

# ***WEB-BASED BARBERSHOP SERVICE MANAGEMENT AND BOOKING SYSTEM***

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## ***ABSTRACT***

*The conventional service booking and management system at Men's Hair Barbershop Bengkalis has been done manually, either through direct walk-ins or WhatsApp messages. This often triggers various operational obstacles, such as irregular queue buildup, long customer waiting times, and the risk of transaction data recording errors and overlapping barber schedules. Therefore, this study aims to design and build a website-based Barbershop service booking and management system as an efficient digital solution. The development of this system applies the Waterfall method, which includes the stages of requirements analysis, design, code implementation, testing, and maintenance. This system is equipped with main features such as customer registration, service package selection, schedule determination, promo management, and financial report management. The system functionality testing phase is carried out using the Black Box Testing method to ensure the functionality works well, followed by trials on various devices and web browsers. In addition, User Acceptance Testing is conducted through structured interview methods with the management and customers to evaluate usability aspects. The conclusion from the test results shows that all system features have operated optimally, are responsive, and free from technical errors. This website-based system is proven to significantly facilitate customers in making online reservations, while accelerating admin performance in managing operational data in real-time.*

***Keywords*** : Barbershop, Booking, Information, Waterfall, Website.