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A Survey on Contact Less Dine-In via Web Application

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Abstract: ***Generally in the food ordering process several steps are to be performed for placing an order of food. Usually the customer starts from seeing the entire paper based menu and then tells the waiter to order the items. This issue of being late entertained could be solved with the help of advancement in the technologies. In this Pandemic situation after dealing with contactless delivery, we introduce a "contactless menu", this unique feature help restaurants to gain the trust and confidence of customers in their safety and hygiene. This system increases quality and speed of service. This system also increases the attraction of the place for implementing this system, giving restaurants a large range of customers a cost-efficient opportunity to give your customers a personalized service experience where they are in control choosing what and when they want it – from dining to ordering to payment to discounts and feedback. We are implementing this system using a web application. The front end will be developed using HTML, CSS and JavaScript and the backend will work on a PHP database. Implementation of Q-R code will be generated by Python Script***

Keywords: COVID-19, Food ordering, Contactless menu, Hygiene, Q-R code

I. INTRODUCTION

Restaurants and cafes are one of the most favorite premises. With no regard to the actual reasons for visiting restaurants, customers will make orders and wait for the ordered meals. However, it is common if customers complain for not feeling satisfied about the services offered,there are many reasons of leading to the dissatisfaction including being entertained late in terms of order taking by the waiter and meal serving, the cleanliness of the tables etc, and in some restaurants customers stand in a queue to place their respective orders. This is followed by the receipt being generated. The customer has to submit this receipt at the food counter. The restaurant personnel provide a token to the customer. Following this, the customer has to keep a check on the food counter to know if the order is ready or not. Finally, the customer receives the order after these numerous steps. These steps prove to be unorganized and lead to long queues and ultimately lead to chaos. Apart from the inconvenience to the customers, this standard procedure proves to be inefficient and tiresome at the admin end too involving hard copy records compiling the inventory, sales and accounts etc.

So, the need to digitize the food ordering arose. The proposed system aims to eradicate the trouble caused at both user and admin end. The system involves a web application for the users which shall include a barcode on table (which can take them to the website), menu of food (through which they can select their order) , notifications (when order is ready) and recommendations.

The customer simply needs to scan the Q-R code and will be directed to the website, after that the user will login with his/her mobile number and all the menu will get displayed. Next the kitchen end has a computer which shall display the orders. The customer can now place the order, after the order is placed and payment is done, in return they get some reward points that can be used in future for a discount. After that when the order is ready, the kitchen staff has to click a button which would send a notification to the customer so that the customer can collect the food. This shall organize the crowd; make the restaurant service paperless, efficient and manageable. This system also eases out the restaurant's personnel's job by automating the inventory analysis and account management.

II. LITERATURE SURVEY

As time flies technology is also getting updated, so has food delivery and order processing, a key topic of research for many people in the last few years has introduced different concepts and ideas for the ordering of food in a more effective way with the best ease.

Enhancing the quality of ordering food is not the only task but also the way we order and from the people we come in contact with. As to mitigate these challenges, a hybrid application was introduced for canteen to which will administer the user to place order efficiently through a mobile application Roshni, et al. (2019) has described very effectively. This expunged the canteen problem of crowd management by notifying the customers after order completion, and assisted the staff to become dexterous with the use of this technology, thereby reducing manual labour

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We outline the evolving issues and the points and future research and coming to the points, finally we integrated these points and set an agenda Srivalli, et al. (2014) in digital marketing to the biggest consumer market in the world today. This concentration of orders, food delivery players in India that have limited their expansion to newer towns and are now will be focusing on achieving operational efficiencies and profitability in Tier 1 cities.

The enhancement of science and technology leads to making life more comfortable than in older days. So in past years the restaurant food order process involved several steps, to reduce those steps an alternative method for the customers is "Food Pre-Order System" Varsha, et al (2015) the list of selected pre-ordered items shall be shown on the kitchen screen, and when confirmed, order slip shall be printed for further order processing.

III. PROPOSED WORK

As the project deals with the digital food ordering system, an existing system is paper based. As with paper things get damaged easily with other stains, and customers can even get infected with contagious viruses and diseases.

We are introducing a "ContactLess Food Ordering system". This system will help in coming no contact with ordering food, the customer will scan with the Q-R code assigned to the individual table, with a unique id. Customer needs to scan that particular Q-R code from the mobile and will be directed to the website, after that they can view the menu. This system will make the availability of the dishes, and order the food, by entering the table number at last.

Dishes to be prepared are sent to the kitchen. Starters and main course order will be taken together, and drinks and other desserts can be ordered separately. Kitchen staff can see the order at their screen, prepare them in an appropriate sequence and confirm preparation and their system when complete.

The system will give an alarm five minutes before so that the customer sees the completion, and can do the payment according to the suitable payment mode ie. offline or online. When the payment is done by that time the order is ready and can pick up the order from the table available in the restaurant.

At last the customer can give the feedback after enjoying the food, and in return take discounts which can be used further in the next visit. This will be making the entire experience far more seamless and convenient for the users.

IV. CONCLUSION

This proposed system would attract customers and also add to the efficiency of maintaining the restaurant's ordering and billing sections. We are discovering 5 factors through Contact less dine in:

A. Customer Convenience
B. Secured payment architecture
C. Strategy for referral coupon
D. Payment preference of the customers
E. Discount by Portals

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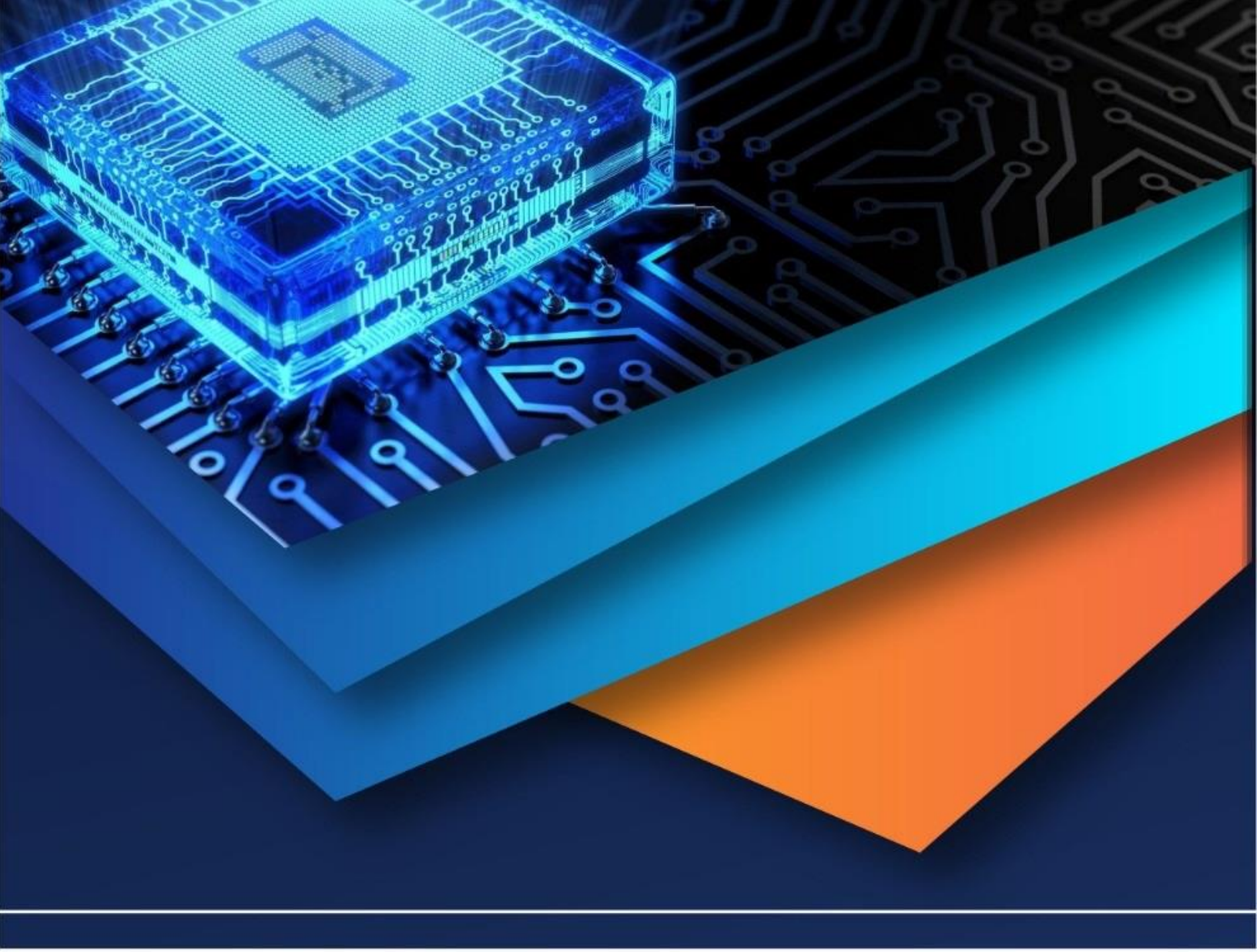

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