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CIS 344

Project 1

### **Step 1 - Mini World: Pet Grooming Salon**

#### **Step 2 - Documentation Process:**

For my documentation process I have spoken to a college who use to work at a pet grooming salon as a service representative. Here are some of the questions I was able to record regarding information accumulation for my project.

1. What is the necessary information needed to run a pet grooming salon?

A: A salon needs to manage a lot of people and pets who sort of get sectioned into the same appointment with different profiles. We must also keep tab of appointments and grooming services as we are a small team so we must not overbook out services available on a week-to-week basis. Payment and team availability are also important, teammates are scheduled bases on appointments booked and we tend to max out at 100 appointments a week to ensure we don't go over headcount.

2. What details do you collect from customers when they first sign up?

A: We primarily try to collect important information such as first and last names, contact information such as email and phone number and address for billing purposes. This information helps us create profiles and keep track of appointment remainders, promotions and communication regarding their pet needs.

3. What kind of information do you need for each pet you groom?

A: Each pet is just as unique as their owners except owners tend to have multiple pets, so it is important to distinguish them. For pets we collect data regarding name, breed, species (cat, dog, etc.), age, weight, and any potential allergies or accessibility needs. All of this information is crucial, and we tend to capture more information regarding the pets since we are a pet service center.

4. How do you track and manage the grooming services you offer?

A: Management can get complicated so we must keep an updated list of grooming services we offer such as nail, bath, cut, etc. as well as their specifications such as duration, payment,

availability. We sometimes also have packages and discounts holiday or loyal members, so it is important to keep them up to date as well as ensuring each service is listed appropriately.

5. How is the appointment process for customers? What is it like booking?

A: Customers tend to book appointment online, in person or at home. Upon booking, customers are guided to provide their name, pets name, type of service requested, appointment date, duration or time and sometimes can leave notes where applicable. The system in store and online work together to ensure there are no overlaps leading to proper and effective day to day service.

6. What types of services do you offer, and how do you define each one?

A: Services usually consist of baths, haircuts, nail trim, and teeth cleansing. Each service will also display its respective price, availability, duration and time window. Pets such as dogs which we often see come in all sizes so it's important we are aware of what is going on since bigger dogs can take longer to bath versus a smaller dog who we can wash and dry much easier.

7. **How do you handle cancellations or reschedules for appointments?**

A: We track appointment statuses like 'scheduled,' 'completed,' or 'canceled' in our system, and we ask customers to reschedule through our staff or online platform. It's important to track cancellations and reschedules so that we can adjust staffing, availability, and guarantee customers are informed about potential gaps in our schedule.

8. How do you handle payments for grooming services?

A: Customers can pay by credit card, cash, or apple pay. We need to track the payment amount, method, and the appointment it's related to ensuring all payments are linked to a specific grooming service. This ensures proper billing and prevents any confusion with balances and bills.

We didn't talk too much about employees, but I got enough information to get a general idea of the information I need for my DB.

## Requirements-

### Customer information

- Customer profiles – client details to ensure proper billing and contact info
- Customer history – to track appointments, preferences, services and payment history

### Pet information

- Pet profiles – weight, age, name, etc.
- Health, allergies and accessibility needs
- Grooming history

### Grooming service management

- Service catalog - well-defined list of grooming services (e.g., haircuts, nail trimming, baths), each with specific details such as service duration, price, and which types of pets are eligible.
- Service bundles or package - The ability to offer bundled services (e.g., "full grooming package" or "bath and nail trim") and discounts services for interested clients

### Appointment management

- Scheduling - reliable and efficient schedule for customers to book grooming appointments, with the ability to track dates, times, and services booked.
- Appointment status - The ability to update and track the status of appointments (e.g., "Scheduled," "Completed," "Canceled," "Rescheduled").
- Capacity management- works with scheduling but blocks off the ability to book appointments not available

### Payment process

- Payment records – keeps track of payment history of clients as well as payment method
- Receipts – section that works with appointment and client relations to clear any balances.

Customers have a (1: N) relationship with pets as they can have multiple pets. Customer will have a foreign key in pets

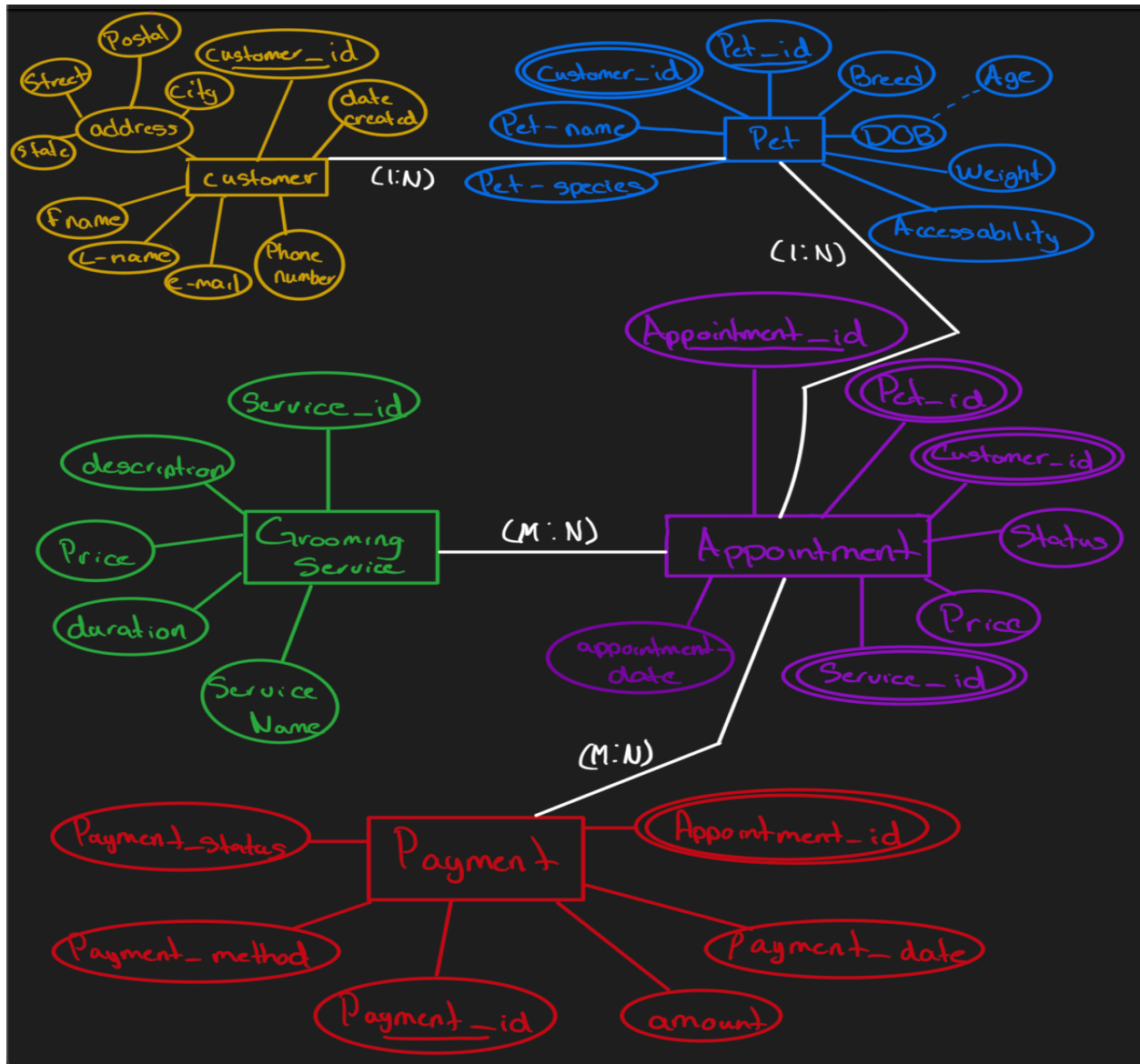
Pets have a (1: N) relationship with appointment as a pet can have multiple appointment but an appointment can have one pet. Pet will have a foreign key in appointment.

Appointment has a (M: N) many-to-many relationship with grooming service because an appointment can include multiple grooming services, and each grooming service requires an appointment. Service will have a foreign key in appointment.

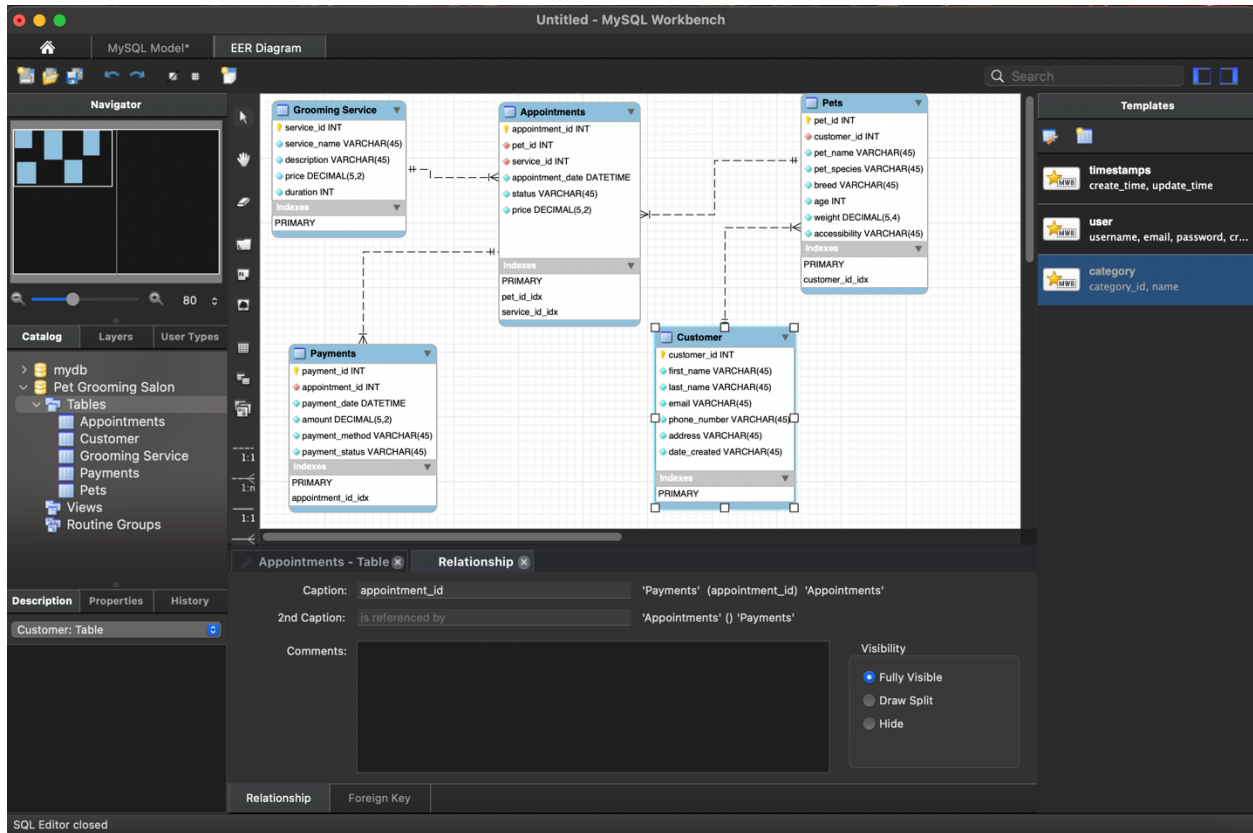
Appointment to payment has (M: N) relationship since multiple services can be billed to an appointment. Financing and monthly payments are also in the mix, so my understanding is its best to leave it as many to many.

### Step 3 – Entity Relationship (ER) Diagrams

#### L> Chen Style ER Diagram



## L> UML Style ER Diagram



## Step 4 – Data Base Creation

### L> Development in MySQL Workbench



**(unsuccessful)**