

**IMPLEMENTING AND EVALUATING A SMART MOBILE RESERVATION  
SYSTEM TO IMPROVE OPERATIONAL EFFICIENCY  
(Case Study: Linga Longa Bar Sanur Bali)**

**ABSTRACT**

Linga Longa Bar in Sanur, Bali, faces challenges managing table reservations manually, especially during weekends and holiday seasons when visitor numbers surge. The traditional reservation system currently in use often leads to issues such as recording errors, discrepancies in table capacity, and unilateral cancellations without clear confirmation. This research aims to design and implement an online table reservation information system integrated with digital payment options for down payments (DP). The methods employed in this study include system requirements analysis, database and user interface design, and the development of a web-based system. The outcome is a reservation system that enables customers to place orders online, verify payments, and provides real-time monitoring of table availability. This system has been shown to increase operational efficiency, reduce the risk of errors, and enhance the customer reservation experience, thereby supporting the growth and professionalism of service at Linga Longa Bar.

Keywords: Information Systems, Online Table Reservations, Digital Payments