

WEB AND MOBILE SERVICE DEVELOPMENT TO IMPROVE BUSINESS SERVICES

(Case Study: Konogawa Coffee & Culture)

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ABSTRACT

A cafe is a commercial establishment that serves food and drinks to customers in a relaxed atmosphere. Cafes are also a great place to relax and meet relatives. In their operational processes, many cafes in Yogyakarta, one of which is the Konogawa cafe, use manual processes. This can cause long queues when many customers arrive at the same time so that some customers have to wait longer to process the order. Based on these problems, a system was created in the form of a mobile application and interconnected website to improve the performance of cafe services. The website functions as a promotional medium and contains information about the cafe, while the mobile application can be used to order menus online. In designing the system, the author uses API technology to connect websites with mobile applications. This process works when a customer orders a menu using their cellphone which is connected to the local area network. The order information will be sent to the cashier who will then forward it to the kitchen. The results of creating this system will help improve service performance to customers by speeding up the delivery of order information to the kitchen.