

## ABSTRACT

*Garuda Indonesia is one of Indonesian national airlines. As a form of appreciation to its loyal customers, Garuda Indonesia created a Garuda Frequent Flyer (GFF) program. The members of this program will get a chance to fly for free depends on the flights they have had. Besides that, the GFF membership allows them to get exclusives rights according to the membership's level. Those exclusives rights are check in counter, priority stand-by, priority boarding, and additional luggage capacity. To enjoy those facilities, every customers only need to show the GFF member card. This process has been done manually, therefore it can not be stated as flexible in this era.*

*That problem can open an opportunity to build a more flexible application for GFF services. This times, there are various applications which are developed in Android platform. Android is a Linux based and an open source Operating System for mobile. This application is open source also so that it is suitable to be built in Android. This application has online features such as ticket reservation, member flights's data display, check-in, and mileage exchange.*

*With this application, GFF members no longer need to show membership card at time of reservation, check-in and boarding pass. All activities can be done using a mobile phone user has. After testing directly to a member of GFF, 80% of the 10 respondents stated that the GFF application functionality has been going well and easy to understand. In addition 70% of respondents stated that the GFF application is in conformity with the currently implemented system. Overall GFF application is feasible to replace the currently implemented system. This is evidenced by 80% of respondents said that it deserves.*

*Key words : GFF (Garuda Frequent Flyer), Android, reservation, check in*