ABSTRACT

Customer satisfaction is very important in the tourism industry, and the quality of service provided by restaurants is one of the factors that can affect it. One important service in restaurants is the waiter call service, which is usually done by pressing the bell or calling the waiter directly. However, these methods have several drawbacks, such as disturbing other customers and being impractical for people with limited mobility. To overcome these shortcomings, a Waitress call system using sensor nodes has been designed, with Arduino Uno as the microcontroller, touch sensor sensor TTP2223 and NRF24L01 module for wireless communication between the client device and the restaurant service desk. This system aims to make it easier for customers to call the waiter without disturbing other customers and overcome communication challenges that are often faced by tourists when visiting restaurants. Test results indoors with a distance of 3 meters, up to a maximum distance of 39 meters, showed a minimum delay of 32 ms and a maximum delay of 83 ms. For outdoor testing, with the same specified testing distance, which is a multiple of 3 meters to a maximum distance of 51 meters, shows a minimum delay of 33 ms and a maximum delay of 86 ms. These results show that this tool works even though there are obstacles at a predetermined distance. In addition, the TTP223 touch sensor is able to respond to touch quickly and precisely.

Keywords: *book menu, NRF24L01, WAITRESS CALL, tourist.*