

Essential Skills – Lesson 32

We will start today reviewing the case study for the real estate company. From there we will look at the following exercise for a hair salon.

Hair Locks is a hair styling salon that has been operating for 8 years. Although the business has been successful and there have not been too many problems in the day-to-day operations. The owner, Harry Guy, feels that they can be made more efficient by implementing a computerized system, rather than the current manual system.

1. Harry would like to keep track of the employees including some personal information such as their name, address, SIN, and phone number. Payroll information such as their hourly pay rate, their commission rate, and their total sales for the should also be stored. This information can then be used for calculations of employee payroll and commissions (Harry is very happy about this). Also required for each employee are the yearly totals for salary earned, commissions earned, EI paid, CPP paid, and income tax paid. This information can be used to generate the employee T4's at the end of the year.

2. To keep track of products/services, rather than the current method of just checking the shelves, the program should store information about each product/service so that they can be included in the customer receipts for products sold, and the stock levels tracked so that ordering is effective. Include the product/service number, item name, product cost, retail price, QOH and the reorder point. NOTE: services will not need product costs or stock levels.

Harry is becoming happier and happier as the details are discussed.

3. When an appointment is set up, either by a phone call, or walk-in customer, the program should store the customer's name and phone number, the date of the appointment, the time of the appointment, the hair stylist requested, the appointment details (ie: Cut, Perm, Color, etc.), and the approximate time required based on the details provided.

4. When it is time for the customer to pay, Harry would like the program to display an invoice on the screen. The invoice will include an invoice number, the customer's name, and the date; a list of each service provided, or product purchased including the product / service number, a description of the product / service, and the cost of the product / service; and the quantity purchased. Finally, the subtotal amount of all products / services, the HST calculated at 15%, and the invoice total will appear at the end of the invoice.

5. Harry has been approached by a local talent agency to perform all styling requirements for their clients. The problem is that each of these customers will require a monthly, itemized list of all products and services performed. These are required for expense account reimbursements. The system should print a report which includes the clients name, full mailing address, and SIN along with a list of all products purchased / services performed, with a total at the end of the listing (To access all the products / services performed, you should only need to add a single field to an existing table). Since this system is being developed, Harry would like this option to be included. NOTE: a report is a printed list and not a file – you need to make sure that all the items required for the report are available in the ERD.

Harry is now so excited that he starts to cry like a baby.

See you at 10.