

Proficiency in Business Tools- III

Project Proposal

PETS MALL



I. About

An establishment called Pets Mall & Grooming Centre offers both dog grooming services and the sale of dog food and accessories. Three activities make up grooming: shaving, showering, and nail clipping. There are only three employees at Pets Mall (Raj, Rahul, and Mahesh), and Raj is in charge of the reception and billing areas while Rahul and Mahesh are in charge of the grooming facility as well as sales.

II. Problem Statement

Customers who visit Pets Mall to purchase dog food and accessories are dealt with there. Their work also includes grooming. Only one grooming salon, where one dog is permitted, is available at Pets Mall. To avoid scheduling conflicts for two dogs' appointments at the same time, Rahul and Mahesh, who are in charge of grooming, must coordinate their schedules. A lot of chaos is being caused by the mixing of appointments that results from manual appointment management. Additionally, if a customer is purchasing other items also then it can be recorded in the same bill. In summary, bad appointment management results in unhappy customer issues that Pets Mall is currently dealing with.

Problem: Schedule tracking and database management of appointments

III. Scope of the project

My analysis and understanding of the situation of Pets Mall helps me define the scope which according to me is to build an app which will enable the company to maintain a proper track and record of Pet's grooming time schedule and thus ensure no clash of appointments happen between employees. Secondly, making a sales database transactions model which encompasses segregation of sales generated from two different sources –products sales and Pets grooming salon sales within Pets Mall.

The reason why I would build this app is as follows:

1. It will help the organization keep accurate records of all appointments, guarantee there are no scheduling conflicts in grooming salon, and thus will improve customer experience.

2. It will also enable the company to track the performance of all its employee. This will enable them to better understand each of the employee, find out their weakness and accordingly help them overcome it.
3. It will facilitate accurate decision making as the app will give them all the details required which will help them identify the areas where the management is going wrong and accordingly take better and clear decisions on improvement.
4. Which product category or which grooming service is getting us maximum sales, employee and customer data related to sales can also be used to take valuable business decisions.

IV. Key objectives of the project

The key objectives of the project include:

- Have a real-time accessible app where the employees can be updated and on their appointments schedules on a daily basis and Pets Mall's sales database management.
 - To guarantee there are no scheduling conflicts,
 - To keep accurate records of all appointments,
 - Calculate each employees' sales from Pets Mall products and Grooming salon sales.
- Setting up an app will enable automated updating of appointment and sales data. The salesperson will enter and inform the customer of the anticipated time. Because of this, business at the pet shop runs well and there are no unhappy customers.

V. Project Details

(a) Database of the project:

- Date
- Name of the Worker
- Grooming activity
- Price of grooming activity

(b) Transaction details of the project

- Order ID
- Customer Name
- Name of the Worker
- Time of grooming (Start & End Time)
- Sale money through pet food and accessories
- Total sales done, including grooming