DESIGN AND BUILD A WEB- AND MOBILE-BASED PLACE AND MENU RESERVATION APPLICATION SYSTEM
(Case Study: Moonlight Coffee)

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ABSTRACT

The reservation process for places and menus at Moonlight Coffee does not yet have a special application that serves reservations or reservations as well as menus. The reservation process is only done via whatsapp or instagram so it takes a long time to reply to chat, take notes, and recap reservation data. A system is needed that can improve the performance of the place of business and minimize the obstacles faced by customers and owners and employees of Moonlight Coffee. Therefore, it is planned an application program that can overcome these problems by creating a reservation system for reservations and web- and mobile-based menus that can make it easier for admins to serve customers more effectively and make it easier for customers to order. The use of web and mobile android as the basis for making reservation applications because it can provide convenience in using and accessing reservation processes and data. The result of using web and mobile as the application base is that the reservation input made by the customer and the recording and recap of reservation data by Moonlight Coffee staff is easier and faster. Based on the research conducted, it can be concluded that the reservation process with web and mobile is currently the best solution for Moonlight Coffee.

Keywords: *Reservation, Web, Mobile.*