

Online Food Ordering System

Nowadays, technology has developed and grown rapidly, causing people in this period to use the internet and mobile phones more. Most of everything is adjusted in the form of an online system because now it is an online era. Online Food Ordering is one of the popular platforms that people are interested in and it has grown fast in recent years.

Online Food Ordering System is designed to be used in the food delivery services or business for restaurants and customers. To clarify, this system is for customers to order food items via application or website on their phone or tablet and for restaurants to get customer's orders. Online food delivery services make it more convenient and easy for clients to order food because most people can access any online platform via communication device with anywhere and any time even in far location or rush hours.

The system of food delivery has both advantages and disadvantages. Take a closer look at the advantages, first is the convenience of the customer to order items through online applications or website platforms which they can compare and choose the prices of dishes from each restaurant that they satisfy. Also, it is easy to communicate between restaurant and customer while ordering food, causing both parties to be on the same page. Moreover, even in rush hour, the customer can save their eating time by ordering food to the place where there was instead of going to eat outside. Moving on to the payment method, there are many ways for customers to pay for the food items either cash or online payment such as credit card or debit card payment because today is an era of cashless society.

On the other hand, due to the increase of demand on online food delivery platforms, it causes restaurants to hire more employees to provide service for their customers which makes it more expensive to service and it will be charged on clients. In addition, the environment between dining at a restaurant and dining at a place where customer ordering food is different because at the same place that customer dining delivers food cannot change the feeling and not get relaxed enough dining in the restaurant where they may be relaxed with the light or sound around there.

To conclude, In today's fast-paced world, ordering food through an online application is a good solution to fix the customer's problem for those who have a few minutes of eating. Also, Online Food Ordering Systems make customers' lives easier and convenient because they can use the internet and their phone that they use daily to order items of food. Furthermore, the customer can make a decision to select the restaurant, food, and payment method they want by comparing any factor that satisfies their need.

Reference :

https://www.researchgate.net/publication/350430883_ONLINE_FOOD_ORDERING_SYSTEM