

Say Goodbye to Daily House Cleaning with HAPPY CLEANING SYSTEM



Hourly cleaning services

No one wants to rush into the house cleaning job after a hard day's work, When they have to add the task of taking care of your family and children, the most

perfect and complete solution is an hourly cleaning service, which brings many benefits and relaxing time for you and your family.

Cleaning Staffs are responsible for performing the cleaning tasks. Each Cleaning staff will have to register an account of the system with Role=Cleaning staff and information as: Name, age, address, number of years of experience, health certificate.

- **Name:**

- The name must be between 10 to 10 characters long.
- Special characters (except hyphen, apostrophe, and space) are not allowed.

- **Age:**

- The user must be at least 18 years old to register.
- Users under 18 years old will not be allowed to create an account.

- **Address:**

- The user must provide their current residential address, including street, city, and country.
- The name must be between 10 to 200 characters long.

- **Number of Years of Experience**

- Experience must be rounded to the nearest full year.
- Number of Years of Experience is at least 6 months.

- **Health Certificate:**

- The health certificate must be issued within the last 6 months.
- Users without a health certificate may not be permitted to register.

Manager will approve or reject this registration. Once the application is approved, the person becomes a cleaning staff of system and cleaning staff can log in to view assigned tasks and update task status.

Manager assigns cleaning staff based on availability, proximity, and workload. Cleaning staff receive task details, including location, time, and special instructions. Cleaning staff can update the task status.

Customers want to use the service must book in advance via a web or mobile app. The system should provide available time slots based on the location and capacity of the cleaning crew.

Customers should receive confirmation and reminders via email/SMS.

Customer can choose a cleaning staff within her available time frame, if not, the system will choose specific Cleaning staff. Customers must pay 50% of the fee in advance and the remaining amount after the work is completed. Payment is made via VNPAY system. customers can view their billing history.

Customers can cancel the service 2 days in advance and then the prepayment amount will be refunded. After finishing the duty customers can rate the cleaning staff. If a customer is happy, cleaning staff can also receive some extra tips from the customer.

In addition, The system should handle high volumes of bookings and updates with minimal delay and The interface should be user-friendly and accessible across multiple devices.