ABSTRACT

Presdir coffee and eatery from Tasikmalaya is a coffee shop engaged in food and beverage, reservations still manually by visiting or contacting the Presdir directly, Presdir information system built by implementing Customer Relationship Management (CRM), CRM is widely used by management companies to win business competition and increase efficiency and effectiveness in companies, CRM makes it easier for companies to provide services and convenience in terms of managing and providing information to customers, information systems are built using agile methods which have six stages support for development, planning, implementation, software test, documentation, deployment and maintenance, results from identification of CRM in the information system of Presdir product catalog, sale information, criticism and suggestion forms, in the information system built a reservation feature equipped with table availability information and reservation reports, information system use blackbox testing for system information function.

Keywords -,*Agile Methods, blacxbox testing, Customer Relations ship Managemet Reservations*