

**Faculty of Engineering and Technology, Computer Science Department**

**COMP433, SOFTWARE ENGINEERING**

**Group Project: Phase one: Business Definition**

***Gym Registration System***

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**Gym Registration System  
  
Our Vision:**The Gym Registration System is an online platform designed to simplify and modernize the process of gym membership, sports class registration, and schedule management. It aims to connect fitness enthusiasts with various gym facilities and sports training programs through an intuitive digital interface that supports full online subscriptions, personalized training plans, and class bookings.  
This system is developed to improve convenience, encourage healthy lifestyles, and enhance user engagement by allowing customers to easily explore, subscribe, and register for different gym-related activities without needing to visit the gym physically.

**Our Services:**The Gym Registration platform provides a wide range of services for the customers, trainers, and the gym owners, including:

**• Online Subscription:** Customers do not need to fill out any forms or visit the gym in person; registration for memberships is done completely online. **• Sports Class Booking**: Users have access to the Zumba, CrossFit, Yoga, Weightlifting, and other class calendars, and can book sessions directly through the platform. **• Membership Management:** Customers can downgrade or upgrade, pause, renew or cancel their subscriptions at any time. **• Trainer Selection & Scheduling:** Users have the ability to select personal trainers и and book time for private training sessions. **• Payment Services:** Multiple methods of payment are offered which include credit and debit cards, mobile payment wallets, and cash on delivery for physical memberships. **• Notifications and Reminders:** Reminders are the trainer, for class renewals, and other important events.  
 **• Feedback and Ratings:** Classes, trainers and facilities can be rated and reviewed by customers.

**Business Capacity:**The Gym Registration system should be able to accommodate between 1000 to 1500 users per month, with further increases during peak periods such as summer and New Year. The system will feature 15 to 25 different activities available at various partner gyms in different locations.   
Initially, the system will be able to support 5 to 10 gyms with individual trainers, schedules, membership options and specialized coaching. We plan to increase this number to over 30 gyms and sports centers in major cities within a year.   
Business Model   
The model encompasses an online marketplace and service center for gyms and clients. Gym partners will pay a subscription fee to the platform and create class profiles as well as trainer profiles. Customers will access the site or download the app through which they can view, access services, compare gyms, book classes and manage their memberships.

**Revenue is made from:**• A commission-based model from every gym subscription or session booked on the platform.   
  
• Paid featured listings and ads from gyms that want more visibility.  
  
• Subscription charges from users who wish to have premium services such as early access into classes, deeper workout insights, or advanced analytics.  
  
• Service charges for payment processing and trainer or self-bookings.  
 **Staff Members and Their Responsibilities:   
  
At optimal scale, the business will seek to hire:**• Customer Support Assistants (3-5 members): For dealing with user queries, technical issues, and refunds.  
  
• Sales and Gym Relations (2-3 members): For acquiring and managing partner gyms.  
  
• Technical Team (4–6 developers): For platform maintenance, adding features, and bug fixing.  
  
• Marketing & Growth (2-3 members): For promotional campaigns and user and gym recruitment.  
  
• Admin, and Finance (1-2 members): For operations, bookkeeping, and progress monitoring.