

**IMPLEMENTATION OF WEB-BASED REFLEXOLOGY & SPA SERVICE  
RESERVATION INFORMATION SYSTEM  
(Case Study: Zanabag Homespa Ngawi)**

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**ABSTRACT**

*Zanabag Homespa is a place for traditional reflexology & spa services for babies to adults located on Jalan Letjend Sutoyo, Margomulyo Ngawi, East Java. For now, the reservation process at Zanabag Homespa is done via WhatsApp. Customers will contact Zanabag Homespa's WhatsApp contact then order the day, time and service as desired. This reservation process makes the receptionist often overwhelmed because they have to enter schedules one by one, and check the schedule first before accepting reservations from customers. From these problems, an information system is needed that can assist in preparing month-end reports, as well as assisting in expanding the promotion area and ordering reflexology and spa service packages. The research method used is the technique of collecting data by interview, observation, and literature study. Reservation information system for reflexology & spa services is built on a web basis. The programming language used is PHP with the CodeIgniter framework. Thus, the reservation information system for reflexology & spa services can be used to provide information related to reflexology and spa service packages. The reservation process can be carried out by customers remotely as well as convenience when making payments. The payment process is done by uploading proof of payment. This system is expected to be in accordance with functional requirements that can handle business process needs easily so that it can display reports precisely and accurately.*

**Keywords:** *Reservation, Spa Service Information System, Web, Zanabag Homespa*