

CHAPTER I

INTRODUCTION

1.1 Background

Due to the internet's and related technologies' rapid expansion in use, a variety of opportunities are now appearing on the web or in mobile applications. Nowadays, a lot of restaurants start their operations with communication thanks to the internet and telephone. One of the businesses the internet introduced was an online food ordering and Ordering service. Restaurants today put a lot of emphasis on speedy order Ordering and preparation.

This is made possible by utilizing a digital payment system. Anyone can order any product from anywhere on the internet, have it delivered to their home, and then pay for it. Customer interaction is the key tool in this process, and all internet-based transactions are an advertisement for the economics of digital money[1].

Client testing is the cycle through which the association point and components of the application, thing is attempted by veritable clients who perform unequivocal tasks in reasonable conditions.

The justification for this cycle is to survey the usability of the application and to close whether the thing is fit to be shipped off for veritable clients.

Food order services were first developed in Somalia in 1768. In 1906, widespread magazine and newspaper advertising contributed to the rise in popularity of food Ordering services. Customers can use the food Ordering service to order food items from stores, restaurants, and other businesses. Reservations can be made by calling the restaurant, making them online through its website, using a third-party app, or using one of its own. To protect them from the elements, shocks, and collisions with other objects, delivered items will be housed in a box or bag. Customers can choose their meal by first choosing the restaurant they want to go to, then looking at the menu that is available there, or they can base their decision on the menu item that is closest to them, the cheapest option, or the item that other customers seem to like the most. The website or app will also send notifications if the driver decides to pick up the food in addition to information about Ordering times, driver locations, total food costs, Ordering fees, and other specifics [2].

1.2 Problem statement

Considering how quickly the economy and industries are growing, people are looking for more convenient and affordable ways to purchase goods. Vendors must first purchase the products before they can sell them to end users. Buying food from the neighborhood grocery store by hand is becoming time-consuming and inefficient. Food can be ordered online and paid for without leaving the house and without going to a restaurant or food vendor. Therefore, there is a need for extensive advertising as well as for online systems for direct ordering, processing, and Ordering of food.

A. Confusing Menu problem

When hungry customers want to order online, they don't want to spend their time navigating a complicated menu that doesn't allow them to easily modify or add to their food selection. For example, online pizza ordering sites should have separate sections for the crust and all of its options, like seasoning, thick or thin, stuffed, a section for the sauce, a section for the cheese, and a section for all of the other toppings.

If customers try to order online and find that the menu is confusing or complicated, they will more than likely click away from the site and abandon their cart, if they were able to put anything inside. If you find in your analytics that there is a larger number of people visiting your online ordering page and the numbers exceed the numbers of people who are, in fact, ordering online, checking your online ordering process might point toward a complicated menu and ordering system.

Troubleshooting Tip: Go through your online ordering process yourself, and as a few others who are unbiased to do the same. If anyone experiences any difficulties, consider re-designing your ordering layout.

B. Timeliness

Once an order has been placed online, it needs to pass through several landing spots. The order needs to get to the restaurant, into the kitchen, and into the point-of-sale program. Once that's been done, the food needs to be made and then prepared for delivery, which includes bagging the food, including any utensils or condiments, and checking to make sure all of the components have been placed in the bag.

The employee responsible for deliveries usually has several deliveries at once, so all of the bags and orders need to be placed in warming bags to keep hot foods hot, and then delivered to the customer who ordered.

If a hungry customer finds that the wait time is longer than expected or predicted, there is less of a chance of returning to purchase again, and a greater probability that the customer will call to locate the order. If you're receiving these calls, you might find that there is a gap in the system that is causing a glitch or hang-up in the order processing system.

Troubleshooting Tip: Observe each part of the online ordering system, from start to finish, to audit the various steps involved. Consider adding a ticker that tracks the process and allows customers to see the status of their order.

C. Server Capabilities

It's vital for restaurants taking online orders to ensure they have the infrastructure in place to handle large volumes of online orders. A high-profile marketing campaign, as well as increased exposure, can lead to a large number of online orders being placed, which can tax a system not designed to handle such capacity. As a result, customers will be left with re-direct pages, timed-out messages, and blank web pages, and you'll probably be getting phone calls that hint of frustration while trying to order.

Troubleshooting Tip: Talk with your IT team about the capabilities in place with your system. It's important that your program can handle not only your current customers, but also the growth you are projecting for your online sales.

D. Accessibility

With such a sharp increase in the number of customers ordering from apps and smartphones, having an online ordering system that isn't mobile-friendly could cause a problem in your overall sales. Monitor your analytics to see how customers are accessing your Web page and online ordering system.

Troubleshooting Tip: Consider creating an easy-to-use app to take orders. Having a mobile-optimized Website is also valuable, as some customers might use their device's browser to order, instead of an app.

1.3 Scope of The Problem

It uses an automated ordering system. The system interprets the command acceptance message based on the system requirements. We check the item in our inventory system once we receive the order. All information about customer orders is kept in a database by the system.

Access to the system

The Administrator is the only user who can access the system's menus, reports, edit, modify, add, and other features. Additionally, in order to take orders from customers, waiters and waitresses have accounts with restricted access to the menus. Supervisors of the cashier can also access the system to make payments. Additionally, the manager can access reports, menus, and monitor daily operations.

a) Information about the order

The suggested system uses software to make adding and taking orders by users simple. The menu item, the price of each item, the table number, the time, and the date are all details that are entered whenever a new order is placed. Restaurant orders will enable quicker communication between the client and the server.

b) Safe, secured and reliable system

The system will contain backup files to protect the important data from the possibility of file loss. There is no chance that the system will be accessed by unauthorized parties since logging on requires entering a username and an alphanumeric password.

1.4 Research purpose

Managing food items, categories, payments, and customers will require less manual labor as a result of the project. It accomplishes this by keeping a record of all the data pertaining to the customer's order, order confirmation, and order details.

1.5 Benefits of the research

1. To create an application with an effective user interface for an online restaurant ordering system.

2. To control the order's Ordering address, food order, item category, and food details.
3. To assess how well customers are interacted with.
4. Restaurant owners can easily increase their customer base, increase profits, and gain more advantages.
5. To create a food ordering system that displays food information and cart history. The management of food item, category, customer, order, and order confirmation details is the primary goal of the project on the home Ordering food application. It handles all of the data regarding food item, payment, order confirmation, and food item. Only the administrator is assured access because the object is entirely built at the administrative end

1.6 Dalbofood (State of the art)

The DalboFood app, an online food Ordering service, allows customers to order food from a variety of restaurants. Due to its integration with mobile web technology, users can place online food orders through this platform and then wait for Ordering. In all of Somalia, Dalbofood is the first known online Ordering app.

DalboFood's goal is to give customers the high-quality food they prefer along with a practical ordering and payment system. With its corporate headquarters in galkaio, Somalia, Dalbofood is a reputable and well-respected provider of food Ordering services to homes and businesses. We will have a large clientele that includes both private citizens and companies [4].

