iJRASET
International Journal For Research in Applied Science and Engineering Technology



INTERNATIONAL JOURNAL FOR RESEARCH

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

Volume: 14 **Issue:** IV **Month of publication:** April 2026

DOI: https://doi.org/10.22214/ijraset.2026.80793

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International Journal for Research in Applied Science & Engineering Technology (IJRASET)
ISSN: 2321-9653; IC Value: 45.98; SJ Impact Factor: 7.538
Volume 14 Issue IV Apr 2026- Available at www.ijraset.com

A Review on Online Food Order Website

Aniket Pawar[1], Sumit Bhaskar[2], Omkar Dalvi[3], Sumit Dhaygude[4], Prof. Namrata Bhalerao[5]
Department of Computer Engineering, Bharat College of Engineering, Academic Year 2025-2026

Abstract: ***The rapid growth of internet technologies and smartphone usage has significantly transformed the way consumers interact with food service providers. This paper presents the design and development of an online food ordering website that enables users to browse menus, place orders, and make secure payments through a user-friendly digital platform. The proposed system aims to streamline the food ordering process by reducing manual intervention, minimizing errors, and improving overall efficiency for both customers and restaurant operators. The system integrates key functionalities such as user authentication, real-time menu updates, order tracking, and online payment gateways. Additionally, it enhances customer experience by offering personalized recommendations and efficient delivery management. The implementation of this platform demonstrates improved operational performance, reduced waiting time, and increased customer satisfaction. This research highlights the importance of digital transformation in the food industry and provides a scalable solution adaptable to various business environments.***
Keywords: Online food ordering system, web application, e-commerce, user interface, digital payment, order management

I. INTRODUCTION

The advancement of internet technologies and the widespread use of smartphones have significantly changed consumer behavior in the food service industry. Traditional methods of ordering food, such as in-person visits or telephone calls, are gradually being replaced by digital platforms that offer greater convenience, speed, and accessibility. Online food ordering websites have emerged as an effective solution, allowing customers to explore menus, place orders, and make payments from the comfort of their homes.

The increasing demand for fast and reliable services has encouraged restaurants and food businesses to adopt web-based systems to enhance their operations. These platforms not only simplify the ordering process but also reduce human errors, improve order accuracy, and enable efficient management of customer data. Moreover, features such as real-time order tracking, secure payment integration, and personalized recommendations contribute to an improved user experience.

This paper focuses on the development of an online food ordering website designed to bridge the gap between customers and food providers. The system aims to provide a seamless interface for users while ensuring efficient backend management for restaurants. By leveraging modern web technologies, the proposed solution seeks to optimize service delivery, reduce waiting times, and increase overall customer satisfaction.

The introduction of web-based food ordering systems addresses these challenges by providing an integrated platform that connects customers, restaurants, and delivery services. These systems allow users to browse digital menus, customize their orders, and make payments using secure online methods. Furthermore, features such as real-time order tracking, automated notifications, and personalized recommendations enhance user engagement and improve service quality.

Despite the advantages, the development of such systems presents challenges, including ensuring data security, maintaining system scalability, and handling high volumes of concurrent users. Therefore, designing a robust and efficient system requires careful planning, appropriate technology selection, and adherence to software engineering principles.

II. LITERATURE REVIEW

Sr. No.	Authors	Methodology	Limitation
1	Smith et al.	Developed a basic web-based food ordering system with menu display and order placement features using HTML and PHP.	Lacked real-time tracking and secure payment integration.
2	Johnson and Lee	Proposed a dynamic system with database integration for managing orders and customer details.	Limited user interface design and poor mobile compatibility.
3	Kumar et al.	Designed a mobile-friendly application with user authentication and online payment gateway integration.	Security concerns related to data encryption and transaction safety.

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4	Sharma and Gupta	Implemented real-time order tracking and delivery management using GPS-based services.	High dependency on internet connectivity and increased system complexity.
5	Patel et al.	Introduced recommendation systems based on user preferences and previous orders using machine learning techniques.	Increased computational cost and complexity in implementation.
6	Wang et al.	Developed a scalable cloud-based food ordering platform to handle high traffic and large user data.	Higher infrastructure cost and dependency on cloud service providers.

The concept of online food ordering systems has been widely studied and implemented due to the rapid growth of e-commerce and digital services. Several researchers have explored different approaches to improve efficiency, usability, and customer satisfaction in such systems.

Early systems focused primarily on basic functionalities such as menu display and order placement. These systems lacked real-time updates and secure payment integration, which limited their effectiveness. With the advancement of web technologies, modern systems have incorporated dynamic interfaces, database management, and secure online transactions to enhance overall performance. Many studies emphasize the importance of user-friendly interfaces in increasing customer engagement. A well-designed interface allows users to easily navigate menus, customize orders, and complete transactions efficiently. Researchers have also highlighted the role of mobile compatibility, as a large portion of users prefer accessing food ordering platforms through smartphones.

III. PROBLEM STATEMENT

The traditional method of ordering food through phone calls or physical visits to restaurants is often inefficient, time consuming, and prone to human errors. Customers face difficulties such as long waiting times, miscommunication of orders, lack of menu transparency, and limited payment options. Additionally, there is no proper system to track orders in real time, which leads to uncertainty and reduced customer satisfaction.

From the service provider's perspective, managing large volumes of orders manually becomes challenging, especially during peak hours. It can result in incorrect order processing, delayed deliveries, and poor resource management. Furthermore, maintaining customer records and analyzing their preferences is difficult without a digital system, limiting opportunities for business growth and personalized services.

Existing online food ordering solutions may address some of these issues but often suffer from limitations such as complex user interfaces, lack of scalability, security concerns in online transactions, and dependency on continuous internet connectivity.

IV. PROPOSED SYSTEM

The proposed system is a web-based online food ordering platform designed to provide a seamless and efficient interface between customers and food service providers. The system aims to overcome the limitations of traditional ordering methods by integrating modern web technologies, secure transaction mechanisms, and real-time communication features.

The platform allows users to register and log in securely, browse restaurant menus, select food items, and place orders through an intuitive interface. Each order is processed and stored in a centralized database, ensuring accurate record management and easy retrieval of order history. The system also supports secure online payment options along with cash on-delivery functionality to enhance user convenience.

For improved user experience, the proposed system includes real-time order tracking, enabling customers to monitor the status of their orders from preparation to delivery. Additionally, a recommendation feature suggests food items based on user preferences and previous orders, increasing customer engagement.

From the administrative side, the system provides a dashboard for restaurant operators to manage menus, update prices, track incoming orders, and monitor delivery status. This reduces manual workload and improves operational efficiency. The system is designed to be scalable, allowing it to handle multiple users and high traffic efficiently.

Security measures such as user authentication, data encryption, and secure payment gateway integration are implemented to protect user data and ensure safe transactions. Overall, the proposed system enhances the speed, accuracy, and reliability of food ordering services while improving customer satisfaction and business performance.

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ISSN: 2321-9653; IC Value: 45.98; SJ Impact Factor: 7.538
Volume 14 Issue IV Apr 2026- Available at www.ijraset.com

V. METHODOLOGY

The development of the online food ordering website follows a systematic and structured approach to ensure efficiency, reliability, and scalability. The methodology adopted for this system is based on the Software Development Life Cycle (SDLC), incorporating phases such as requirement analysis, system design, implementation, testing, and deployment.

Initially, requirement analysis is conducted to identify the needs of users and restaurant administrators. This includes understanding system functionalities such as user registration, menu browsing, order placement, payment processing, and order tracking. Based on these requirements, the system architecture and database design are created to ensure proper data flow and storage.

In the design phase, the user interface and system modules are planned. The system is divided into major components such as user module, admin module, payment module, and delivery tracking module. Flowcharts and data flow diagrams are used to represent the working of the system and interaction between components.

The testing phase involves verifying the system for errors and bugs. Various testing techniques such as unit testing, integration testing, and system testing are performed to ensure that all modules work correctly and efficiently. Security testing is also conducted to ensure safe handling of user data and transactions.

Finally, the system is deployed on a web server, making it accessible to users. Maintenance and updates are carried out regularly to improve performance, fix issues, and add new features. This structured methodology ensures the development of a reliable and user-friendly online food ordering system.

VI. SYSTEM ARCHITECTURE

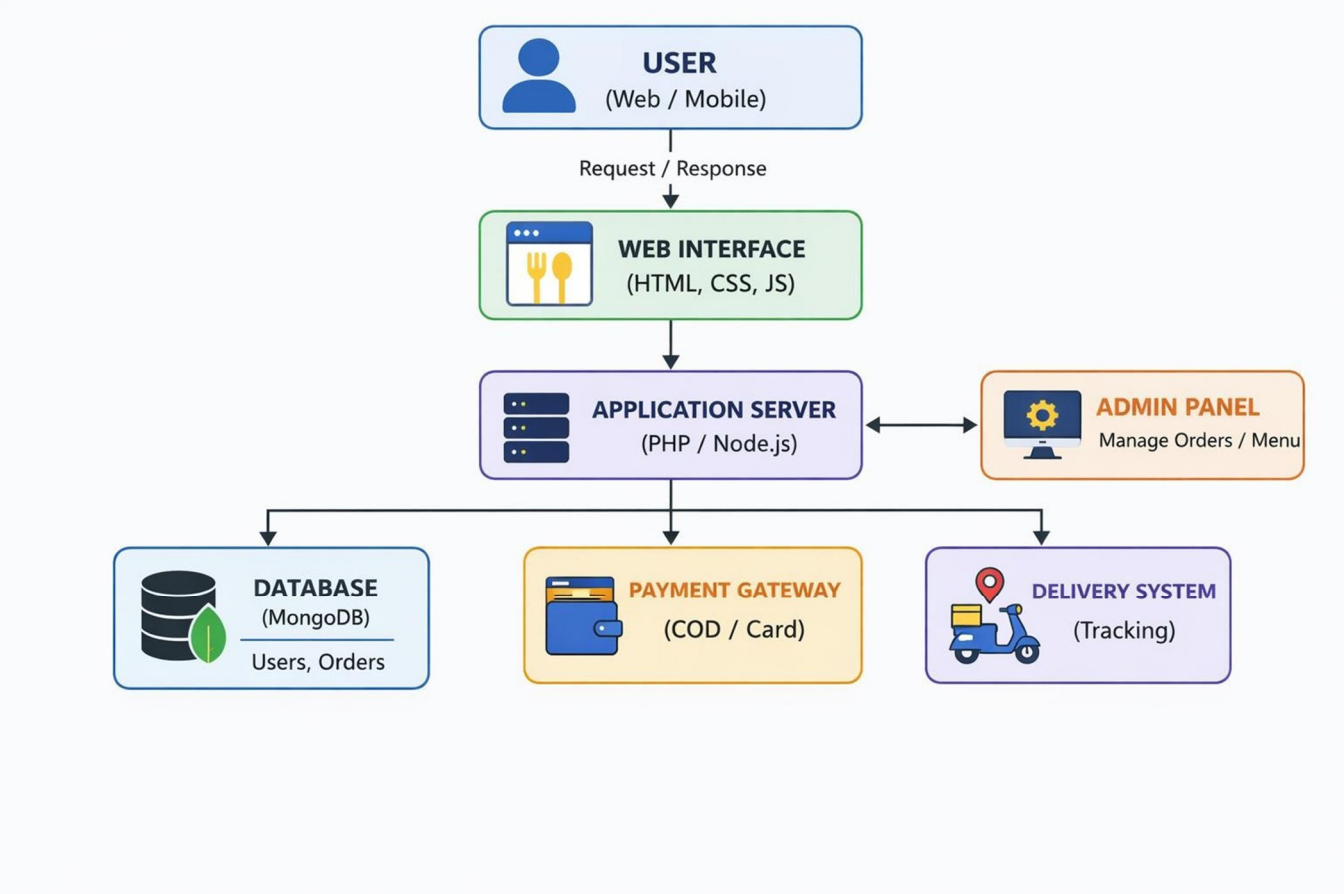


Fig. 6.1 System Architecture of the Project Triangle

The diagram represents the architecture of an online food ordering system. The user interacts with the system through a web or mobile interface, which is developed using frontend technologies such as HTML, CSS, and JavaScript. The requests from the user are processed by the application server built using technologies like PHP or Node.js.

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The application server handles business logic and communicates with the MongoDB database to store and retrieve data such as user details, menu items, and orders. It also integrates with the payment module, which supports cash on delivery (COD) and card payment options. Additionally, the system connects to the delivery module to manage order tracking and status updates.

An admin panel is provided to manage menu items, monitor orders, and control system operations. This architecture ensures efficient communication between components, secure data handling, and a smooth user experience.

VII. FUTURE WORK

The proposed online food ordering system can be further enhanced by integrating advanced features and technologies to improve performance, scalability, and user experience. One potential improvement is the development of a dedicated mobile application for Android and iOS platforms to provide faster access and better usability compared to web-based systems. Artificial Intelligence and Machine Learning techniques can be incorporated to offer personalized food recommendations based on user preferences, order history, and behavior patterns. Additionally, integrating real-time GPS tracking can enhance delivery transparency and allow users to monitor their orders more accurately.

The system can also be extended by implementing multiple payment options such as digital wallets and UPI for increased flexibility and convenience. Enhancing security measures using advanced encryption and multi-factor authentication will further protect user data and transactions.

Another area of future work includes the use of cloud computing to improve scalability and handle high user traffic efficiently. Features like chatbot support for customer queries, voice-based ordering, and multilingual interfaces can also be added to make the system more user-friendly and accessible.

Overall, these enhancements will contribute to making the system more intelligent, secure, and adaptable to future technological advancements.

VIII. CONCLUSION

The online food ordering system presented in this paper demonstrates an efficient and user-friendly approach to modernizing the traditional food ordering process. By leveraging web technologies, the system provides a seamless platform for users to browse menus, place orders, and make payments conveniently. The integration of features such as secure authentication, real-time order tracking, and an administrative dashboard enhances both user experience and operational efficiency.

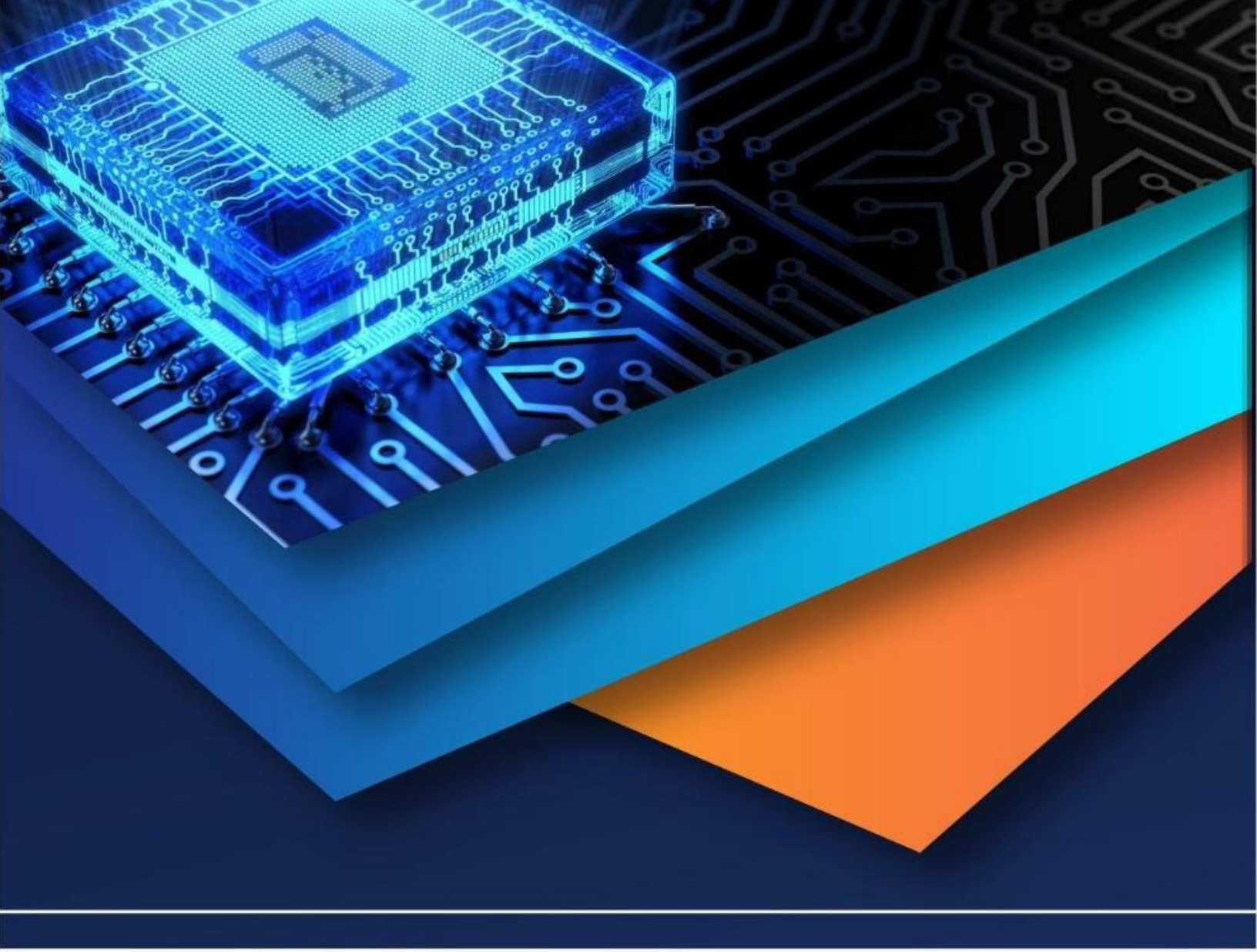
The proposed system successfully addresses common issues associated with manual ordering methods, including delays, order inaccuracies, and limited accessibility. It also enables better data management and supports business growth by maintaining customer records and order history.

Overall, the system offers a reliable, scalable, and secure solution for food service providers and customers. With further enhancements and technological integration, it has the potential to evolve into a more advanced and intelligent platform that meets the growing demands of the digital food industry.

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