

ABSTRACT

Adi Karya Motor Workshop is a small and medium-sized entrepreneur engaged in car repair services, and is a place to carry out car maintenance and maintenance. Adi Karya Motor Workshop is one of the car service workshops located in the Soreang area, with operating hours from 08.00 to 17.00 from Monday to Saturday. In running its business, Adi Karya Motor Workshop has problems, one of which is the number of customers who are not comfortable with the length of time waiting for service at the workshop. This happened because of the limited workforce and not proportional to the large number of vehicles entering the workshop. So this affects the length of time waiting in line and customers do not know when their vehicle will be repaired. In addition, the Adi Karya Motor Workshop is also lacking in the use of internet technology that is currently developing, so that the Adi Karya Motor Workshop needs to build an information system that can make it easier for customers to make booking services. In this final project, an application will be built that can handle the problems above, which can schedule customer service, can remind customer service schedules sent via WhatsApp, and can record customer history. Making this final project was developed using the Software Development Life Cycle (SDLC) method or also called the software development cycle using a prototype model approach and implemented with the PHP programming language and MySQL database. Testing is carried out using the Black Box Testing method on application functionality and the results of the testers are in accordance with the needs.

Keywords: Service, Scheduling, WhatsApp Notification, SDLC, PHP, MySQL