

# Online Catering Services

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**ABSTRACT**--- A simplified online meal ordering system is suggested to make ordering food easier. The suggested system displays a user interface and updates the menu to include all alternatives, making it easier for customers to complete their tasks. Before logging off, the customer can view order information and add more than one item to their cart. The client receives the order confirmation. The order is added to the queue, the database is updated, and a real-time response is sent. The team is helped by this system to efficiently and error-free handle orders in real time.

**Index Terms** — PHP, MYSQL, XAMPP, CSS, APACHE, PHPMyAdmin, PERL/PHP/PYTHON.

## I. INTRODUCTION

Finding personnel is challenging because labour costs are rising substantially each year. The cost of hiring the right people to complete the work is the highest expense in the food sector because it is so labor-intensive. Utilizing contemporary technology to automate some tasks currently carried out by people is one approach to cut down on this cost. Here, we suggest a "Online Catering Service System" for fast food restaurants, take-out, or college cafeterias also for old-age homes. Any industry that delivers food can use the system. This makes ordering meals easier for both the customer and the business because it streamlines the entire procedure.

Our technology gives customers and users the choice to order from restaurants or from a mess. Customers are also given recommendations from the daily updated restaurants/mess owners. By ordering meals through our system, customers will not be restricted in how much they may order. Developers can use the same system application as a startup business. Our solution provides the restaurant or business owner with real-time customer reviews and comments.

Our system application is made to prevent users from making deadly mistakes and taking wrong action. The user will enter data via the graphical user interface. The key attributes will contribute to the dataset, including name, address, email address, mobile number, and other personally relevant variables. The output will be determined by the user's or customer's order, bill,

feedback, and recommendation. In five places, we have considered two restaurants and two mess services for the system's initial installation.

## II. LITERATURE REVIEW

Numerous case studies have emphasized the difficulties encountered when opening a restaurant. Following is a list of some of the issues with the current system that were discovered during the survey:

- To place an order, a customer must first visit the restaurant, review the menu, and select the necessary items. After placing the order, the customer must then pay. The customer must put in time and manual labour using this strategy.
- When a customer wants to make an order over the phone, they are unable to see the actual menu that is accessible at the restaurant. Additionally, there is no way to confirm that the order was placed for the correct menu items.
- Every restaurant needs at least one person to take orders verbally or over the phone, provide the patron with a memorable dining experience, and even handle payment processing.

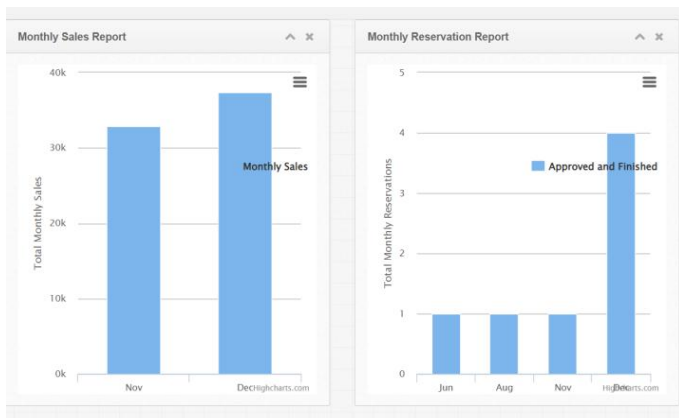
## III. METHODOLOGY:

The customer enters their credentials to begin the simulation (name, ID and password). The customer can place an order after that has been confirmed, indicating the quantity of food they need. The order number, customer ID, food name, price, and quantity are now displayed in a window. After the consumer completes the order, he or she is taken to the payment window, where the total cost is shown and the customer can choose the mode of payment. The customer then receives an order confirmation message. Figure 1 (a) and (b) show the monthly report for orders and reservations done and ER diagram of the proposed online food ordering system (b).

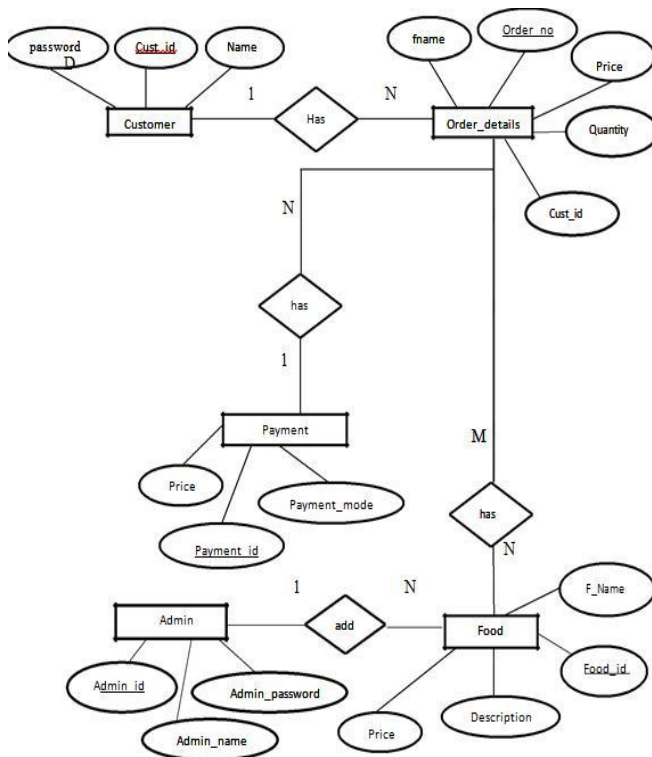
The simulation flow that was just described is from the perspective of the customer. If you are an administrator, you can now choose the standard login option and enter your credentials (email ID and password). You have the

choice to add, delete, or update food once you've logged into the admin area. Any available option will take you to the meal menu. The finished product, such as the newly added food or the updated food list, is presented when the specified operation is completed. If a food was deleted, it is also removed from the main menu.

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**Fig(a):** The figure shows the report of the reservations done in monthly basis



**(b) The ER Diagram of the Online Food Ordering System.**

**IV. PROPOSED SYSTEM**

An online food ordering system based on the Internet of Things is suggested to get beyond the limitations of the aforementioned method. As Android devices have grown in popularity in the automation of normal tasks in wireless environments, the usage of mobile technology has undergone a revolution. Android is an operating system made for mobile devices like smartphones and tablets. The study's overall goal is to create a dependable, practical, and accurate food ordering system. A method that will undoubtedly satisfy customer service will be taken into consideration as an objective. One of the main goals is to build a system that can handle a large number of orders at once and compute the bill automatically. To evaluate its effectiveness is one of the key goals.

**V. SOFTWARE REQUIREMENTS**

**Hypertext Pre-processor, or PHP**, is a general-purpose programming language that was originally created for the development of web applications. PHP code is run in a predetermined order, beginning with a PHP interpreter, which is subsequently implemented as a web server module. The output of both PHP code that has been interpreted and code that has been executed is merged by a web server, which can be any type that is connected to the developed web page [6].

The relational database management system MySQL is free and open source (RDBMS). The WAMP open-source web application software stack is centred around MySQL. "Windows, Apache, MySQL, [7] and PHP" is referred to as WAMP. Although MySQL can be manually produced and installed from the source code, it is always installed via a binary package owing to modification. However, additional measures are needed to alert the security and optimization settings.

**VI. HARDWARE REQUIREMENTS**

The operating system was Windows 10 on a desktop computer with an Intel Core i3 or higher 64-bit processor, 1 GB of RAM for the graphics card, and these specifications and also it supports on mobile.

**VII. REQUIREMENTS DEFINITION**

Evaluates the features that are required for the application based on similar applications and performs the information about the features that will be produced and their functions. The following features must be included in the application for the customer:

The primary function of the customer-side application that will be utilized to place orders is New Order. One way to place an order is through the My Favorites tool, where you may select one of your top three favourite restaurants, and the other is through the Make a New Order function, where you can select a restaurant and menus with ease.

**Order History:** This feature, called order history, displays the customer's order history.

**Restaurant Profile:** This feature displays information about the restaurant. Customers can phone the restaurant directly using this option.

**Order Status:** This function is intended to display information about the order status, such as The terms "order received" and "order confirmed" indicate that the restaurant has received the order, "cooking" indicates that the restaurant is preparing the order, and "delivering order" indicates that the order has been delivered. The customer may additionally display the delivery map while the status is set to "delivering order."

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Administrators need the following features on the website:

**Resto:** This function displays a list of restaurants. Through this function, an administrator can change restaurant data, add new restaurants, and change the status of existing restaurants from active to inactive.

**Order:** This feature displays the order list that each restaurant has created.

**Menu:** This feature displays a list of each restaurant's menu items. The administrator can also change each menu using this feature.

**Courier:** This function displays the courier list for each restaurant. The administrator can modify each courier's data using this capability.

### VII.1 SYSTEM IMPLEMENTATION

The system application is implemented using Java, jQuery, and HTML, and the datasets are kept in a MySQL database. Using Cordova, we created a hybrid Android application.

We created a web-based application, and on the basis of that, we created an android application.

For our application, you'll need an Android smart phone and a computer or laptop with a browser and an internet connection.

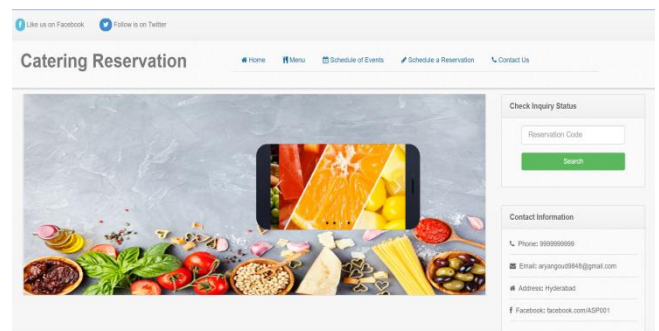
In our datasets, we have taken into account 2 restaurants/mess from 5 neighbouring regions for the system's initial implementation. Real-time feedback is included into our system, and when an order is placed, a client will receive an email with feedback regarding their order. Using Sentiwordnet analysis, we deliver recommendations based on the customer comments and ratings. Customers first and other giving the highly rated restaurant/mess, respectively. The Sentiwordnet analysis analyses the feedback's comments to assign a value that can be either good or negative and arrange the restaurant/mess in some way. For example, the mess or restaurant with the highest positive value will be displayed first, and vice versa.

## VIII. RESULTS

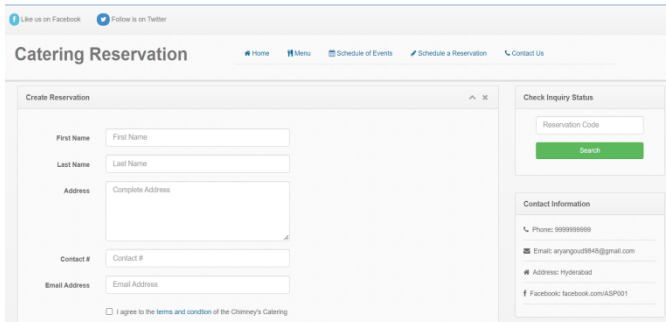
Following are the results that one can draw from this system:

- i. The suggested method allows for the successful placement of food orders.
- ii. At the rear counter, fewer staff members will be needed.
- iii. The technology will assist in lowering labour costs and lowering the amount of space needed to erect cafeterias in the restricted region.
- iv. Since it is an automated method, errors are less likely to occur.
- v. Customers can skip the lengthy lines at the counter thanks to the fair execution speed and highest throughput.

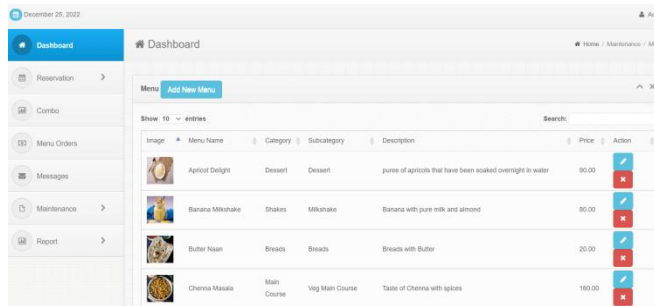
Figures 2 (a) – (e) show the snap shot of various stages of the food ordering system on the mobile App.



**Fig 2 (a).** The above snapshot shows the index page which provides various navigation buttons to reach other page.

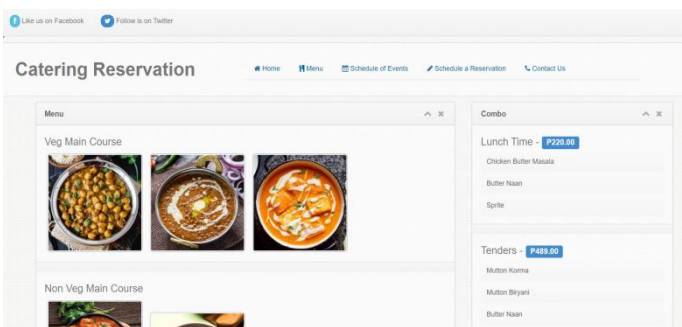


**Fig 2 (b).** The above snapshot shows the online reservation can be made by the customer and get it to doorstep.

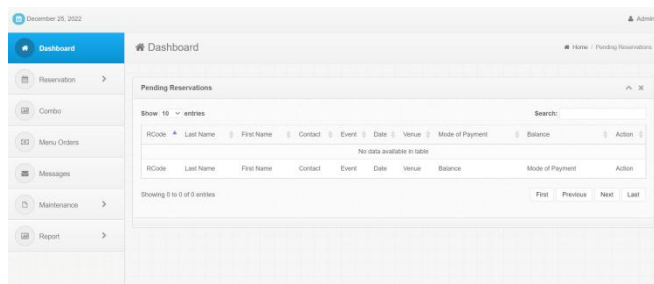


**Fig 2 (c).** This is the snapshot of menu that the admin can add or delete from the customer side page.

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**Fig 2 (d).** The above snapshot shows the menu and combos that are available



**Fig 2 (e).** This is the snapshot of the reservation made should be confirmed by the admin by making payment.

**IX. DISCUSSION**

This technology makes it simple for people to place meal orders. Additionally, it can make sure that people don't waste their valuable time and put it to good use working on other projects. Long-term, this will guarantee that it contributes to labour cost reduction. In comparison to other systems, this method demonstrate. to be more reliable and cost-effective. In terms of paying for the food, this approach is more difficult to fake or cheat than other systems. It is really simple to use and needs little maintenance. Since no human involvement is necessary, it can be referred to as totally automated. There are no restrictions as such with this system, however one needs to take care of the smaller parameters like server breakdown while this system is implemented.

**X. CONCLUSION**

In a busy restaurant, there is a possibility that the waiters will be overwhelmed with orders and unable to fulfil the needs of the customers. Therefore, people can immediately order food from the chef online by utilizing this programme.

In conclusion, a system for ordering meals online is suggested. This system is helpful for locations like college cafeterias and small, family-run eateries. The scope of this project may potentially be increased. It was created for restaurants to streamline regular managerial and operational tasks and enhance customer eating experiences. This helps the restaurant owners build enduring relationships with their customers by providing services that are at least reasonably acceptable. The system also enables the restaurant to keep track of the products it has in stock in real time and adjust its food and beverage

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Inventory in response to orders placed and orders fulfilled. The application is user-centered and built around the needs of the user. This system developed all problems pertaining to every user that it includes. Almost anyone may use the programme if they know how to use an Android smart phone. The various problems with the Mess/Tiffin service will be resolved by this system. The implementation of an online food ordering system is being done to assist and resolve significant issues for people.

Based on the application, it can be said that: This system makes placing orders simple; it gives customers the information they need to place orders. Through the programme, it is able to receive orders and amend their data, and it also aids the administrator in managing the entire food system.



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