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ONLINE FOOD ORDERING SYSTEM

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ABSTRACT :

The proliferation of online platforms has revolutionized the food service industry, paving the way for convenient and efficient methods of ordering food. This abstract explores the design and implementation of an online food ordering system utilizing PHP and My SQL technologies. The system aims to streamline the process of food ordering, enhancing user convenience and restaurant efficiency. Key functionalities of the system include user registration and authentication, menu browsing, order placement, and payment processing. Users can browse through a variety of menus offered by different restaurants, select items, customize orders, and add them to the cart. The system supports secure payment transactions, integrating popular payment gateways to ensure financial data security. For restaurants, the system provides a comprehensive dashboard for menu management, order processing, and customer relationship management. Restaurant administrators can update menu items, track orders in real-time, and manage customer feedback and reviews. Technical implementation involves using PHP for server-side scripting and My SQL for database management, ensuring data integrity and efficient query processing. The system utilizes responsive web design principles to optimize user experience across devices, accommodating the growing trend of mobile-based interactions. In conclusion, this abstract underscores the importance of leveraging PHP and My SQL technologies to develop a robust online food ordering system that meets the evolving demands of consumers and enhances operational efficiencies for restaurants in the digital age.

INTRODUCTION :

In today's digital age, the convenience of ordering food online has transformed the way people dine. Online food ordering systems provide a seamless platform for customers to browse menus, place orders, and have food delivered to their doorstep. These systems not only cater to the growing demand for convenience but also streamline operations for restaurants, enhancing their efficiency and customer service. The electronic meal ordering system is maybe the newest aid that majority of drive through restaurants in the west are adopting. With this method the client will be get informed about food via internet. Here we propose an "ONLINE FOOD ORDERING SYSTEM" that has been intended for fast food eatery, cafeteria and take out.

SYSTEM SPECIFICATION :

HARDWARE SPECIFICATION

Hard Disk : 150GB
RAM : 4.00GB
Processor : Intel core I5

SOFTWARE SPECIFICATION

Frontend :Java script
Coding :Java
Backend :Postgresql

EXISTING SYSTEM

The existing food ordering system has numerous pros and cons. There are enormous esteemed food ordering applications like swiggy, zomato, cookr... These apps made customers easy to buy food online. The pandemic was the catalyst for the dramatic rise in food ordering applications. Despite the easing of restrictions, demand for takeaway and delivery food has remained high in Australia, with the [number of people](#) ordering food online for delivery increasing by 27% from 2020 to 2022. Uber Eats, DoorDash, and Menulog dominate the Australian delivery market. According to Statista, in the last 12 months:

- 66% of Australians have used Uber Eats
- 50% have used Menu log
- 27% have used Door Dash.

DRAWBACK OF EXISTING SYSTEM

High Commission Fees: Third-party aggregators often charge restaurants high commission fees per order. This can significantly impact the profit margins for restaurants, especially smaller ones or those with lower-priced menu items.

Quality Control Issues: Ensuring food quality during delivery can be challenging. Delays in delivery, improper handling of food, and logistical issues can lead to dissatisfaction among customers and impact the restaurant's reputation.

Complexity in Menu Management: Managing menus across multiple platforms (website, mobile app, third-party aggregators) can be time-consuming and prone to errors. Changes in menu items, prices, or availability require updates on all platforms, which can be cumbersome.

Customer Service Challenges: Dealing with customer complaints, order errors, and delivery issues can strain customer service resources. Restaurants and aggregators need robust systems in place to handle customer inquiries promptly and effectively.

Data Privacy Concerns: Collecting and managing customer data (such as personal information and order history) raises privacy concerns. Ensuring compliance with data protection regulations (e.g., GDPR, CCPA) is crucial but can be complex, especially for global platforms.

PROPOSED SYSTEM

Proposed system for an online food ordering app involves outlining its key features, functionality, and technological framework. *The objective is* to develop an intuitive and efficient online food ordering app that enhances user convenience, supports restaurant operations, and provides a seamless ordering and delivery experience.

Here's a structured proposal for such a system:

- USER MODULE
- RESTURANT MODULE
- ADMIN DASHBOARD
- SECURITY CONSIDERATION.

The proposed online food ordering app aims to streamline the food ordering process, enhance user experience, and support restaurant operations effectively. By incorporating robust features, leveraging modern technologies, and ensuring security and scalability, the app will cater to the growing demand for convenient and reliable food delivery services.

BENEFITS OF PROPOSED SYSTEM

- ❖ Convenience: Customers can order food anytime and from anywhere using a smart phone or computer.
- ❖ Accessibility: Provides access to a wide range of restaurants and cuisines in one platform.
- ❖ . User-Friendly Interface: Offers a seamless and intuitive ordering process, making it easy for users to browse menus and place orders.
- ❖ . Customization Options: Enables customers to customize their orders based on preferences, dietary restrictions, or special instructions.
- ❖ Real-Time Order Tracking: Provides live updates on order status, from preparation through to delivery
- ❖ Secure Payment Options: Integrates secure payment gateways for safe and hassle-free transactions.
- ❖ Reviews and Ratings: Allows customers to read reviews and ratings from other users, aiding in decision-making.
- ❖ Promotions and Discounts: Offers special deals, discounts, and loyalty rewards to incentivize repeat orders.
- ❖ Mobile App Support: Many platforms offer dedicated mobile apps for easier navigation and ordering on the go.
- ❖ Group Ordering: Facilitates ordering for large groups or families with options to add multiple items to a single order.