



# eWaiter—The Digital Revolution to Restaurants using Sentiment Analysis Algorithm

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**Abstract**— Modern technologies are altering the way we work, interact and use them. The fact of the matter is that the world is advancing at such a pace that every aspect of our life needs to comprehend with the fast world. Food industry was always lagged behind in adopting new technology. However, advancement in computer field, led the food industry to adopt automation process in the ordering. Nowadays, wireless technology is introduced to bring automation in the food industry. Here we proposed the eWaiter system which eliminates the entire manual ordering system to digital ordering system. The innovation in this system is that sentiment analysis algorithm is used. The use of sentiment analysis algorithm in this system is that when customers give feedback after finishing their meal they give a rating to a particular dish, with the help of these ratings the dish that has more rating comes at the top. This system provides customers a great experience from dining to ordering to payment in a way that the bill is computed automatically which is helpful for the customer that they know their total amount before placing an order. The front-end is developed using ASP.net, Android and at the back-end, SQL server database is used.

**Keywords**— Android, Sentiment Analysis, Tablet, WIFI