

Building a table booking website for LUXX Bar & Lounge integrated with an AI chatbot to support customer consultation.

Ta Duc Son

Abstract: In the context of the increasingly developing food and beverage service industry, building a table reservation website for LUXX Bar & Lounge aims to meet the convenient and fast needs of customers. The objective of this project is to design and implement an integrated AI chatbot system to assist customers with inquiries about services, products, and the reservation process. The research method combines theory with experimentation to provide a solution that optimizes the customer experience when using the website. The expected outcome of this project is to develop a flexible and user-friendly system, contributing to improving service quality and enhancing competitiveness for LUXX Bar & Lounge.

Keywords: Website booking, AI chatbot, customer support consulting, user experience, business management