

SALON MANAGEMENT SYSTEM

INTRODUCTION

A beauty salon is an establishment dealing with cosmetic treatments for men and women. Other variations of this type of business include hair salons and spas [1].

Nowadays it is easy to find Salons, Parlours and Spas at any nook and corner in this world, as beauty and fashion has become a great trend disregarding the age limit and gender. All the Salon Owners are relying on their Customers; who visits Salons to fulfil their own beauty needs. Therefore, it is important to value the loyalty and the time of those Customers. From the other side, to make the Salon services better and to enhance the good names of the salons, their Stylist's/Employee's satisfaction also needs to be fulfilled. Not only that the income earns by selling services to the clients should be able to monitor by the salon owners. Using manual procedures may pave the way for a variety of obstacles when satisfying Customers and Employees of the respective Salons. Valuable time and money of the Salon Owners, Employees and Customers get waste unnecessarily due to these manual

dealings. These barriers make direct harms for the incomes and the good names of the Salons and for their Owners.

Objectives of the Project

Objectives of doing this project are to;

- Eliminate the paper-based work use at the Salon premise such as, usage of diaries to note down appointment details, writing manual invoices for the payments done by the Customers etc.
- Eliminate the data redundancy; keeping appointment details at several places (Diary, mobile etc.) by several people (Owner, Employees, Customers etc.).
- Abolish the wastage of time, resources, efforts and money of the Employer, Employees and Customers (Stakeholders).
- Improve the efficient and effectiveness of the Salon management activities, services and processes like maintaining Customers, Employees, Appointments and Payments etc.
- Ease the management and decision making while improving Salons' good name.
- Improve the Client satisfaction and Employee satisfaction.

GENERAL SCOPE

Providing the facility to registering Salon staff and maintaining their details.

- Providing the facility to registering regular Customers and maintaining their details.
- Facilitate appointment handling.
- View appointments leaves and holidays through an event calendar.
- Handling Salon Services along with their respective prices, hours etc.
- Providing Customer Payment handling option.
- Generating invoices through the system.
- Generating reports to support the higher managerial decisions.
- Maintaining an information centre (dashboard).
- Reminder generating facility through emails.

FAILURES IN THE CURRENT SYSTEM (MANUAL SYSTEM)

Salon Owner was faced the following problems:

- Difficult to identify regular customers.
- Difficult to maintain her-own staff members and their leaves.
- Had to note down, cancel and change appointments along with their dates, times, services and payments regularly.
- Had to keep daily reminders on her mobile over clients' appointment details.

- Had to allocate prices for services and update them from time to time in papers.

Employees were faced the following problems:

- They always had to turn the diary pages to search for appointment details.
- Had to always contact/ message the customers via a mobile to announce the appointment statuses.
- Mixed up with the shifts, leaves and holidays, as there was no proper way of managing them.

Cashier was faced the following problems:

- Met with difficulties when finding prices respective to each service.
- Manual bill issue. All the service details, prices etc. were written in it by hand.
- Totalling the bills manually with/ without using calculators was difficult to handle.

Customers also met with certain difficulties as below:

- Mostly had to visit the salon premises to make appointments (Specially the new clients).
- Had to keep daily reminders on mobiles over appointment.
- Had to contact the salon via a mobile to know the appointment statuses.

- Had to wait a considerable time, till issuing the manual payment receipt.

Requirements

Basically, Non-functional requirements describe 'how the system works', while functional requirements describe 'what the system should do'.

Functional Requirement

- Create salon staff and maintaining (Update/ Inactive) their details.
- Create regular customers and maintaining (Update/ Inactive) their details.
- Create salon services and maintaining (Update/ Delete) their details such as prices, hours etc. • Maintain resources (Create/Update/ Delete) at the salon premise.
- Reminder generating facility provide through the system and send via mails for all the respective stakeholders. • Maintain holidays and staff leaves.
- Providing customer payment handling option.
 - ✓ Enter payment details for the system.
 - ✓ View customers' payment balance details.
 - ✓ View customers' gross payment details.
- Generating invoices through the system

Non-Functional Requirements

- Accuracy – The correctness of data inputs to the system was ensured.
- Availability – System is available within working hours. But can be used at special occasions also. E.g.: - At a bridal dressing
- Efficiency – Users were given the facility to perform the salon management processes correctly through the salon sales record management system.
- Effectiveness – Users were given the facility to perform correct salon management processes via the suggesting system.
- Maintainability – This is a considerable factor especially for a non-technical user. Maintainability of the system is not more complex.
- Privacy – The confidentiality of the data inputs to the system has been assured.
- Reliability - Ability of the suggested system to function under stated conditions for a specified period of time has been assured.
- Robustness – When handling payments this function was considered.
- Security – The data feeds to the system has been protected by controlling the user access privileges.