

Online Food Ordering App ‘Foodies Nest’

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Abstract:

The purpose of this project is to build an online food ordering application named “FOODIES NEST”. Our research also includes the “satisfaction of consumers by using online food services”. It will deal with consumer behaviour & helps to analyse their perceptions & will also help us to understand consumer equilibrium. Through these platforms, sharing one’s experience with others has become so easy, in the form of reviews, be it regarding a product brought or any kind of service availed.

Keywords: Online food ordering, Web Application, Foodie-Nest, Secure And Safe System Application, Unauthorized Access, Ordering Process.

1. Introduction:

With the rapid development of mobile technology, mobile application is connecting every field all together. Therefore, food industry is using this technology in connecting with vast public through online food ordering. Online food ordering may be a process that delivers food from local restaurants and other food co-operatives through a mobile application or an internet site. This type of food delivery is gaining popularity with more and more people especially the younger generation turning to mobile food ordering apps, thereby changing the way food is delivered and picked up [1]. Customers prefer using the food ordering app as they will generate an order without having to elucidate it to a special person and have the food delivered at his doorstep. Moreover, online payment makes this process easier and faster. Some popular online food ordering companies are “Swiggy”, “Zomato”.

This project provides a Web page application through which people can order Food online using the internet. In our busy schedule fresh and homemade food preparation is difficult in early mornings. But it is made possible by our web application to add homemade food and deliver the same before our lunch time. This web application allows people to directly order a Food for their afternoon lunch online. This application is designed to be beneficial for consumers as well as home food makers. Food Ordering app uses HTML, CSS, JS, react as a front-end and Node.js, Express.js as the back-end. The online food menu is set by the proposed food ordering system and customers can easily place the order as per their wish. Also, customers can easily track their orders with the food menu. Management improves food delivery services and protects customer databases. The motivation for developing the system is from the restaurant management system. Users of the system provide various facilities to get the service efficiently. The Food Ordering system for customers includes restaurants as well as mess facilities. Mess users are usually individuals who relocate to new cities / areas and this can be considered an inspiration for the Food Ordering system. Another motivation is considered as the increasing use of smart phones/mobile by the customers, so that any users of this system use all facilities of the system.

2. Related work:

The journey of food delivery services came when the term ‘Dabbawalas’ was used to service where lunches were packed and sent through rail or bicycle to the working professionals in Mumbai, India. Then, with the development in technology and in the world of mobile phones and internet, the first food delivery service was given in 1995 by “World Wide waiter” (Waiter.com) in northern California where the restaurants had partnered with the services to take their offline menus in online world. Now, most of the countries have their own online food ordering applications which connect small restaurants to the consumers sitting at home and either they do not have the time or the transport to go to these restaurants. Also, some people just avoid going out to these crowded places and prefer eating at home. The past work present discussed the use of web application with internet of things, and cloud computing for different purposes which also includes food delivery. In this system, application focuses on targeted audience, and the users enter their data through login, then the data is processed, and the users utilize the facilities available [4]. These mobile applications are made by developers using different platforms, languages: Java, and SQL, for developing front end: Android Studio Development Kit, and back end: MySQL Server, Wamp Server [5].

The food delivery platforms are reviewed by the consumers on the basis of star rating [6] which depends on various factors like customer satisfaction, timely delivery, and the customers intention to use it again in future [7]. A study in [8] compares the popularity of online food delivery apps- Zomato, Swiggy and uber eats based on the delivery services provided. It is not necessary that a particular application is popular worldwide, popularity changes with the location, and perception of the consumers [9]. The paper [8] concluded that Zomato is the most successful online food delivery platform in Ludhiana, India. E- payment is also an important factor deciding the user’s preference of choosing a platform over many other platforms. The paper [10] tells all the important factors that affect the adoption of food delivery apps. The paper also surveys about the age group, gender, and the marital status of the customers that prefer ordering food at home and concludes that around 59% of the people like eating at home rather than dining out. The paper [11] builds a food ordering application for Tom Yum Thai Oy, a Thai restaurant in Vaasa.

The table below has different food delivery platforms used in different countries:

Table 1. Different Food Delivery Apps

S. No	Food-delivery services	Year-of foundation	Country of origin	Reference
1	Zomato	2008	Delhi, India	12
2	Swiggy	2014	Bangalore, India	13
3	Uber eats	2014	San Francisco, California, U.S.	14
4	Food Panda	2012	Singapore	15
5	GoFood	2018	Indonesia	16

3. Objective:

- The Foodies Nest online food ordering system provides convenience for the customers. It overcomes the disadvantages of the traditional queuing system.
- This system allows the user to select the desired food items from the displayed menu. The user orders the food items. The payment can be made online or pay-on-delivery system.

4. Features:

- Food ordering: Allowing the users to order their food on-the-go from two different restaurants.
- No minimum order: The customer does not have to a minimum amount to order from a restaurant.
- Time-saving, the invention is capable of reducing the processing time to half of the existing rate with diverse options for food, as food ordering not limited to just one restaurant at a time.
- Online payments, online payments facilitate the flow of the money in the right direction, a step forward to corruption-free India.
- Eco-friendly, the process proposed saves unnecessary wastage of paper of making every document digitally.
- A user-friendly interface makes it easy to clear all doubts at one doorstep.

Existing Applications

S.no	Existing state of art	Drawbacks in existing state of art	Overcome
1	Food Panda	Min Order	No Min Order
2	Zomato	Single-restaurant ordering mechanism, one user can register multiple times using multiple numbers, User Interface not good	Can order from two places or more if in the same route OR within 5-6 km range, a user can register only once, User-friendly User Interface
3	Uber eats	Fake complaints leading to loss of the company, one user can register multiple times using multiple numbers	Complaint registration with proper proof, user can register only once

5. Working:

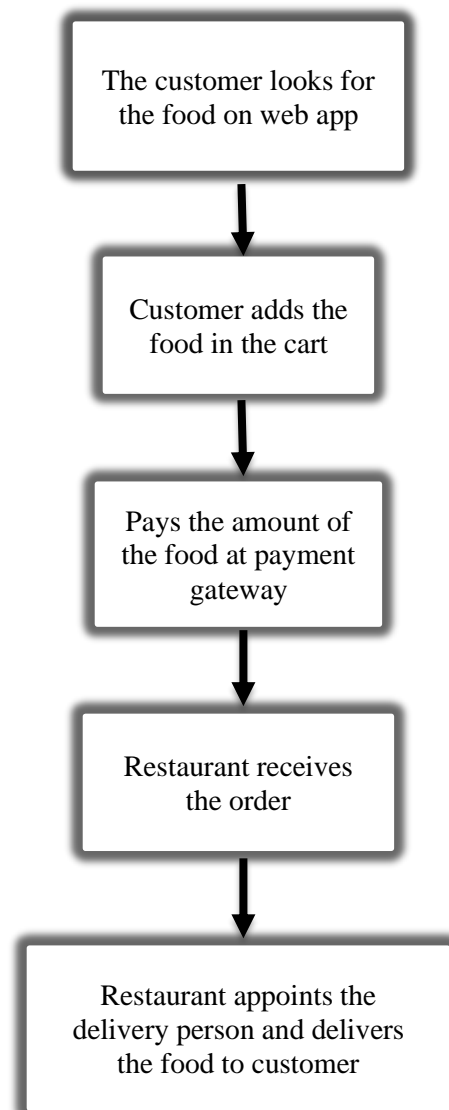


Figure 1. Working of food ordering app

6. Advantages:

- Opened 24/7
- Save time and money
- Reduce costs
- Hits the target market
- Online delivery mechanism
- Food can be ordered from multiple sources
- Paper wastage is reduced
- Route optimization is attained

- Helps in building up a social community for new food joints.

7. Conclusion:

The project can be concluded in the way that the customer can select his/her favourite food available in the restaurant and can add it into the cart then after that he/she can pay the amount by going on to the payment page, the food will be booked and the customer can enjoy his/her meal at home.

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