ABSTRACT

Analysis And Design Of A Web-Based Pos Information System At Warung Daun Cau

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Web-based Point of Sale (POS) Information Systems have an important role in optimizing operations and management in retail businesses such as restaurants and food stalls. Warung Daun Cau, a stall that is busy with visitors in Tangerang, has faced challenges in recording sales which are still done manually. This manual approach affects time efficiency, data accuracy, and customer service.

This research aims to conduct an in-depth analysis of the operational processes of Warung Daun Cau and design a web-based POS information system that suits the unique needs of this shop. Research methods involve surveys, interviews, observations, and needs analysis which are used to formulate effective system designs.

The result of this research is the design and implementation of a web-based POS Information System that is adapted to the characteristics of Warung Daun Cau. This system is expected to minimize recording errors, increase operational efficiency, and enable management to access sales data in real-time.

With this system, Warung Daun Cau can be more effective in managing its operations, increase customer satisfaction, and remain competitive in an increasingly competitive market.

Keywords*: CustomerService, Food Stall, Needs Analysis, Operational Efficiency, POS Information System.*