Online Food Ordering Service – "TasteRide"

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Abstract— Taste Ride is a website designed primarily for use in the food delivery industry. This system will allow hotels, restaurants and specially Dabba wala to increase scope of business by reducing the labor cost involved. The system also allows to rapidly and without difficulty manage an online list of dishes which customers can browse and use to place orders with just few clicks. Restaurant employees then use these orders through an easy to navigate graphical interface for efficient processing. In this project, we have developed something like the same to learn from and serve the nation in a much better way possible. We had seen that now a days there so many Restaurant's & Cafe but with them there are also lots of Dabba Wala (Bhojnalaye) & Street food provider, who are in this race. But they don't get any of the platform to expand up themselves and become Digitalize, So here Taste ride is a platform were not only Restaurants but also Dabba Wala and Street Food Provider can Enroll Themselves. Most of the people who are Eager to have homemade food but due to their busy schedule and half knowledge about the Location they can't have it. Implementing this project can sought there problem. Also Now a day, people are more regular to dine-in at the restaurant for their meals. The online food ordering system provides convenience for the customers that are nothing special but the general busy people of the society. It overcomes the demerits of the manual hotel or mess system and the old fashioned queuing system. This system enhances the ready-made of foods than people. Through this Abstract you may think that it may be a small platform similar like Zomata or Swiggy but Actually it is a very large and depth platform with Different of variants.

Key words: Reducing The Labor Cost, Navigate Graphical Interface, Dabba Wala & Street Food, Digitalize

I. INTRODUCTION

Order Food online system is a bunch of benefits from the various point of views. As this online application enables the end users to register to the system online, select the food items of their choice from the menu list, and order food online. Also, the payment can be made through online mode or at the time of home delivery depending upon the customer's choice and convenience. The selection made by the customers will be available to the hotel reception or to the person handling work assignment. Now this same person will assign the orders to the specialist chef to be completed within a fixed duration of time. As soon as the chef prepares the food, the later person forwards the parcels to the delivery persons assigned with the location and customer identity of the customer along with the bill status. Therefore, this system enhances the speed of getting food in person's plate and quality and manner of taking the order from the customer. It provides a better communication platform. The user's details are stored using the electronic media. The online food ordering system provides the menu online and the customers can easily place the order by just clicking the mouse or by touching a button on their smart phones.

A. Activity Diagram

This section lists the activity diagram and describes the flow of the activities in the system. A detailed description is then given after the figure for each activity. Below Figure provides the overview of the activity of the Online Food Order System application.
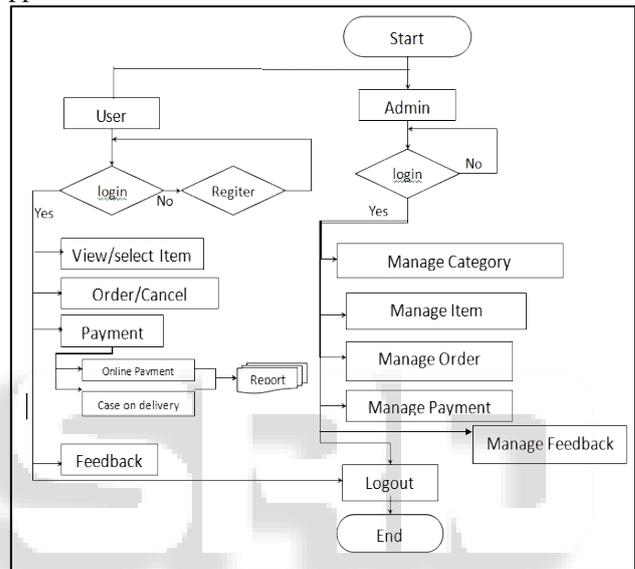

Fig. 1: General Flow Diagram of Overall Page.

B. About Us of Order Food Online System

This feature will provide the information about the owner, team members or partners and developers, information like the ranking of the website, average daily page visits, and journey (like when the system was launched, from where does the motivation came from) will be included

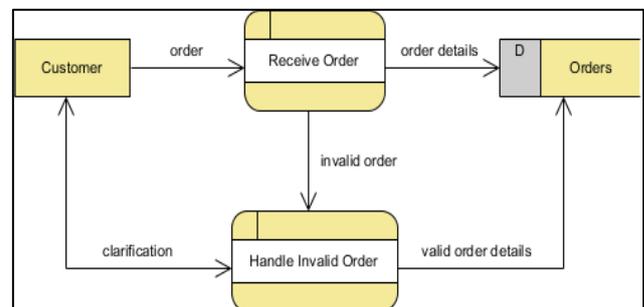### C. ER-Diagram of Order Food Online System

Fig. 2: Flow Diagram of Ordering and Data Retrieval from Database.

The above shown is an entity relationship diagram, depicting the working of food ordering system. ER diagram reflects the relationships that various entities involved in the system share among themselves, along with the entities.

Following are the description of entities involved in food ordering system:

II. CUSTOMER

This represents the set of customers, which are the clients who will be using this application. The customers are for whom the system is being designed.

A. Web Ordering System Module

This module provides the functionality for customers to place their order and supply necessary details. Create an account. The Functions to be provided to the Web users like the Restaurant customers are:
- Manage their account.
- Log in to the system.
- Navigate the restaurant's menu.
- Select an item from the menu.
- Add a new Food item to their existing (currently generated) order.
- Review their current order.
- Remove an item/remove all items from their current order.
- Provide payment details.
- Place an order.
- Receive confirmation in the form of an order number.
- View order placed.

B. Additional Feature
- E-Club - Allows user to subscribe to E-Club to get promotional deals and discounts offers.
- Health App Such as Counting Calories.
- Recipe sharing with blogs and videos and also with the Experts.
- Donate food –If someone has an extra food can donate it to nearby NGO.

C. Menu Management System Module

This module provides functionality for the power user-Administrator only. It will not be available to any other users of the system like Restaurant staff. Using a graphical interface, it will allow an Admin to manage the menu that is displayed to users of the web ordering system:
- Add or update or delete food category to and from the Menu.
- Add or update or delete food item to and from the Menu.
- Change the price for a Food dish from Menu.
- Update additional information (description, photo, etc.) for a given food item.

The Functionality of this component needs to be first configured before the customer uses this system. The Configuration once done will be used minimal as the menu items are changed in a long duration time of time and not on a frequent basis.

III. ORDER RETRIEVAL SYSTEM MODULE

This is the simplest module out of all 3 modules. This module is to be used only by the Employees of a Restaurant and covers the functions as:

1) Fetch newly Generated Orders from the System Database.
2) Display the orders in an easily readable, graphical way.

A. Employee

It is said that an organization is known by its employee and workers. Employees will work honestly and with complete dedication if they are paid sufficient enough money. On the whole, it's just like a food cycle, everyone depends on somebody.

The delivery sequence and choice is not same for everyone but varies person to person. It may happen that even sometimes a person says no to home delivery as he/she is passing by and can pick the parcel themselves. But it is almost an ideal case.

B. Payment

It defines the payment to be done by the customer for an order placed from the web store at worth price. Also, various security encryption mechanisms have been used, so the customer details of accounts and other credentials are safe and secure.

C. Cook & Sell

1) Catering Service
The Caterers can also prepare and sell their orders in bulk directly upon orders received to the Customer's desired Location on Demand and can also provide their services at a Specific Restaurant or Hotel.

2) Tiffin Service
Lunchbox delivery (Dabba waalas) that delivers hot lunches prepared from homes and restaurants to people at Office or work in India, especially in Mumbai. These Dabba waalas will carry your Lunchboxes on their own Transport Facility to deliver to you at your work place and will again take your empty Lunchboxes for the next day Delivery. They are also used by meal suppliers in Mumbai, who pay them to ferry lunchboxes with ready-cooked meals from central kitchens to customers and back.

3) Street Food Vendors
The Local vendors providing best food service in the local areas can use this platform and serve their orders in a proper Hygiene Quality and appropriate Quantity to their regular or non-regular customers. Also moving one step towards Swachtha.

4) Restaurant
Restaurants vary greatly in appearance and offerings, including a wide variety of cuisines and service models ranging from inexpensive fast-food restaurants and cafeterias to mid-priced family restaurants, to high-priced luxury establishments. Some of the Restaurants provide all types of Food ranging from Brunch, Morning Breakfast, Snacks, Juices and Other Beverages. Other Restaurants may have Limited Food service like only snack or Lunch/Dinner meals depending upon their Service or Resources (Small Scale OR Large Scale).

5) Homemade Food
There are many people who are interested in cooking but because of their busy schedule they can't manage with Time. So if they want to get involved in such food serve platform, not as a profession but as a hobby, they can register their Name and can Show their Talent by providing food as per

demand of the Customer in Less Time in Hygiene and Best Quality. Moreover the Users can also save the wastage of food by giving up the Extra food to the nearby NGO. In this way, the Home Cookers can represent their Hobby and provide food as per their schedule and earn popularity and Fame on base of their own skill and Talent.

IV. How is it different from other online food services?

It's better in multiple ways such as:
1) A homemaker can earn some money by just making and selling food at their respective timings.
2) Other Online Food Vendors just tie-up with Restaurants and Famous street food vendors, whereas this would be allowing everyone to register for expanding their Business may it be a Small Scale or a Large Scale.
3) Customers are guaranteed a quality food, as there would be review system for every chef or Cookers and accordingly he would be given incentives.

A. Customer Support

In this section, we have provided the contact number and proper email address, so that the customers can anytime write to us with any queries or complaints. Also, their valuable feedbacks are always heartily welcome. And our special team is ready to solve their problems and serve them the better way possible.

V. Implementation

Hardware/Software Interface: This section lists the minimum hardware and software requirements needed to run the system efficiently.

A. Software Interface

– CSS, Bootstrap, Php, Java Script
– Ajax (For Filtration)

VI. Working

A. CUSTOMER

1) NAME

It is the composite attribute which contains two more attributes that are First_Name and Last_Name. That contains user's first name and last name.

2) CUS_ID

This is mainly to manage the huge database system where the entire data is being stored. It is a permanent identification number given by the admin to the customer to maintain customer history.

3) CUS_ORDER_ID

It will be unique for each order a day. But the same id can be repeated on a new day, as it is mainly for the restaurant's reference and to prevent any type of conflict.

4) ADDRESS_ID

An identity through which categorization of places may be done. As address may or may not be unique for each customer registered. But still, this identity helps the delivery person to identify the right place to deliver. PHONE: The user's contact number is something that must be correct because if at some point of time delivery person gets confused with the address,

it can be used for confirmation. Also, the restaurant authority can contact to their customers for any type of feed backs or know the delivery service is good or not.

B. EMPLOYEE

1) EMPLOYEE_NAME

The name of the worker is important to maintain their database of work and payment record. Also if any complaints are filed then it is required.

2) TIMING

Time is something most important to be valued. And one of the major reasons behind the success of this food ordering system. In order to maintain the business work better, the authority must stick to its commitment. Workers are paid for their good work and more than that for completion of work before time.

3) EMPLOYEE _ID

To uniquely identify each worker and prevent any type of redundancy in records.

C. DELIVERY_MODE

1) URGENT

In some cases like uninvited guest arrival, late night, people prefer to pay more and get the order delivered urgently. So restaurants manage such situations by not following the sequence of order placement, as they are getting more than usual. And with another customer whom they have delayed, they manage it with some small gifts or offers.

2) NORMAL

The usual mode of delivery, that is followed by the sequence of orders placed. It is the normal and majority case. The hotels manage do not need to put extra efforts to manage these.

D. PAYMENT

1) PAYMENT_TYPE

The user is provided with lots of options that he/she can option for making the payment depending upon their ease. There are many choices available for net banking, use of wallets like pay and i-cash cards, also the credit card and debit card also COD options are available too.

2) PAYMENT_ID

It is for the benefit of the user as well as the website owners since the payment_id is helpful in maintaining the payment record in the database, as well as it is also provided to the customer after the successful completion of payment.

As later customer can claim anytime that they have already done the payments and the owners cannot deny. So it is useful to prevent any kind of fraud from both the sides.

3) PRICE

It is the record of the total sum amount the user needs to pay, and after the payment, it is used to update in the server-side database to keep the record of the net profit or loss on daily basis.

VII. Future scope of order food online system

A system to locate and track the customer orders in real time basis. Users can add GST to their account and the GST Number as per their Orders made and Bill Receipts received in their Login Module. A Reward Module where the Users can get reward points upon the Food that they donate and they can them use as coupons and redeem it in their Orders to get

Offers and Discounts. Bulk ordering of the Food to the customer's big orders and Requirement. A Continual service to help restaurants and Food Providers to simplify their daily operational and managerial task as well as improve the dining experience of customers and help restaurant develop healthy customer relationships by providing good Quality services. The system that enables the staff to let update and make changes to their food and beverage list information based on the orders placed and the orders completed from time to time.

VIII. CONCLUSION

This Online Food Service Platform aims at maximum Customer Satisfaction by providing them a wide variety of Options to choose from and order their Choice accordingly from the Best at an Interactive and Dynamic Interfaces. With the private login system, customers can view and make order and receive updates in real-time and collect receipts right from the smart phone itself. It allows customers to navigate the places or directions in restaurant and also allows restaurant owners to manage orders from customers immediately whenever he or she logged in into the system. Our experience in developing digital restaurants and inter-restaurant navigation using smart phones shows the capabilities of wireless communication and smart phone technology in fulfilling and improving business management and service delivery. Also step towards Digital India. This system is convenient, effective and easy so that it improves the performance of Food Provider's services.

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