

***THE IMPLEMENTATION OF PROGRESSIVE WEB APPLICATION
IN A SALES SYSTEM
(Case Study: Wonosobo Polarist Photocopy)***

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ABSTRACT

The rapid growth of restaurants offering diverse culinary options has intensified competition, yet operational challenges persist, such as order delivery errors, slow employee response, and long customer wait times, which negatively impact customer satisfaction. This study aims to design a self-ordering system based on Progressive Web Application (PWA) technology to address these issues and improve service speed and customer experience in restaurant operations. The proposed self-service ordering system adopts the Bring Your Own Device (BYOD) approach, allowing customers to place orders independently using their own smartphones, thereby reducing service wait times. The research findings show that this system offers a modern, practical solution that enhances customer engagement and operational efficiency. Customers can track their order status in real time, and payment queues are significantly reduced. The resulting application demonstrates potential for broader implementation across various business sectors, particularly within the food and beverage industry.

Keywords: *Progressive Web App, Restaurant, Self-Ordering*