

DEVELOPING ANDROID-BASED SALON BOOKING APPLICATION

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ABSTRACT

Currently, many beauty salons still rely on manual systems for booking and customer management, which often result in long queues, recording errors, and customer dissatisfaction. This study aims to develop an Android-based salon booking application to improve operational efficiency and enhance the customer experience. The research method includes observation, interviews, and document analysis to identify existing needs and problems. The application was developed using Flutter and Firebase, and it features user registration, login, service booking, and customer data management. The results show that the application successfully addresses the issues present in manual systems by reducing queue times and data errors while enhancing efficiency and customer satisfaction. This mobile application simplifies the service booking process for customers and enables salon owners to manage schedules and customer data in real-time. Therefore, the Android-based salon booking application is expected to contribute positively to salon operations and overall customer experience.

Keywords: *Salon Booking, Android, Flutter, Firebase, Operational Efficiency*