

## **LITERATURE SURVEY**

### **Customer Care Registry Using Cloud Application**

**AUTHORS:** Sarwindah, Marini, Hengki, Sherlly febriyanti

Providing solution to the customer queries and satisfaction. Beauty clinic that are everywhere around the world. Skin Care Service is a beauty clinic that focuses on serving beauty treatments and medicines prepared by Doctors. The difficulty of administrators in managing patient data, drug data, and treatment data, which has an collision on services to the clinic. problem that arises is that all beauty products have not been recorded in a computerized database, this is what causes backbreaking in searching product data. The type of care, and registration on customer satisfaction and its effect on consumer faithful at Skin care service. The results of the development can make it easier for admins to record customer data, products, types of care, registration, examinations, patient medical records and lessen errors in reiterating income report data which means simplifying admin tasks.

### **Customer Satisfaction and Loyalty Beauty Parlour**

**AUTHORS:** Sheikh Majedul Huq, Mst. Shuly Aktar, Omar faruk Sarker.

This study explores the issues that influence consumer's satisfaction on beauty parlour. The determinant of consumer satisfaction on beauty parlour has been examined in the Rangpur city according to the perception of Bangladesh. A conceptual framework has been constructed and the research hypothesis has also been developed in order to focus the attention on seven service factors that influence customer satisfaction and loyalty towards the services of the beauty parlour. The result of the study will assist the beauty service provider to increase customer satisfaction and loyalty.

### **Service Quality and Customer Satisfaction Among Beauty Salons**

**AUTHORS:** Rey Avila Mangarin, Jennifer C. Gonzaga.

This study was conducted to determine the significant influence of service quality on customer satisfaction among beauty salons in a certain municipality of Davao del Norte, Philippines. A quantitative non-experimental descriptive-correlational design was employed in the study utilizing a convenient sampling technique among respondents distribute from six beauty salons each with a quota of 50 customers to rate for year 2019. As a result, service quality was In high level which customer satisfaction was in moderate level. It was also foundout that is a low positive significant relationship between service quality and customer satisfaction among beauty salons and that 9.06% of customers satisfaction can be attributed to service quality.