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## **PROJECT PROPOSAL**

### **SnipSnap: Unisex Salon & Barbershop Management System**

#### **I. BACKGROUND OF THE STUDY**

##### **A. Introduction**

The beauty and grooming industry has evolved significantly over the past decade, breaking away from traditional gender-specific services. Modern consumers seek inclusive spaces that offer both barbershop precision and salon sophistication under one roof. However, many salons and barbershops still operate with outdated booking systems relying on phone calls, walk-ins, or manual appointment logs leading to inefficiencies, scheduling conflicts, and missed revenue opportunities.

SnipSnap addresses this gap by providing a comprehensive web-based management system designed specifically for unisex salons and barbershops. The platform embraces gender neutrality, offering seamless appointment booking, staff management, payment processing, and business analytics—all within a modern, responsive interface.

##### **B. Statement of the Problem**

**Traditional salon and barbershop operations face several challenges:**

1. **Manual Booking Systems:** Phone-based or walk-in appointments lead to double bookings, miscommunication, and poor time management.
2. **Gender Segmentation:** Many businesses maintain separate systems for "men's" and "women's" services, creating unnecessary complexity and excluding non-binary customers.

3. **Staff Scheduling Conflicts:** Without centralized visibility, staff members may be overbooked or underutilized, affecting service quality and employee satisfaction.

4. **Payment Inefficiencies:** Lack of integrated payment options (especially digital wallets) limits customer convenience and slows down transactions.

5. **Limited Business Insights:** Owners lack real-time data on popular services, peak hours, revenue trends, and customer retention—hindering strategic decision-making.

6. **Poor Customer Experience:** Customers have no visibility into available time slots, staff expertise, or service pricing before arriving at the shop.

### **C. Objectives of the Study**

#### **General Objective:**

To develop a fully functional, web-based management system for SnipSnap a unisex salon and barbershop that streamlines operations, enhances customer experience, and provides actionable business insights.

#### **Specific Objectives:**

##### **1. For Customers:**

- Enable online appointment booking with real-time availability checking
- Provide service catalog with detailed descriptions, pricing, and duration
- Offer multiple payment options (in-shop, GCash, PayMaya, PayPal)
- Allow customers to view appointment history and download receipts
- Implement a rating and review system for service quality feedback

##### **2. For Staff Members:**

- Provide a dashboard to view daily/weekly schedules
- Allow staff to confirm or decline appointment requests
- Enable staff to set their own availability (days, working hours)

- Display customer ratings and feedback for professional development
- Track earnings and completed appointments

### 3. For Administrators:

- Centralize appointment management with filtering and search capabilities
- Manage staff accounts (add, edit, remove, assign roles)
- Maintain service catalog (add/edit/delete services, pricing, images)
- Monitor business performance through analytics (revenue, popular services, peak hours)
- Generate reports for financial tracking and decision-making

### 4. Technical Objectives:

- Implement secure user authentication with email verification
- Design a responsive, mobile-first user interface
- Integrate payment gateways (sandbox/test mode for development)
- Deploy the system on a live server accessible via the internet
- Follow industry best practices for security, data privacy, and UX design

## **D. Significance of the Study**

This project will benefit:

1. Salon/Barbershop Owners: Reduced operational overhead, improved customer satisfaction, data-driven insights, and increased revenue through efficient scheduling and online bookings.
2. Customers: Convenience of 24/7 online booking, transparent pricing, choice of preferred staff, and flexibility in payment methods.
3. Staff Members: Better work-life balance through self-managed schedules, visibility into workload, and recognition through customer ratings.
4. Students/Developers: Serves as a comprehensive case study for full-stack web development, demonstrating real-world application of CRUD operations, role-based access control, payment integration, and responsive design.
5. Industry: Promotes inclusivity in the beauty and grooming sector by normalizing gender-neutral service offerings.

## **II. SCOPE AND DELIMITATION**

### **A. Scope of the System**

#### **1. User Roles & Access Control**

The system supports three distinct user roles:

- Customers: Register, log in, book appointments, make payments, view history, leave reviews
- Staff: Manage personal schedules, confirm appointments, view customer feedback, track earnings
- Administrators: Oversee all operations, manage users, services, appointments, and generate reports

#### **2. Core Features**

##### **Customer Features:**

- User registration with email verification (via PHPMailer)
- Multi-service booking (select multiple services in one appointment)
- Real-time availability checking based on staff schedules and service duration
- Staff selection (or auto-assignment based on availability)
- Payment options:
  - In-shop payment (generates PDF receipt)
  - Online payment via GCash/PayMaya/PayPal (sandbox/test mode)
- Appointment management (view upcoming, past, cancelled appointments)
- Cancellation policy (e.g., must cancel 24 hours before appointment)
- Rating and review system for completed appointments
- Profile management (update personal info, change password)

**Staff Features:**

- Dashboard showing daily schedule and pending appointments
- Appointment confirmation/declination with notifications
- Personal availability management (set working days, hours, breaks)
- View customer details and service requests
- Track weekly/monthly earnings
- View customer ratings and feedback
- Profile management with professional details (bio, photo, specialty)

**Admin Features:**

- Comprehensive dashboard with KPIs (total appointments, revenue, active staff, pending requests)
- Appointment management (view all, filter by date/staff/status, cancel/reschedule)
- Customer management (view all customers, total spent, block/unblock accounts)
- Staff management (add new staff with auto-generated temp password, edit, remove)
- Service management (CRUD operations, image upload, pricing, duration, gender targeting)
- Payment tracking (view all transactions, filter by method/status, export to CSV/PDF)
- Business analytics:
  - Revenue tracking (daily/weekly/monthly/yearly)
  - Popular services analysis
  - Peak hours/days identification
  - Staff performance metrics
  - Customer retention rate

**System-Wide Features:**

- Responsive design (mobile, tablet, desktop)
- Email notifications:
  - Appointment confirmation
  - Appointment reminder (24 hours before)

- Cancellation/reschedule notifications
- New account welcome email
- Password reset
- PDF receipt generation
- Secure password hashing (bcrypt)
- Session management and CSRF protection

## **B. Delimitation**

The following features and functionalities are excluded **(maybe added soon)** from this project:

### **1. Out-of-Scope Features Inventory Management:**

- No tracking of hair products, tools, or retail items
- Employee Payroll: No salary calculation or payroll processing
- Multi-Branch Support: System is designed for a single salon location
- Loyalty/Rewards Program: No points system or membership tiers
- AI Recommendations: No machine learning for service suggestions
- Video Consultations: No virtual appointment capability
- SMS Notifications: Email-only notifications (SMS requires paid services)

### **2. Technical Limitations**

- Scalability: System is designed for small to medium-sized salons (up to 10 staff members, 100 appointments/week)
- Advanced Analytics: No predictive analytics or forecasting
- Third-Party Integrations: No Google Calendar sync, Zoom integration, etc.

### **3. Administrative Limitations**

Multi-User Admin: Only one admin account (no admin hierarchy)

### **III. EXPECTED OUTCOMES**

Upon successful completion, the project will deliver:

1. Fully Functional Web Application Live, accessible website hosted on a public server All core features operational and tested Responsive design working on desktop, tablet, and mobile devices
2. Three User Dashboards Customer portal with booking, payment, and history features Staff panel with schedule management and customer feedback Admin control panel with comprehensive business management tools
3. Database System Normalized MySQL database with 8-10 tables Sample data for testing (10 services, 5 staff, 20+ customers, 50+ appointments) Backup and restore procedures documented
4. Documentation Technical documentation (database schema, code structure) User manual (step-by-step guides for all user roles) Installation guide for future development/deployment
5. Source Code Repository GitHub repository with version control history Organized file structure following best practices README with setup instructions

### **IV. CONCLUSION**

The SnipSnap Unisex Salon & Barbershop Management System represents a modern solution to the operational challenges faced by inclusive grooming businesses. By leveraging web technologies and user-centered design, this project aims to:

Streamline operations through automated booking and scheduling Enhance customer experience with convenient online access and transparent service information Empower staff through self-managed schedules and performance visibility Provide actionable insights for business owners through comprehensive analytics

This project not only demonstrates technical proficiency in web development but also addresses a real-world business need with a focus on inclusivity and user experience. The system is designed to be scalable, secure, and maintainable serving as both a functional business tool and a portfolio academic project.

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