC FAST FOOD, JUMIA, discussed their experiences and perspectives. In response to the questions the researcher made to the personnel, reliable facts were gathered, which assisted the researcher in the initial stages of the task and also in the presentation of the new design's solution.

3.2.2 COMPARATIVE EXAMINATION OF THE MANUALS

Manuals and reports based on fast food services were obtained and researched, and a great deal of knowledge about the system that would be created was gleaned from the materials.

3.2.3 INSPECTION OF FORMS AND EVALUATION

We were able to gain access to some forms that were required and readily available. Restaurant menus, fast food order forms, payment receipts, and other such documents are included here. In the design of the new system, these forms were quite helpful.

3.3 ANALYSIS OF THE CURRENT SYSTEM

As part of the system analysis process, an in-depth examination of end-user information is carried out to determine the functional requirements for the proposed system. At the beginning of this stage, information on the present ordering system is gathered through a variety of fact-finding strategies such as website visits and document reviews. The information gathered throughout the data collection process provides information that will be needed during the deeper analysis. Based on the information gathered, an evaluation of the current system is carried out.

3.4 PROBLEMS WITH THE CURRENT SYSTEM

It is extremely difficult for fast food restaurants to meet and exceed the expectations of their customers because they rely solely on manual methods. The following are most of the issues:

1. Customers' orders may be taken incorrectly, resulting in an error.
2. The procedure for collecting clients' purchase orders is extremely time-consuming and tiresome. Delivering items on schedule becomes impossible as a result of this situation.
3. It contributes to poor communication between customers and workers.
4. The system for maintaining records is inadequate. As a result, there have been reports of the loss of important documents in the past. Furthermore, safeguarding the file system from illegal access is a challenge for which there is no satisfactory answer.
5. Unnecessary time is wasted in the process of passing information up the hierarchy of power. Management may request a copy of the customer's order form from time to time, and this may take a significant amount of time to get.
6. It has the effect of slowing down the production flow.

3.5. PROPOSED SYSTEM OBJECTIVES AND MEASURES

Ordering actions in a fast food restaurant are managed by the suggested system, which is currently in development. Orders submitted by customers are more easily tracked down using this method. To assist the restaurant's business process and help it achieve its goals, the system should include the following features.

1. The customer should be able to place an order online, check their order, and make adjustments before submitting their purchase.
2. Tools that generate reports that can be utilized to inform decision-making processes.
3. The management of food information, such as price, menu addition, and many other things, can be accomplished using a tool. Tools for managing user, system menu, and promotion records are also available.

3.6 DATABASE VISIT

The application starts by displaying the login or registration form. If the user is ordering for first time then, he/she has to first 'Register' and then they can start viewing the deals. Else, if it's not their first time then they have to 'Login' with all the credentials such as filling his/her first name, last name, phone number, Email Id, address and password.

Once logged in successfully, they can access the home page with a menu dashboard, orders, and food cart. He has to choose his favorite dishes on the menu and put his favorite dishes in the cart. This cart helps him to customize orders such as amount increased, food items removed, etc. When your order has been personalized, you can check out and you will be sent to the final page of the order, including your personal information and your orders, the total payable amount using the appropriate payment method. Finally, they can only pay the amount by choosing the method of payment of their choice and simply log out.

The ER diagrams used to build this application are provided below in fig1 (a), fig1 (b)
 This simulation flow is about customers. And the restaurant manager or personnel can keep track of orders by examining or notifying the database.

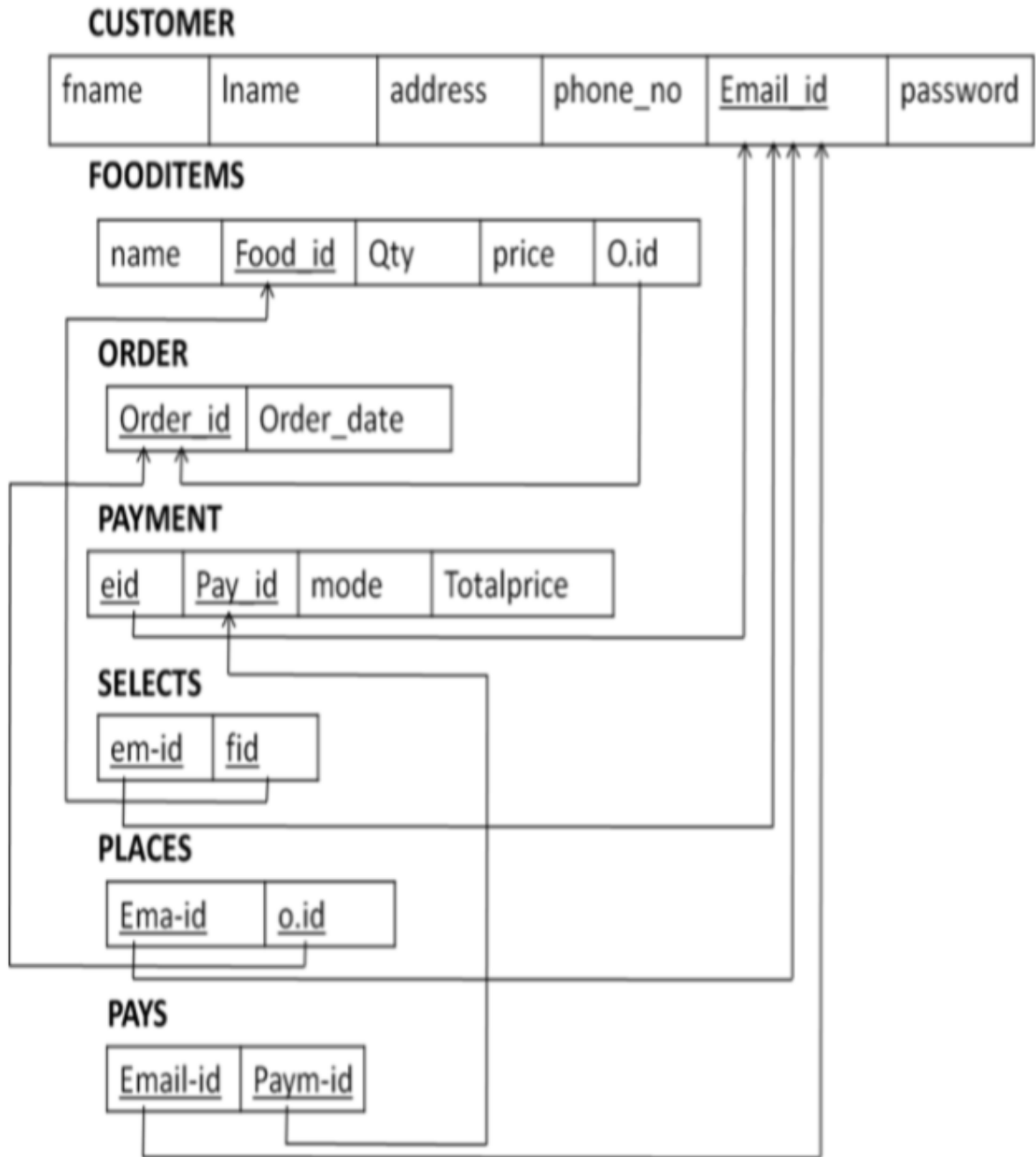


Fig1 (a)

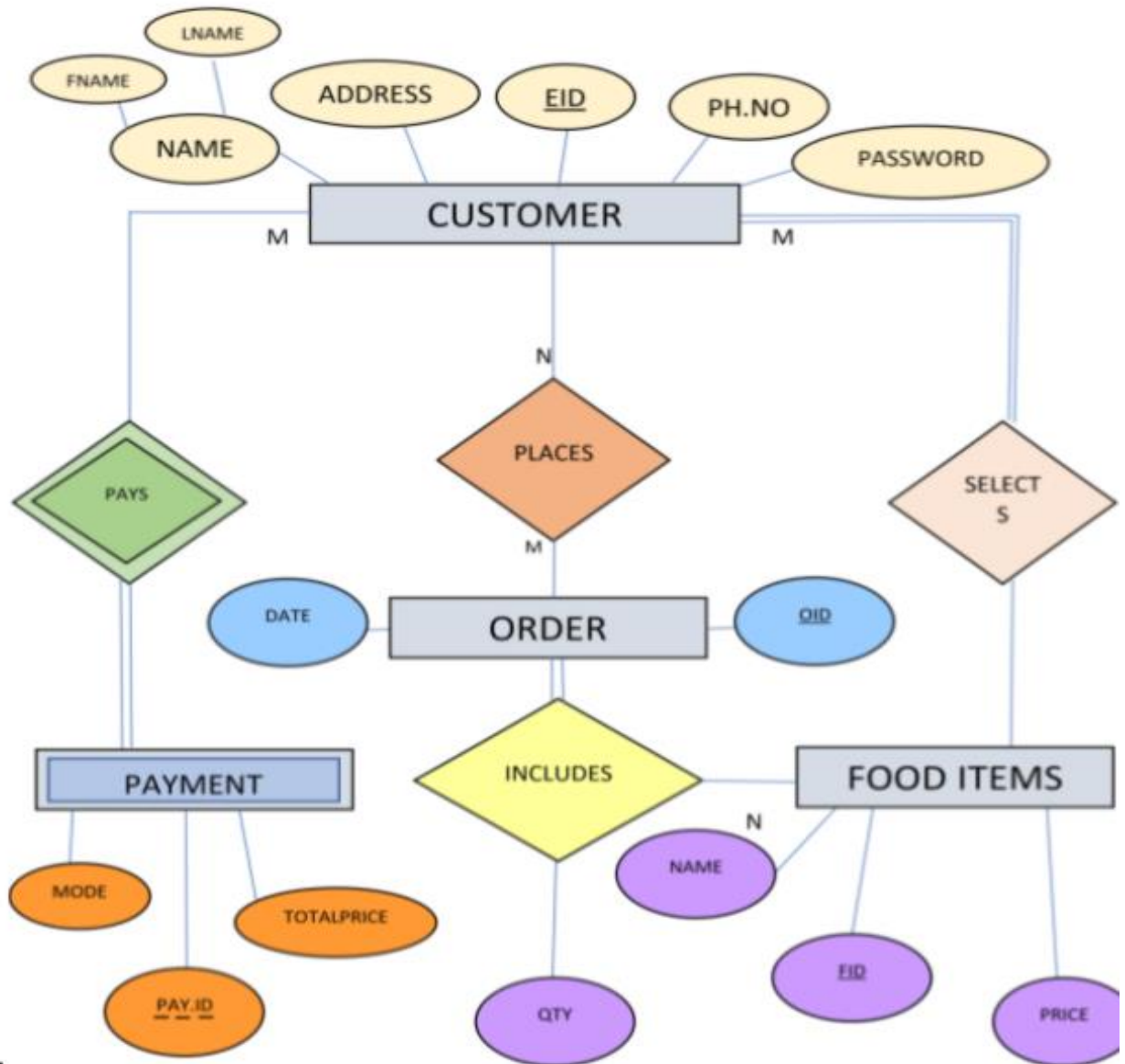


Fig1 (b)

CHAPTER FOUR

DESIGN, IMPLEMENTATION, AND TESTING SYSTEMS

4.1 SOFTWARE REQUIREMENTS

Below listed are the modules we have utilized in our project online meal ordering system,

1. HTML (Hypertext Markup Language) it's the web's most basic building block. It defines online content's meaning and organization. Each page has several linkages to other pages. Cascading Style Sheets (CSS) is a basic system that may be used to add styles to web documents (e.g. fonts, colors, and spaces). CSS provides how to display HTML components on the screen, in print, and in other media. A lot of work is saved via CSS. It can manage the layout of several web pages simultaneously.

2. PHP is a programming language on the server that is being used to construct Static websites or Web apps. PHP is the preprocessor for Hypertext, which used to be the personal Home Pages. Only a server that has PHP installed can interpret PHP scripts.

HTML CSS and PHP are the languages utilized in this project since PHP is a server-side language, a server needs to be interpreted.

3. WAMP SERVER: The Wamp Server refers to the Microsoft Windows OS stack, made by Romain Bourdon and composed of the Apache web server, MySQL database, and PHP language programming.

4. MySQL: MySQL is a SQL-Structured query language relational database management system. However, the most popular usage for MySQL is a web database.

Standard SQL commands can be used for MYSQL, like ADD, DROP, INSERT and UPDATE.

MySQL Advantages:

1. High speed, the user can retrieve a huge number of records from a database fast and efficiently using SQL queries.
2. Database system management is relatively simple using the SQL standard.

4.2 SYSTEM REQUIREMENT

The computer system is made up of units that are put together to work as one to achieve a common goal.

The requirements for the implementation of the new system are:

1. The Hardware
2. The Software

Software Requirement

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

1. My SQL
2. PHP My Admin
3. Dreamweaver
4. Fireworks
5. Wampserver

Hardware Requirements

1. 1GB RAM and above
2. 40GB HD
3. Printer
4. Scanner
5. Keyboard
6. Intel Pentium
7. Mouse

4.3 PROCESS

How does an internet food ordering system work?

STEP 1: User enters your website/mobile app

Whenever a user feels hungry, instead of going out hunting for food, they may just access your website or install the platform on their laptop or mobile phone.

STEP 2: Selects favorite meal

All accessible grocery goods that are priced directly will be displayed online on the meal order website (website) itself.

There is nothing like someone to come explain the menu. So without rushing, the consumer may effortlessly enter your online menu and can choose their preferred food.

To enhance the convenience of customers, several websites offer a delivery time option from where the user can choose delivery time as their availability.

STEP 3: Add products to the cart

After picking the dishes, the next step is to add those food items to the cart. This cart page, reveals the pricing of user-selected food products and the price of each item.

Here the user may quickly add/delete items or can expand the number of objects as needed. This considerably enables the user to order exactly inside the existing budget.

STEP 4: Pay and purchase online

So following this, the next step is to offer a delivery address and pay for the food the user will order. The user can instantly pay the money online utilizing the integrated payment gateways from when the amount is received into your account.

When the user pays, the order is confirmed and you will be alerted of the new order and the user. Some food firms also offer cash via delivery (COD), which the user pays after the delivery.

STEP 5: Food preparation and delivery

As soon as the order is placed, you will be alerted of the new order, delivery time, etc., via SMS or by email. This makes it possible to cook food initially without difficulties.

And lastly, after cooking a meal, you can safely transmit it to the user through the online food delivery system. And the user may simply track their meal orders at any moment with this food delivery system.

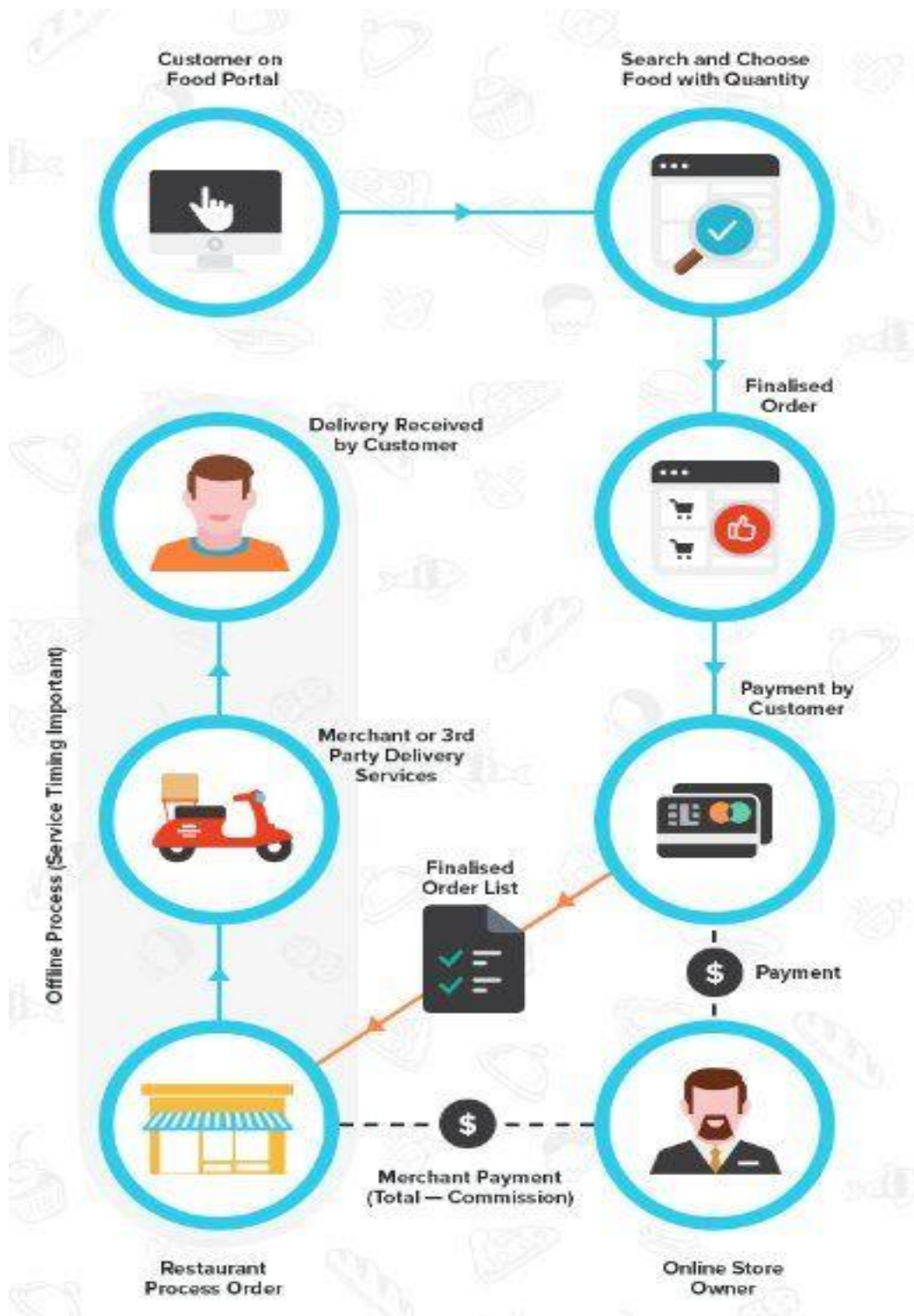


Fig.2

PROCESS OF ORDERING

4.4 FACTORS DRIVING ONLINE FOOD ORDERING BUSINESS

1. Application designing & user interface
2. Interactive offerings by numerous eateries
3. Providing security
4. Providing a safe payment mechanism
5. Measurement of distances using maps
6. Estimation of service and delivery time
7. Packaging & Transporting Food
8. Using safe routes & equipment for delivery people
9. Retention of consumer satisfaction, etc.

4.5 ADVANTAGES AND DISADVANTAGES OF ONLINE FOOD ORDERING

Advantages of online food ordering:

1. It is the best virtual marketplace that involves customers as well as the eateries
2. There is an adequate level of freedom for consumers that when they want to eat and only at that moment they would order his food.
3. On the restaurant level there is the entire specification essential presented to the consumer to avoid all hassle such as time of opening, menu, prices, offers, etc.

4. Restaurant by this approach can cut their expense of serving at their doorstep and sustaining many individuals than necessity.
5. Restaurant can serve more clients with fewer employees if and resources.
6. Customer gate efficient food delivery with high-quality food tests as customers rate their businesses online.

Disadvantages of online food ordering:

1. There is no control over the degradation of food over an extended duration in transit.
2. Customers moreover do not retain the same restaurant since they have different restaurants for the same food.
3. Logistics is a greater challenge than the food quality 90 percent of the time.
4. Customers cannot provide their recommendations in person to the chef if or cannot personalize their meal.

Some of the screenshots of our online meal ordering system are shown in Fig.3 (a)-(c).

This is a snapshot of the home page Login/Signup page of my online food ordering system

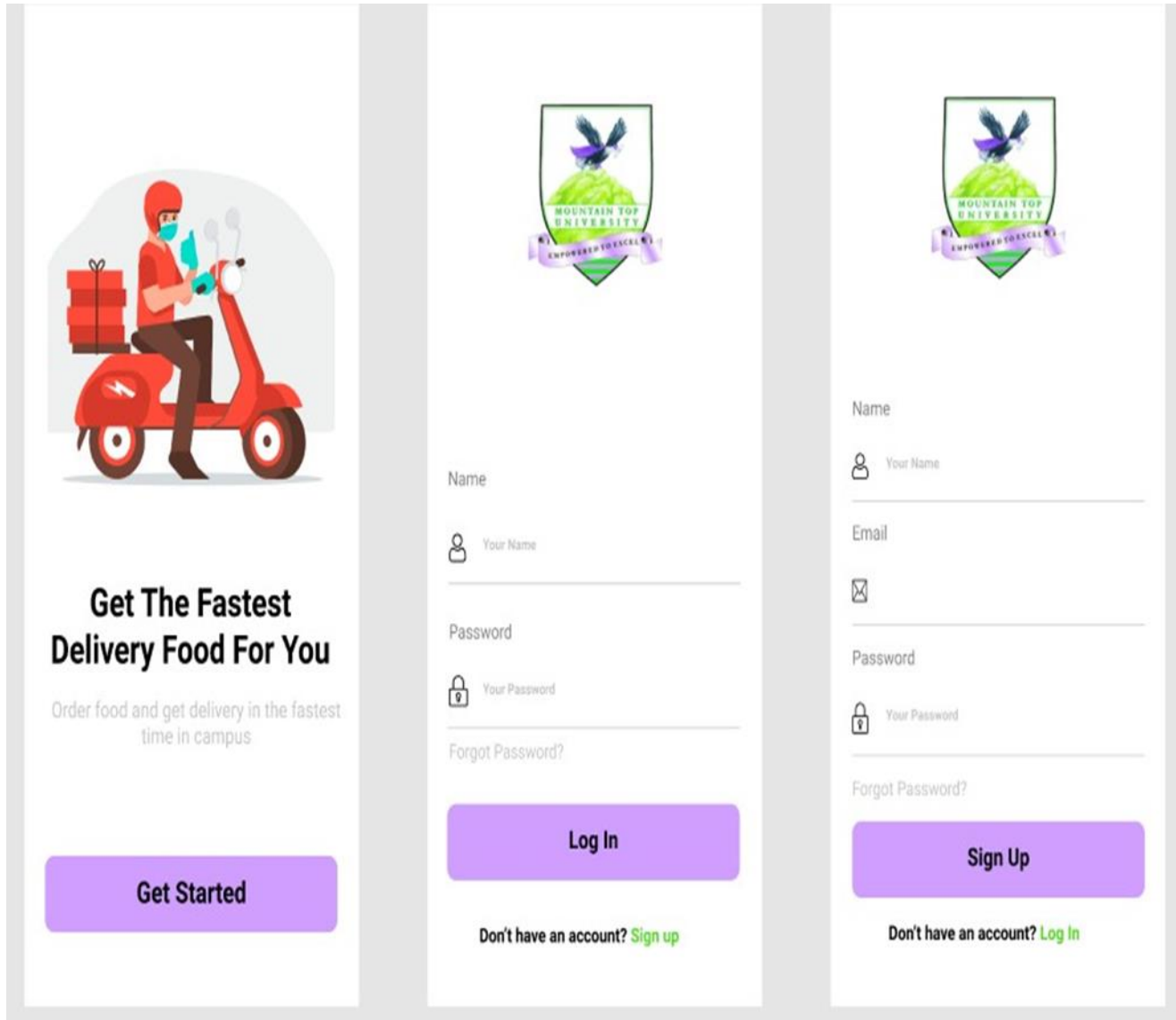
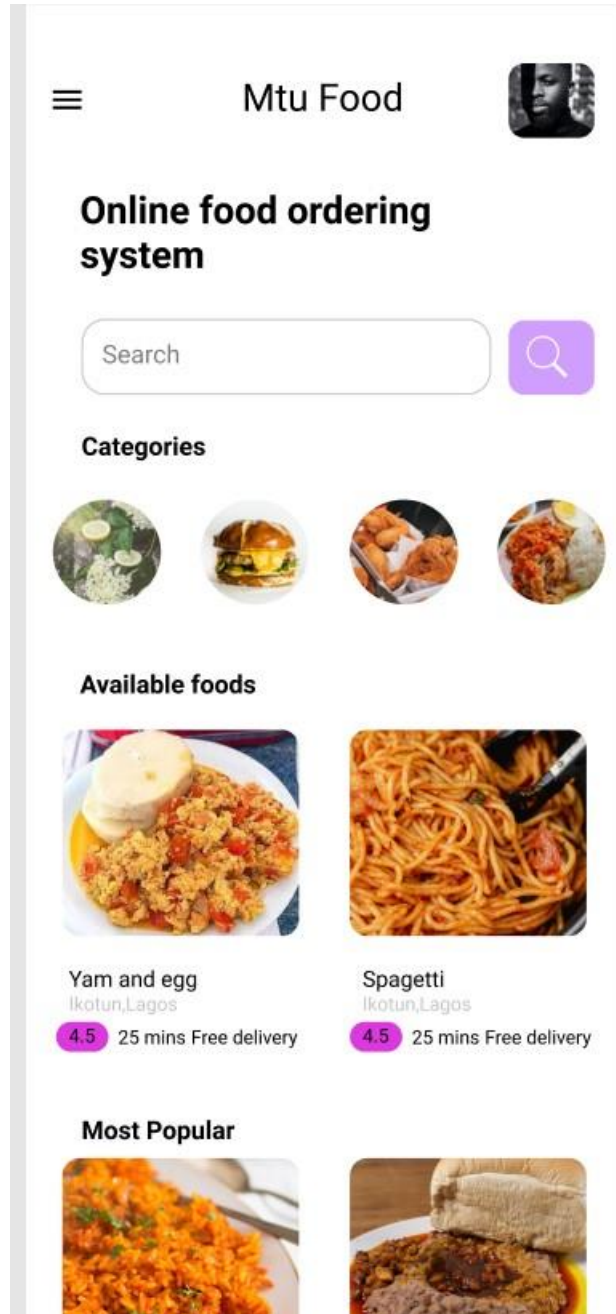


Fig.3 (a)

This is a snapshot of the food cart of my online food ordering system



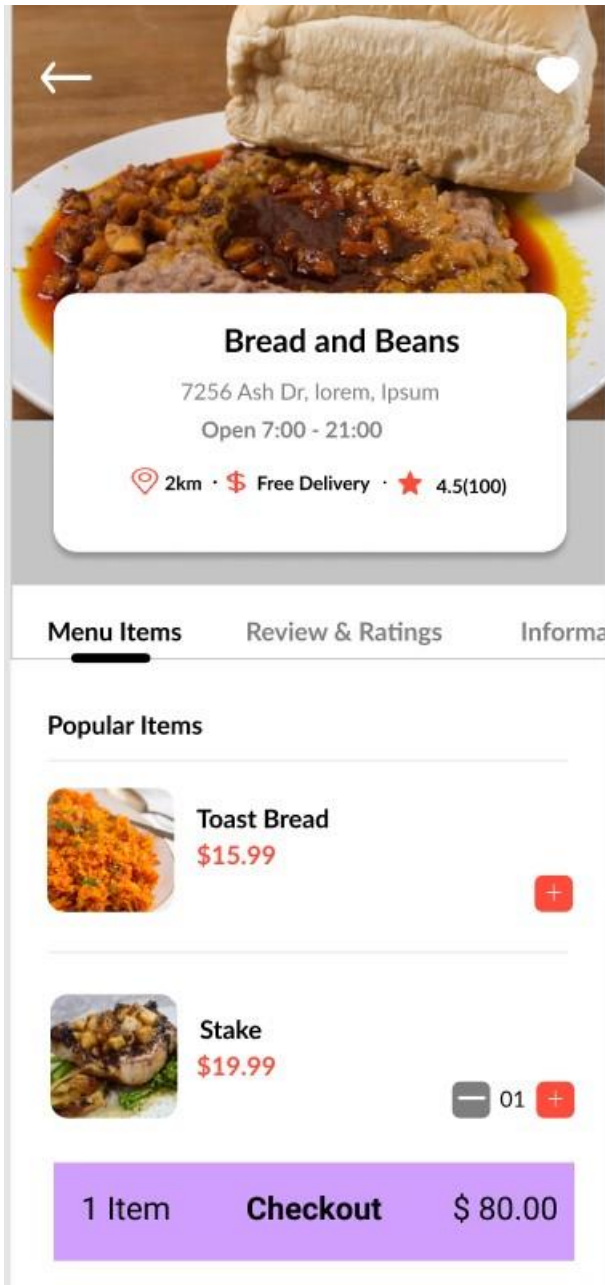


Fig.3 (b c)

CHAPTER FIVE

RESULTS, DISCUSSIONS, CONCLUSION, AND RECOMMENDATIONS

5.1 RESULTS

Beneath there are some consequences acquire from this online food ordering management system software:

1. An offering of services online food ordering makes it easier for clients to place orders.
2. There won't be traditional long lineups to catch food or take-outs.
3. Even consumers with no such technical knowledge can utilize our proposed solution Work is almost decreased.
4. There is also food available from your favorite eateries. Just a click and a great meal are there at the door of your favorite eateries.
5. Last but not least, it saves the consumer time, which they may spend for something more useful.

5.2 JUSTIFICATION FOR THE INSTALLATION OF A NEW SYSTEM

To address all of the issues that are currently afflicting the current system, the new system was designed with this goal in mind. Either automatically or interactively, this system will analyze and store the information it receives. This application will take advantage of the PHP-MYSQL programming interface. For instance, a report complying with certain information required by management will be generated via the monitor in the following manner: After the appropriate data has been entered and a record of fast food orders and deliveries has been maintained, a report will be generated.

1. Accuracy in the handling of data
2. The volume of paperwork will be greatly reduced.
3. Fast rate of operation as in making the ordered food available and delivered on time.
4. Flexibility (i.e. it can be accessed at any time)
5. Easy way to back up or duplicating data in CD's in case of data loss
6. Better storage and faster retrieval system
7. Errors in the reports will be greatly minimized.

5.3 DISCUSSIONS

Convenience is everything customers want. When they arrive home after a busy day and are weary of cooking the food, they will certainly help them to order food online. They don't have to stand in restaurants for those huge lineups. This order will certainly assist the restaurant's business online. This programmer can be easily used by the customer.

The labor of restaurant employees is reduced since the waiter does not have to wait before the customer order, and the waiter might easily be upset when the customer continues to customize his order. But he/she can adjust as many times as he/she wants on the online meal ordering system to finish the order. It involves no human intervention and is therefore totally automated. It is therefore an effective and cheap interface.

5.4 CONCLUSION

This article showed how to use and build an online grocery ordering system. This online grocery ordering system is designed for customers with busy lives. This saves time. A private login system allows customers to place secure online orders and view or receive real-time updates. This allows customers to navigate the menu and customize their order. Our experience in developing this software has been to demonstrate the capabilities of wireless communications and improve business management and proper service delivery. In general, customers who continue to go to restaurants have problems such as time and weather. In addition, this application will help all introverts who are hesitant to socialize with others. This application does not take long to order and deliver food. It also provides a very easy-to-use and efficient method. This designed project is customer friendly and can be used to efficiently store customer details, orders, payment options, etc. Therefore, the system is user-friendly, convenient and effective in improving restaurant performance.

5.5 RECOMMENDATIONS

It is acknowledged that for any significant computer-based information management to be incorporated into any company, sufficient training and orientation have to be offered both to the personnel and management. Proper training should be given to the data entry employees on how to handle the computer hardware, especially during backup processes.

For example, electronic storage media are frequently sensitive to change in temperature or pressure and as such, data can be lost extremely readily. The personnel should also be emphasized on the requirement and advantages of the system and how it will equally support them in their varied sector of work. They should be suggested of the cost of maintaining this new technology so that they will manage it with all carefulness. Training materials should not be delivered formally but with procedures like policies and forms etc., they should be dispersed to the staff. This will in the end generate appreciation and needed interest to manage the system.