

Research Paper on “Alexa with Online Food Ordering System”

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Abstract- Our main motive is to develop such a web app that would be helpful to the blind people. We have planned to create such a technology by using Alexa, that when a blind person wishes to order food from any restaurant, he just have to open the Alexa and all the details from restaurant selection to conforming the order. The service is not only for blind people but our motive is to help blind people and make their life better. Digitized management of hotel process includes various processes of restaurant such as Order taking, Updating menus, Bill generation, Customer Relationship Management system (CRM) together. This project ensures the quality and speed of service. Implementing this system gives an economically efficient mechanism to provide the customers with a better environment to dine.

I. INTRODUCTION

The proposed system is a web application which is built in JAVA. It provides the Candidate's ability to register to this application and manage their accounts. Each candidate will have an account with their own home page. Our main motive is to develop such a web app that would be helpful to the blind people. We have planned to create such a technology by using Alexa, that when a blind person wishes to order food from any restaurant, he just have to open the Alexa and all the details from restaurant selection to conforming the order. The service is not only for blind people but our motive is to help blind people and make their life better. Although online food delivery services provide extra channels for potential revenue, they also create the risk of cannibalization in which brick-and-mortar sales actually suffer because consumers who purchase in-store have transitioned to mostly online purchasing behavior.

II. LITERATURE REVIEW

A. Humans consume food to live. In India, food restaurant culture emerged after independence. Eating at home used to be a significant aspect of Indian culture. However, over a period of time, with a growth in the number of nuclear families, economic growth and increasing per capita income as well as globalization, fast food culture gained

prominence. Similarly, children also resorted to restaurant food due to their exposure to global urban culture Prabhavathi et al., (2014).

- B. Mathews Joao Chorneukar (2014), in his study on Customer Perceptions of Electronic Food Ordering, tells us about how people prefer to buy food through electronic ordering. The satisfaction of the customer is seen through electric food ordering. People working in IT sector mostly prefer these electronic ordering. And telephone is the mainly used for electronic food ordering. And it was also found out that lots of money was being demanded during delivery of food
- C. Nitiwanakul W (2014) this study was to examine the relationship between customers' perceived value and its drivers which influence fine dining restaurant selection. The results indicated that perceived value and monetary cost were the key factors that influence consumers' intention to select a fine dining restaurant. Food quality, service quality, monetary cost and non-monetary cost were found to be the essential factors which directly affect the overall customer perceived value of fine dining restaurants, in a positive way for quality and a negative way for cost.
- D. Recent studies have described a “retail apocalypse” in which e-commerce has forced brick-and-mortar retail establishments without online channels to shut down across the nation. However, physical stores are not quite finished. The “bricks-and-clicks” hybrid model has become more and more popular—and this trend has not been limited to just retail stores (Horta, csu and Syverson 2015).”.
- E. Crowding-out effects, although well understood in some industries, have not been empirically studied in the context of restaurants. The case of online food delivery services is especially interesting because a third party offers the delivery service, rather than the individual restaurant opening its own specialized online channel. Further, the cannibalization of restaurant sales by online food delivery services has recently become a large point of contention. This study fills a gap in the literature related to online food delivery services and their impacts

on restaurants, addressing growing concerns in the restaurant industry, especially in light of COVID-19.

III. STUDY FINDINGS

- A. Restaurants have to make decisions about where their operational priorities lie. For some restaurants, it is all about delivering good food to customers, and they would instead not get involved in niche production processes that are related to voice search technologies. For others, it is all part of one package that they are willing to come up with creative ideas that will hopefully make the technology more relevant to their clients.
- B. This system receives a client's order and prepare a list by means of the designed client's template in the kitchen. The food ordering device is transportable. The waiter takes the client's order and directs it to the client's template in the cook room
- C. This system increases the food-ordering service quality in restaurants and minimizes the waiting time of clients. The on-site paging system is used at UHF frequency or the frequency range of 467 MHz for sending the order data
- D. System The Smart Order System in Restaurants (SOSIR) has been modified to take order from the client's table through RS-232 signal, which is sent to the cashier counter. The cashier counter system is connected to a database. When the clients' orders are sent the cashier counter system will screen and prioritize the orders before sending the information to the kitchen for the chef to cook.

IV. CONCLUSION

In this system, we propose the architecture for utilizing the web application for taking orders from the Customers using separate hand held devices for every table in a restaurant. Thus the improvisation of the Food ordering, order processing, bill generation, feedback collection are done with the aide of java platform.

V. FUTURE WORK

In future, combining Machine Learning algorithms along with data analysis we are planning to propose a system which can be used for ordering food in the restaurants along with handling the inventory management for them. Furthermore, through the feedback obtained by the customers we can get different types of valueable information from the data by ap-plying different data analyzer algorithms; for example, details about popular food items among the customers, their opinion about the price ranges or food or ambience or customer sevicees, etc can be gathered from the

data which is stored in the database. This information can be further taken into consideration for various purposes like marketing which will be favorable for restaurants.

VI. ACKNOWLEDGMENT

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