



## Online Food Ordering Website

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# Online Food Ordering System

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**Abstract:** In today's world, everyone is distracted and wants to save as much time as possible. Most people prefer to spend days and nights away from home on the weekends, but crowds are often much larger than weekdays, leading to longer lines. And to get the package, we have to wait a long time. We have to wait a long time even to pick up the package. Finding a table and waiting for food after order will be a nightmare for restaurant and hotel managers, creating a difficult situation. If we are lucky enough to sit down, then we are bound to the menu and pieces of this restaurant, whether we like them or not.

Nowadays, mobile devices with wireless technology have sprung up in the tourism industry especially the restaurants with the development of food order systems. There is a good relationship between the quality of the website and the trust of the website but also the important relationship between the quality of service and customer satisfaction. Moreover, a good relationship is found not only between website trust and customer satisfaction but also between customer satisfaction and trust. Finally, the study found an unintended negative link between service quality and reliability. Overall, the study provides important information on the functioning of online food ordering services

**Key Words:** online food ordering, restaurant, website quality.

## 1 Introduction

By ordering food online, food is ordered online and delivered to customers. This is done through an electronic payment system. You can pay with a customer credit card, bank card. Therefore, in this project we are creating a system that will allow customers to go online and place an order for their food. Due to the rapid growth of internet usage and related technologies, several opportunities are coming to the web. Many businesses and companies now enter their businesses freely because of the internet. One of the businesses brought online is an online food order system. In today's world most restaurants focus on faster preparation and faster delivery of orders rather than providing a richer dining experience.

It is possible for everyone to order anywhere online and goods are delivered to their homes. But while trying to discuss how to transfer goods and services, attention is focused on payment mode. In other words, how can you pay for goods and services online? This in turn leads to a discussion of the economic consequences of digital currency. Which consumption is based on the economic point of view? As the world becomes more and more global, what tool is needed for this discovery of social media? Developments are wireless or Global System of Mobile communication (GSM).

The growth of digital technology is reshaping industries. With the growing use of technology, the number of people participating in the digital sector is increasing rapidly. Consumers begin ordering online through apps or websites, with great ease of use and transparency, expecting the same information they will find in the store itself. Similar customer expectations apps offer growing services and services to customers. This situation exists worldwide. Being up to date and customer expectations helps the company keep customers on a large scale.

The various types of online food delivery in Indian markets are:

- Food research
- Zomato
- Swiggy

These food delivery programs not only increased the profit margins of food chains but also increased demand. These apps offer unlimited offers, discounts that make consumers tempted to order food, even if they weren't thinking about ordering. With these delivery apps, people can have food at their doorstep without compromising on the quality of their food and work plan. Therefore, customers prefer to order in-house, rather than have a problem cooking and waiting in the restaurant for their food to arrive.

Website design has been identified as an integral part of the online business environment and therefore, service providers should adapt their design to suit the local culture involved. Recently, customer trust has also been tested in the context of an online business as its presence helps maintain a stable relationship with customers. Several researchers have studied the quality of information, privacy / security, and effective payment system and focused on the results of building a website with honesty, satisfaction and trustworthiness, delivery and customer services have a significant relationship and satisfaction.

## 2. Literature survey.

People eat food to survive. In India, a tradition of eating after independence developed. Eating at home has been a very important part of Indian culture. However, over time, with an increase in the number of nuclear families, economic growth and an increase in per capita income and land distribution, the culture of fast food gained prominence. Similarly, children have reused the food of restaurants because of their exposure to urban cultures around the world.

### **Consumer preferences and spending patterns in the Indian fast food industry Prabhavathi, Y.**

Over the past few years restaurants have replaced the online food delivery system. Its growth over the past few years has been enormous . In today's global sector of the service sector that works with 70% of Global Product. . A number of customers are accustomed to ordering breakfast; lunch and dinner were growing rapidly in major cities in the country for convenience and transparency.

### **A Look at Exploratory Buying Behavior in the FMCG Industry**

Consumers are served an assorted platter of products along with a growing amount of decision-relevant knowledge that influences their buying decisions, according to M. Hyde et al., (2017).It also depicts the impact of demographic variables on consumer purchasing behaviour.

**Online Food Ordering Program Adithya R. et al., 2017** her research revealed how an online food delivery system reduces time consumption rather than going to a restaurant and waiting in a restaurant. This study has highlighted the benefits of an online system such as an online food order system that puts an online food menu and customers can easily place an order as they wish. And with the food menu, customers can easily track orders. The program also provides a feedback system where the user can measure food items. Also, the proposed system may recommend hotels, meals, based on user-provided ratings, hotel staff will be notified of progress and quality. Payment can be made online or in a delivery payment system.

### **Study on Impact of online food delivery app at Restaurant Business special reference for zomato and swiggy] Gupta, M.**

The online ordering system was a simple and easy way for customers to buy food online, without wasting time at a restaurant. This method was simple, safe, reliable and transformed the current restaurant industry. A structured questionnaire was identified to identify factors that affect purchasing and performance between online food service and the services provided. The study concludes that social media helps online food service providers with media advertising and on their websites.

## Consumer Favorite Study and the Impact of the Online Food App Manju, M.

In this case research on customer preferences and the impact of online food apps tells us about the impact of various food ordering apps in our daily life and what factors have contributed to this overuse of the food app.

### 3. Proposed methodology

The customer must first register on the website with his or her personal information. There will be a login screen where you may input your username and password. The user will have different levels of access to different screens. There is a screen where you can place your order.

TTL (The Taste Local) is a savoury food shop. There is a panel for ordering and billing orders, as well as altering personal information profiles. There is a screen that displays orders based on the user's orders for that hotel. There is a screen where you can change the menu. Owners have access to a screen that displays information about pending user orders. If the user types in the wrong username and password, the notice "Username and password are invalid" appears. If the account does not exist, a message stating that the account does not exist will be displayed. Users should be able to communicate in English. Users should be aware of the online assessments ahead of time. Customers can choose from a variety of meal categories on the menu webpage. Customers can update their user information by clicking on the My Account page. Users should have a basic understanding of computers and be comfortable using general-purpose apps. The user can keep track of their order. Customers can also choose from a variety of product weights, with costs varying accordingly.

Customers can add multiple delivery addresses but can only choose one. There are several payment methods available, including net banking, credit, debit, and cash on delivery. Products, Cart, Tracking, and My Account are the four primary menus.

Table1.Components of website

Module	Administrator	Vendor	Customer
Login	√	√	√
Dashboard/home	√	√	√
Profile	√	√	√
Advertisement	√		
Cart	√		√
Menu	√		√
Inventory	√	√	
Tracking Order	√	√	√
Sales	√	√	
History	√	√	√

The final program will have three primary components: a site for the administrator, a site for the vendor, and a site for the client. Each site has a number of modules, which are listed in Table 1.

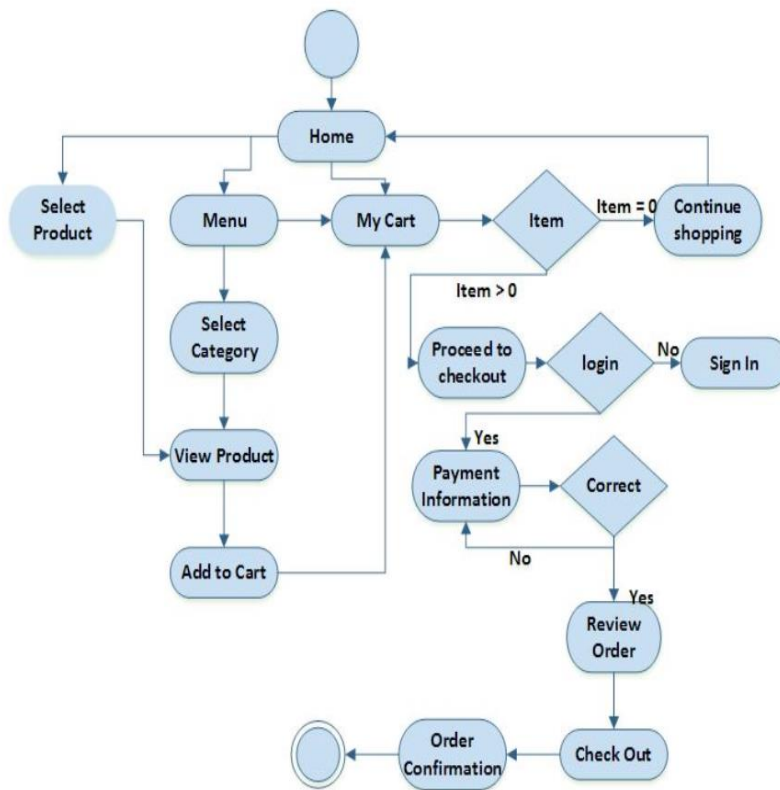


Fig1.Flowchart

#### 4. System Framework

Customers can place orders on our website, but they must confirm their orders before they may be processed and sent to their specified delivery address. Aside from online transactions, the goods can also be paid for using cash on delivery. To pay for the dish, the customer only needs to bring cash.

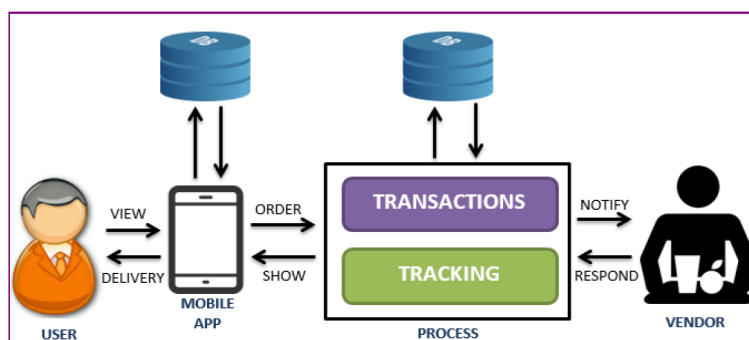


Fig2.Framework

The user interacts with the program by placing orders and completing transactions. The database will keep track of the entire ordering procedure. When a transaction is completed, the vendor is notified, and the order status is updated for the customers. Customers can use this application to check on the status of their orders as well as trace their previous orders using the history module. This makes it easier for them to place fresh orders. Vendors can also use this function to track down previous customer orders, which they can use to calculate stock and verify their profit margins.

#### 5 Conclusion

We provide information about internet food ordering in this paper. This program will guide you in choosing the best location to enjoy your food/meal in terms of quality and service. This would also help consumers and sellers save time and money by decreasing food waste. The findings back up the beneficial correlations between website quality and web trust, service quality and contentment, web trust and loyalty, and satisfaction and loyalty.

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