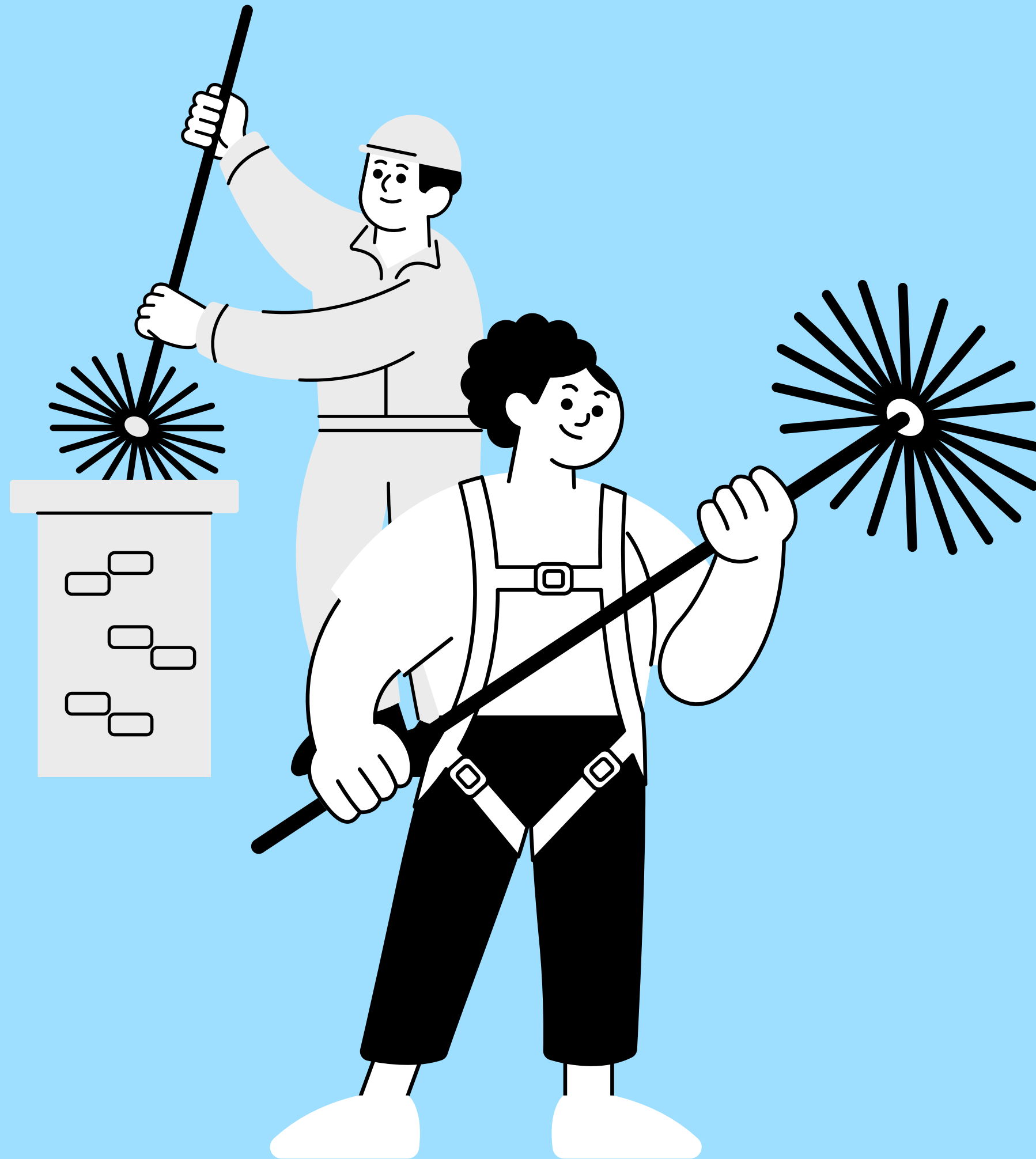


HygieiaHub

Booking & Cleaning Service

by. Nur Shahira Atilia Binti Zainuddin





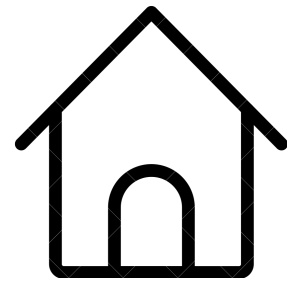
Introduction

HygieiaHub is a modern platform designed to simplify the process of booking professional cleaning services.

By offering predefined service packages, transparent house-type-based pricing, and convenient cash-on-delivery payments, it removes the hassle of manual coordination.

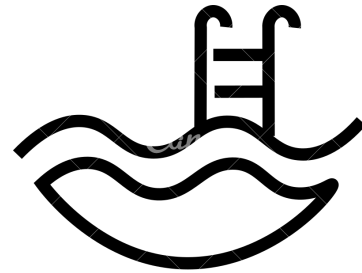
The platform ensures a smooth experience for customers and provides managers with tools to efficiently oversee operations—making cleaning services more accessible, reliable, and well-organized.

Problem Statement



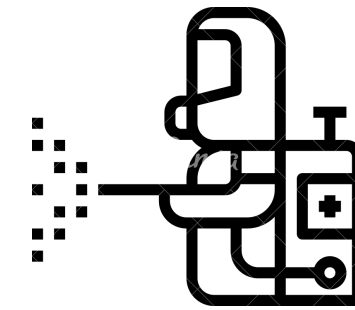
Booking Inconvenience and Scheduling Conflicts

Customers frequently face challenges with disorganized booking systems, making it hard to find and secure available cleaning appointments.



Limited Service Tracking and Reliability

In the absence of a streamlined system, customers are left unsure about the progress of their service, while staff struggle with managing bookings and responding to customer needs efficiently.



Limited Insights for Service Performance & Demand

A lack of robust reporting and analytics in many cleaning platforms makes it difficult to monitor service trends, high-demand periods, and user preferences.

Objective

Establish a well-organized and intuitive booking system that simplifies scheduling, minimizes overlaps, and helps customers easily reserve available cleaning slots.

Introduce a dependable tracking feature that keeps customers informed about their service status while helping staff effectively manage and coordinate operations.

Create a comprehensive analytics and reporting tool that delivers actionable insights on demand patterns, peak usage periods, and customer behavior to support informed service enhancements.



Scope

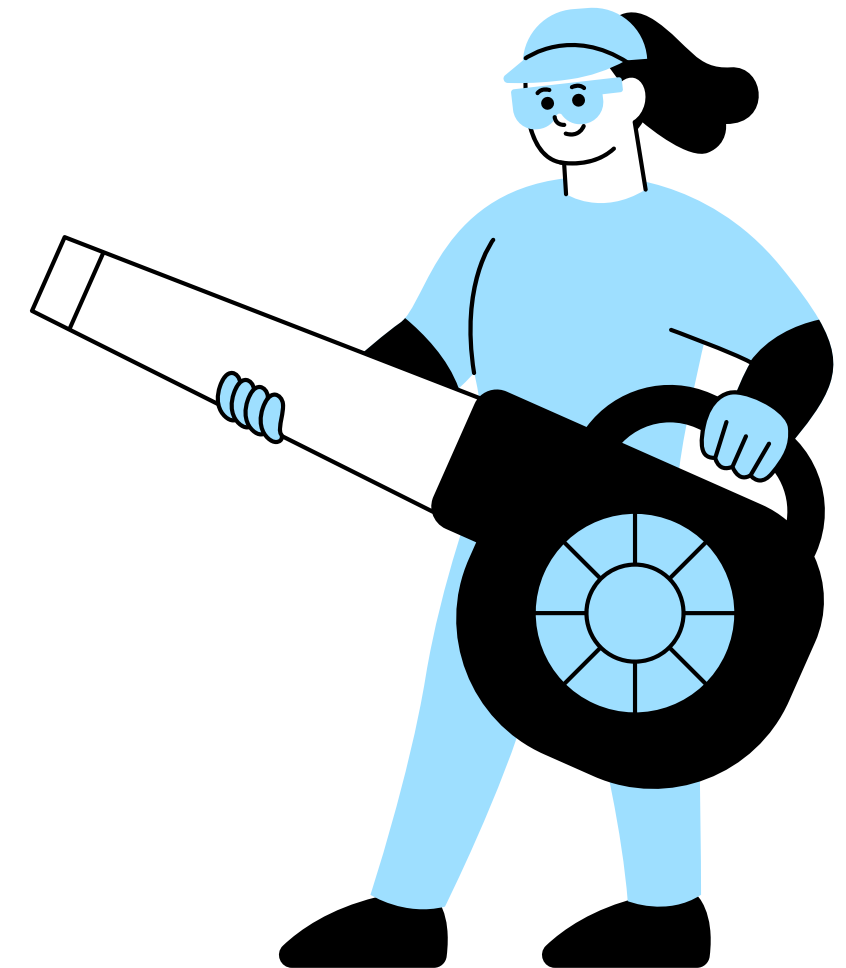
Potential Users

Customer

Book cleaning services, track bookings, make payments, provide feedback.

Staff

Manage services, handle bookings, update payment status, view reports and feedback.



System Functional

User Access & Authentication

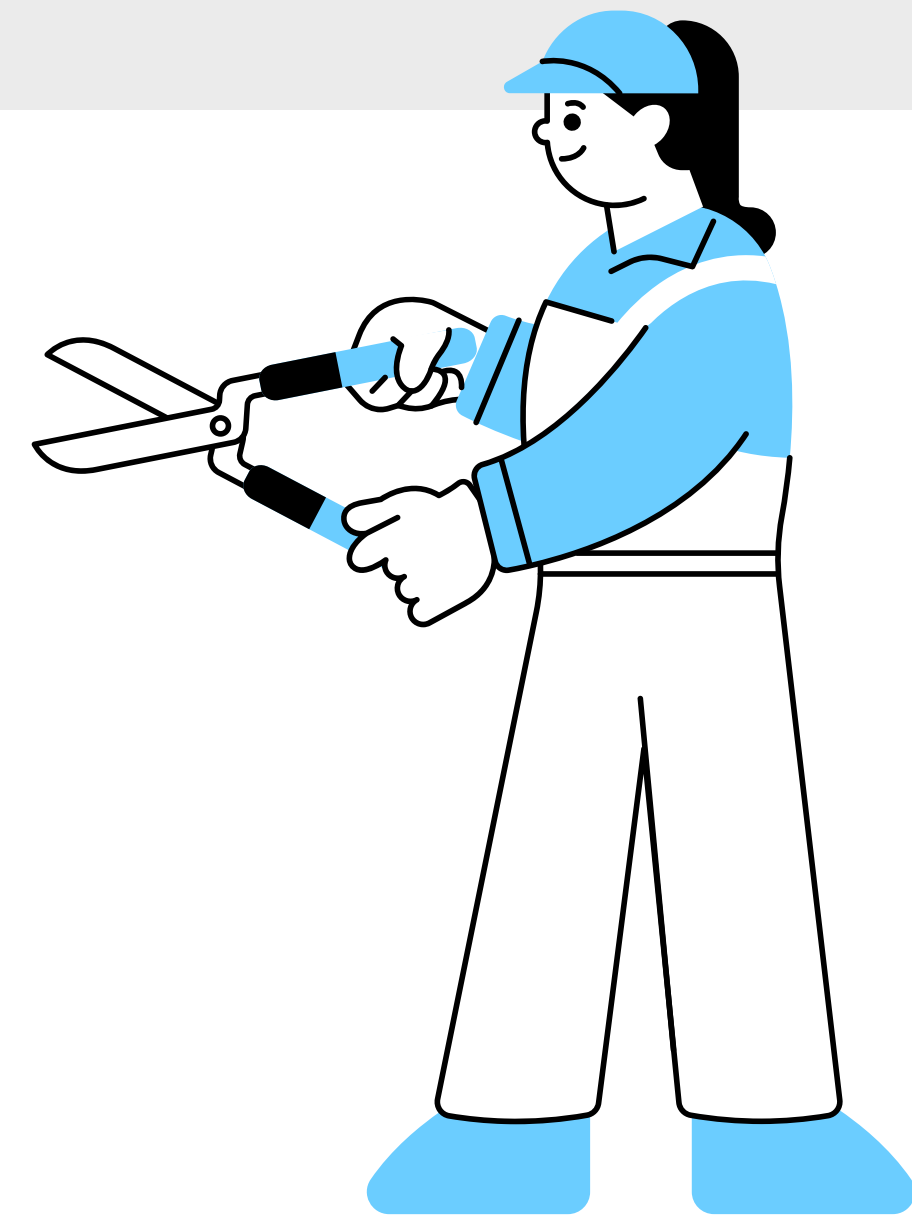
- Email-based registration and login.
- Access restricted to registered users.
- [Customer & Staff](#)

House Types & Services Management

- Create/update house types and services.
- [Staff](#)

Cleaning Service Booking

- Browse services, customize bookings, choose time/date.
- Auto-assign cleaner based on availability.
- [Customer](#)



System Functional

Booking Management

- **Customers:** View and cancel bookings.
- **Staff:** Update booking statuses.

Payment Processing

- Auto-calculated total with tax.
- **Customers:** View details, pay via COD.
- **Staff:** Update payment status.

Feedback & Ratings

- **Customers:** Submit ratings/comments.
- **Staff:** View feedback for improvements.

Reporting & Analytics

- Generate sales and feedback reports.
- **Staff**

Significance

Improved User Experience

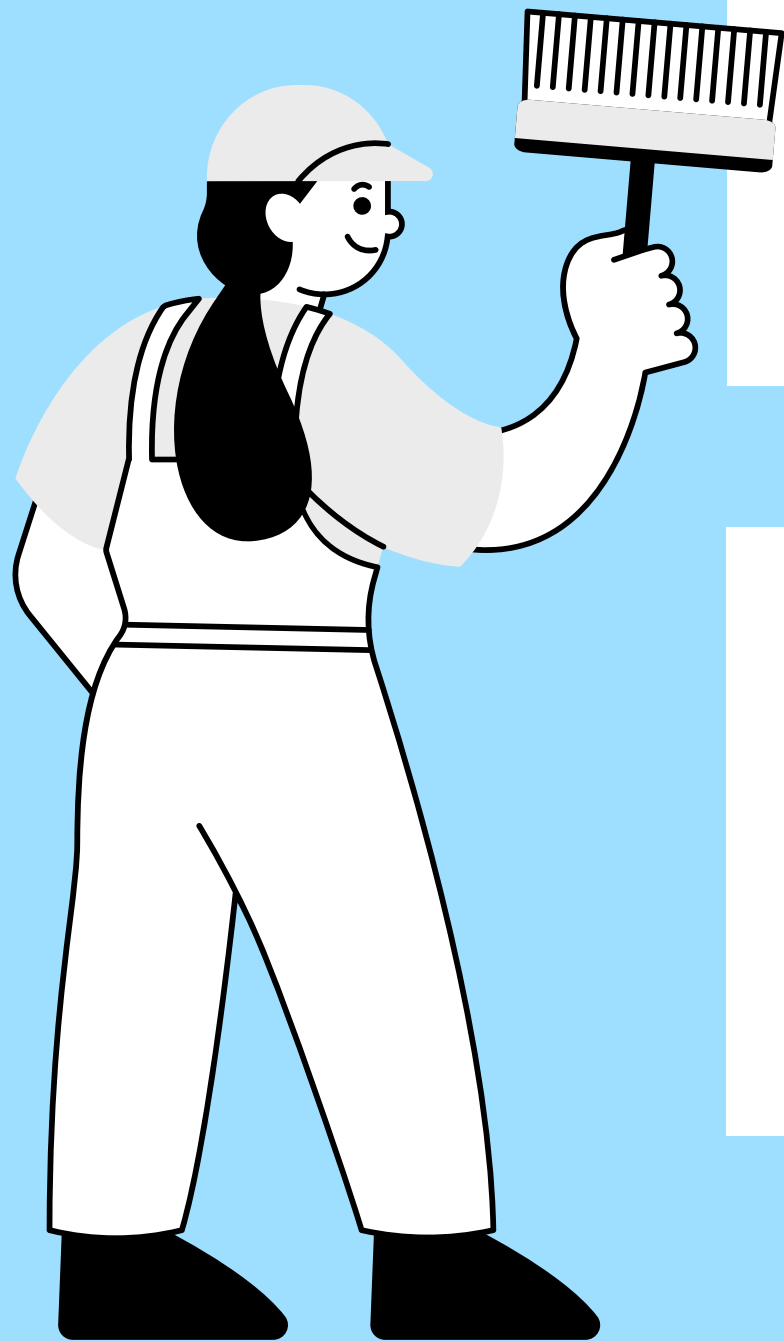
Simplifies the booking process with clear service options, real-time tracking, and transparent pricing, enhancing customer satisfaction.

Data-Driven Insights

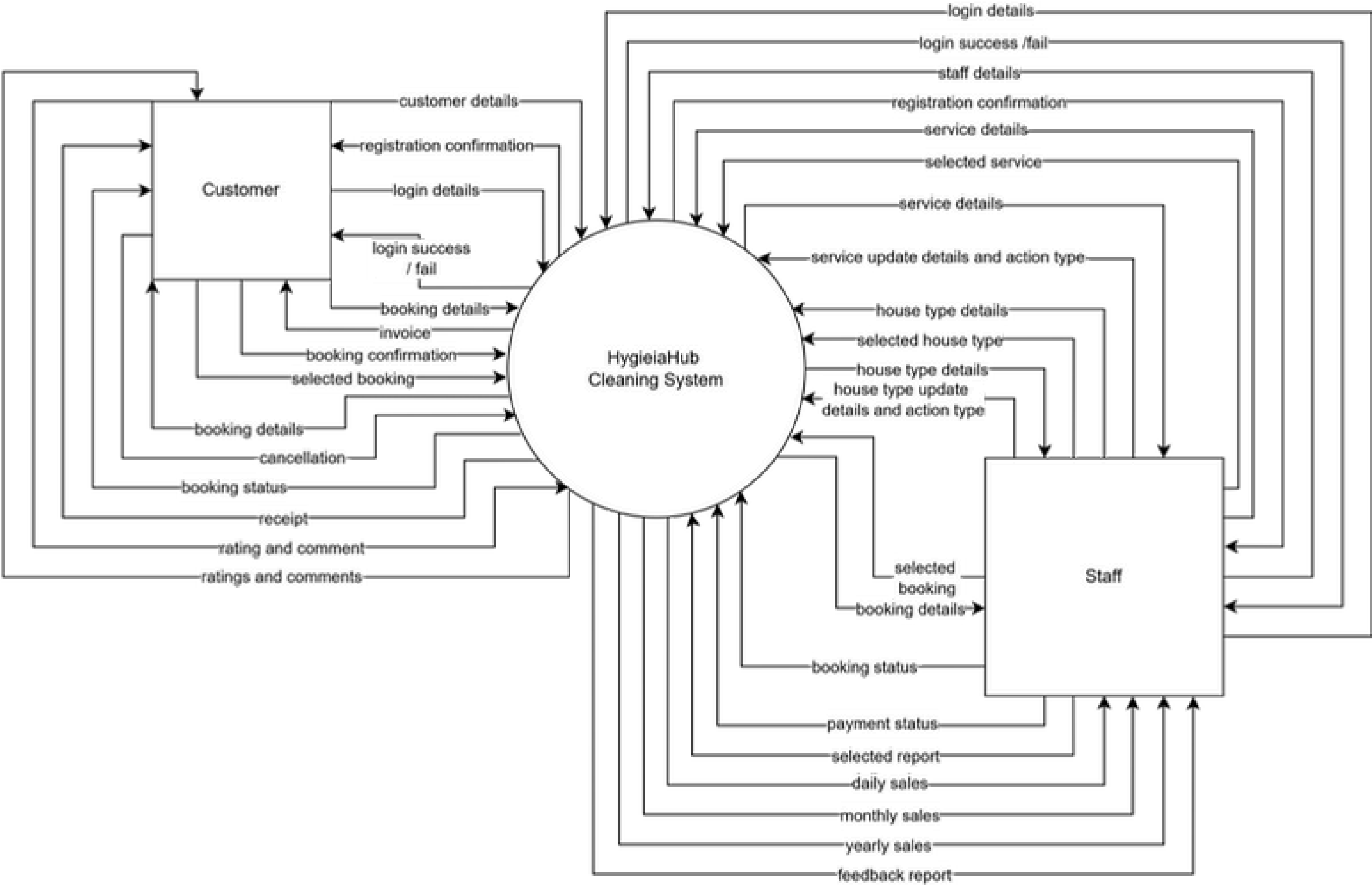
Enables better decision-making through reporting and analytics on service demand, customer preferences, and booking trends.

Operational Efficiency

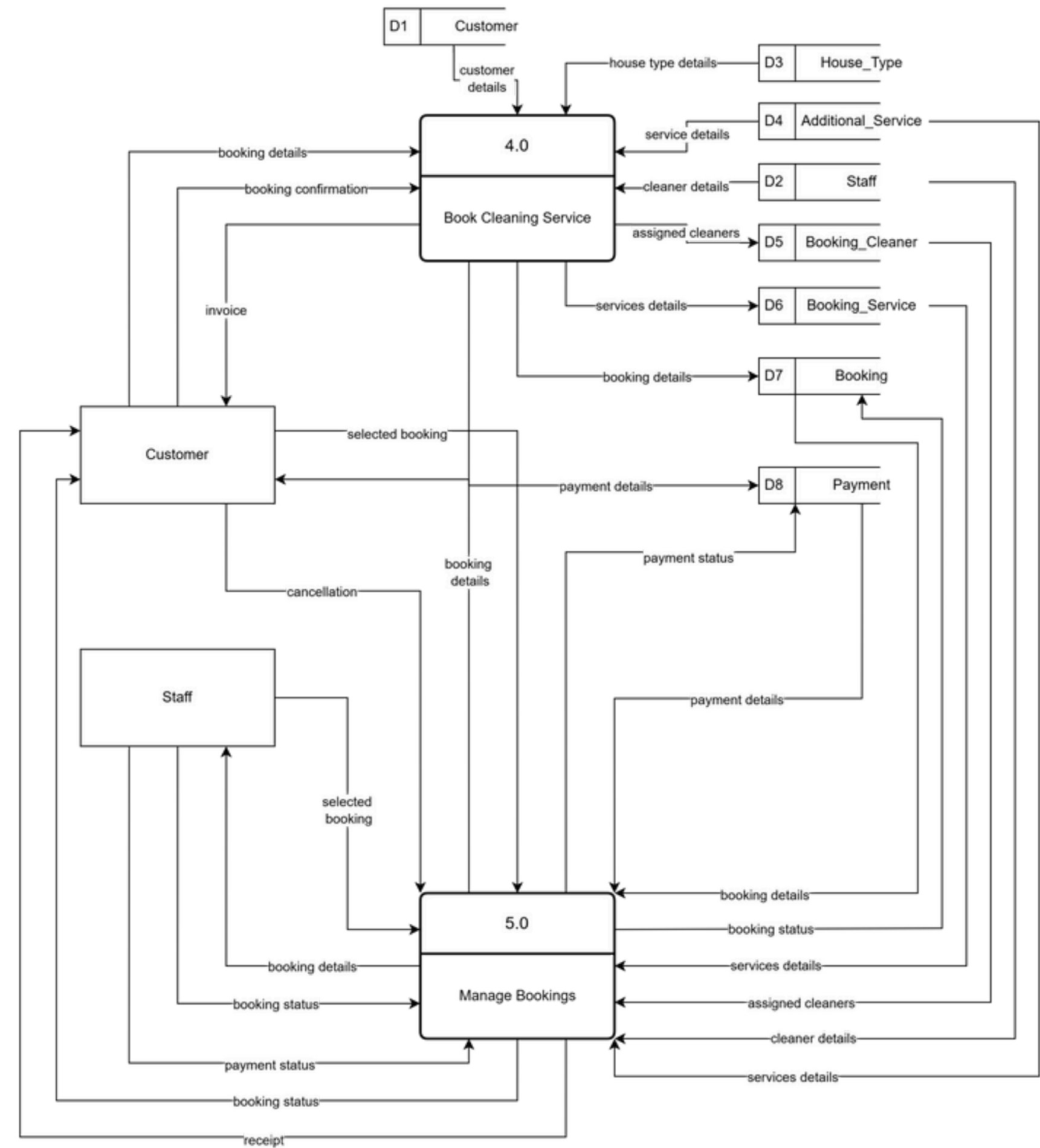
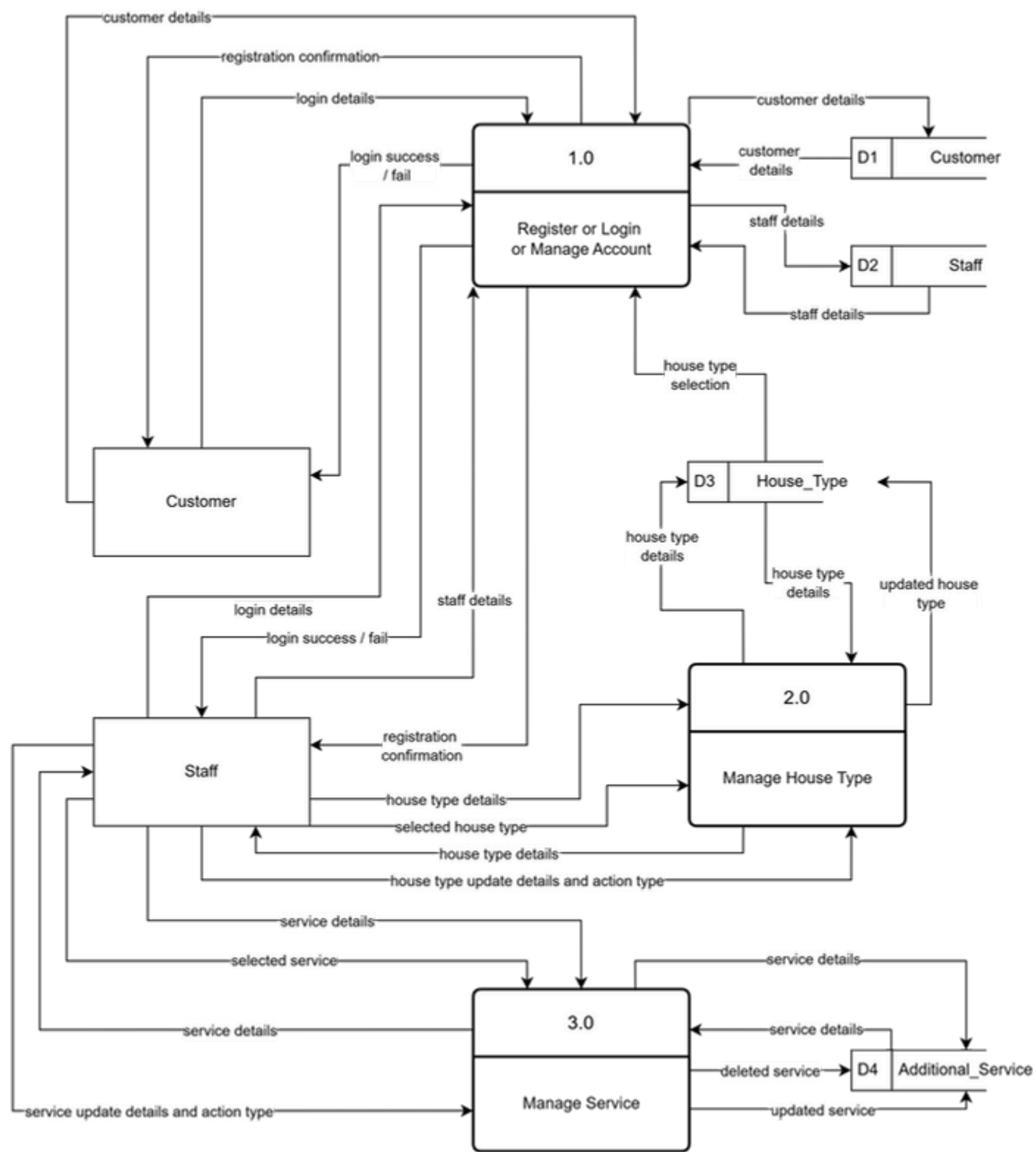
Provides staff with structured tools to manage services, bookings, and payments, reducing manual effort and errors.

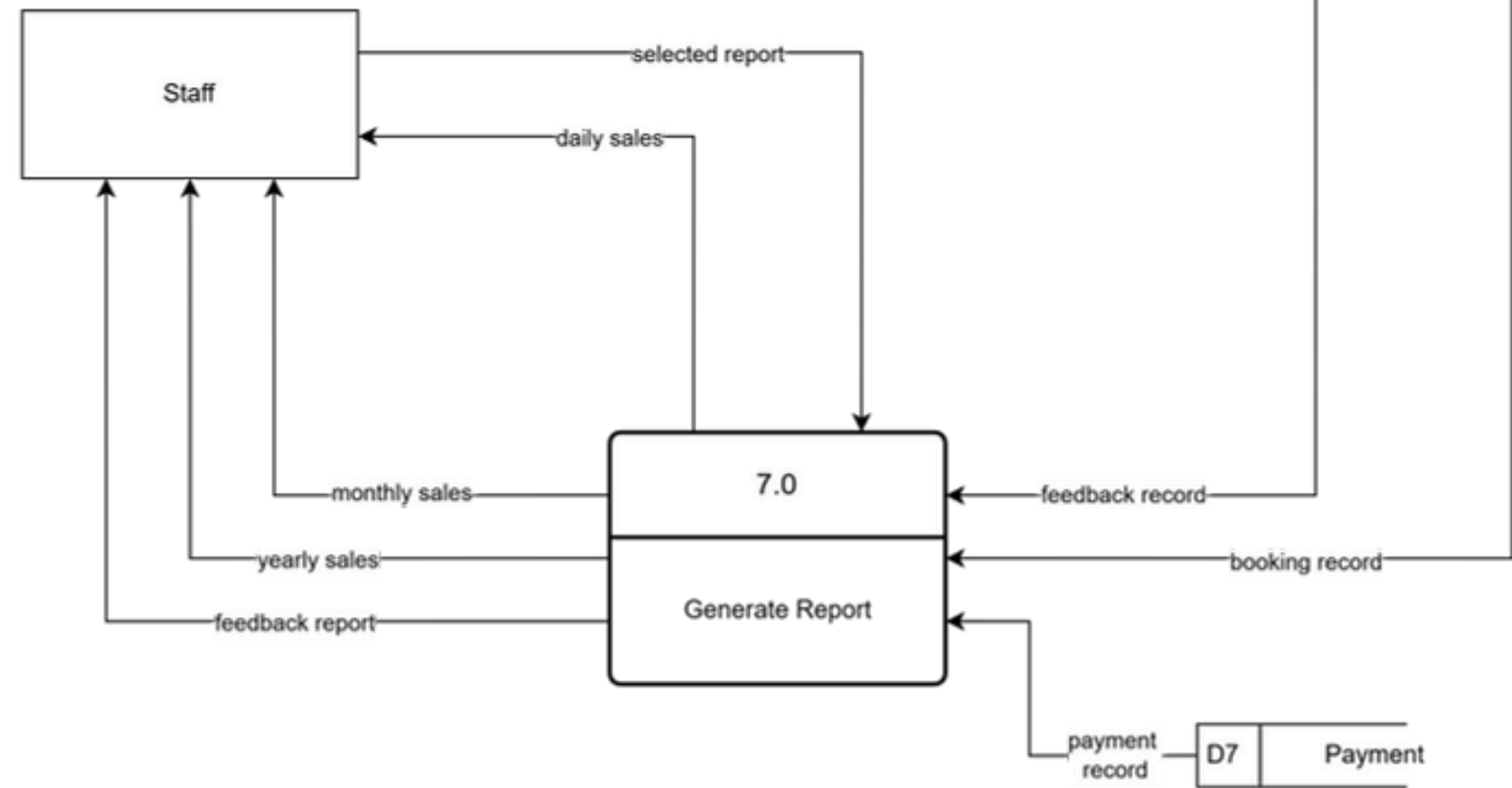
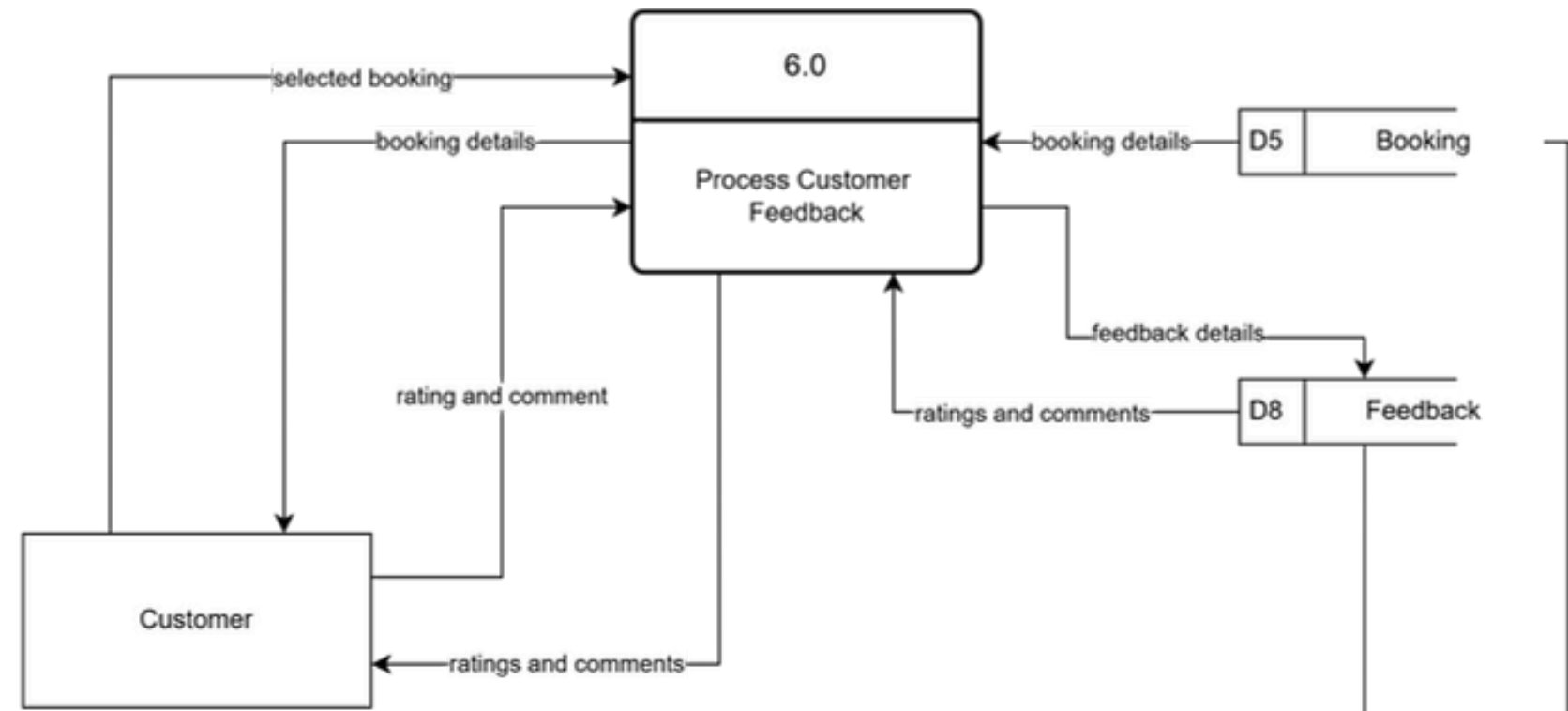


Context Diagram

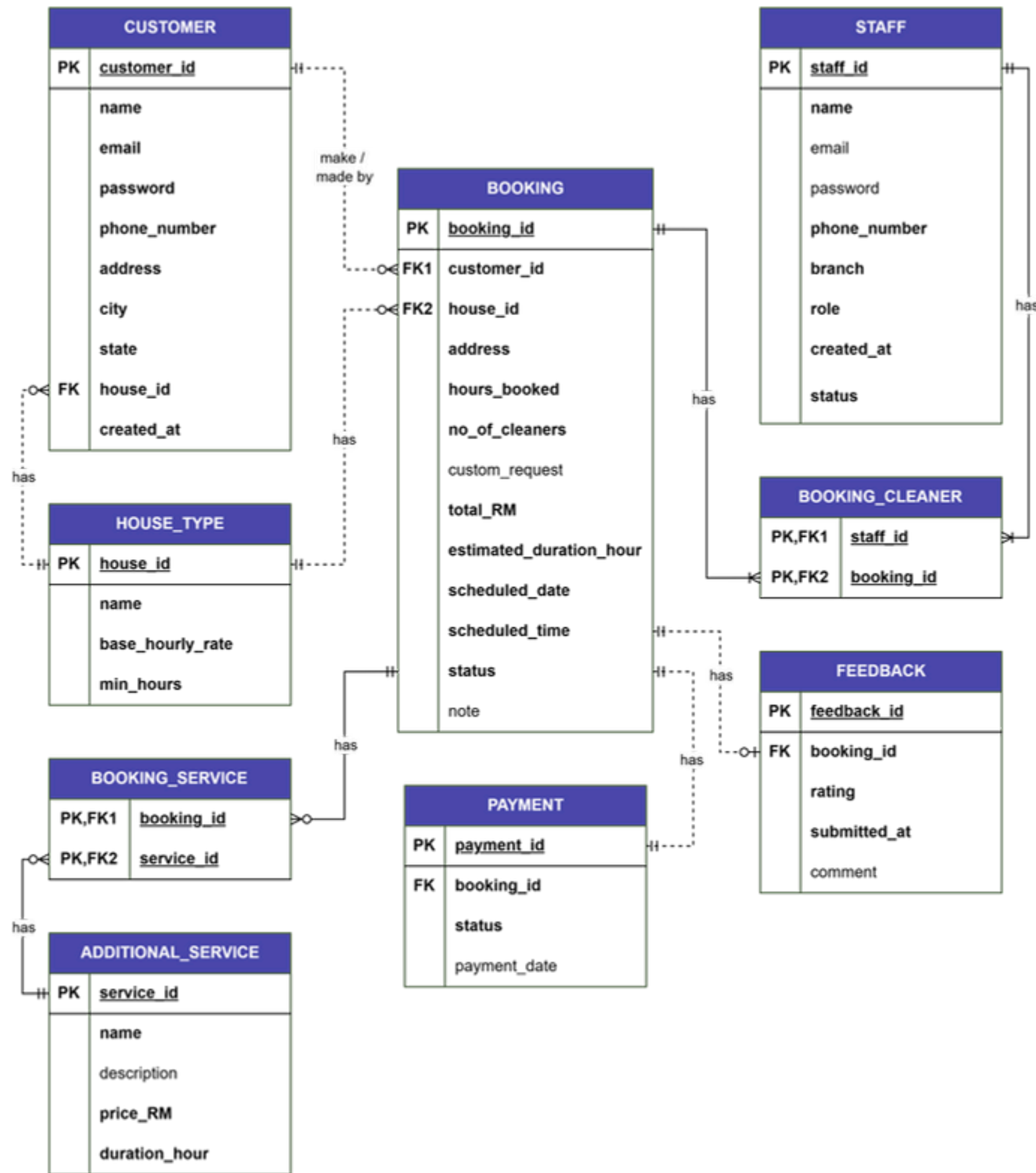


DFD Level 0





ERD



Business Rules

- A registered customer can make none or many bookings. While a booking can be made by only one customer.
- A customer can have one type of house while a type of house can be owned by none or many customer.
- A booking may be for only one type of house while a type of house may have none or many bookings.
- A booking can have zero or many additional service while an additional service may be in zero or many bookings.
- A booking may have one or many cleaners while a cleaner may have one or many bookings.
- A booking can have only one payment and a payment can have only one booking.

DEMO