**ONLINE SALON MANAGEMENT SYSTEM**

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**A project proposal submitted to the Faculty of Physical Sciences, Engineering and Technology in Partial Fulfilment of the Requirement for the award of Diploma in Computer Science of Tharaka University.**

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# **DECLARATION**

I hereby declare that this project is based on my original work except for citation and quotations which have been duly acknowledged. I also declare that it has not been previously and concurrently submitted for a degree or any other award in any other educational institution.

Student Name:

Signature:

Date:

**APPROVAL**

This project was conducted under our supervision and submitted with our approval as university supervisor.

Supervisor Name:

Signature:

Date:

# **DEDICATION**

This Project is dedicated to my supervisor, family and friends for the support and encouragement they gave me to the successful completion of my studies.

# **ACKNOWLEDGEMENTS**

I foremost wish to give thanks to the Almighty God for enabling to finalize on this project, I wish to express my sincere gratitude to my supervisor Mr. Francis and to my friends for their guidance and extensive, useful and intellectual comments and directions during my research period. I would also wish to sincerely appreciate my family for their financial support plus their inspiration and motivation they accorded me throughout my academic undertaking.

# **ABSTRACT**

The salon management system is a web-based application designed to provide a convenient and efficient way for customers to book salon appointments online. The system allows users to register and view salon details, including stylist reviews and ratings. Customers can book appointments by selecting services, date and time and also have the option to leave feedback and ratings after their appointment. The system provides e-commerce functionality, enabling customers to make an online payments for their appointments. The system uses a waterfall development approach and is built using ASP.net with C#.

The system aims to solve the problem of manual customer management, invoice management and report generation faced by salons. By automating these processes, salons can reduce administrative tasks and focus on providing better services to their customers. The system also provides a user-friendly interface for customer to book appointments, reducing wait times and increasing customer satisfaction.

The expected outcome of this project is a user-friendly and efficient system that streamlines salon operations, improves customer satisfaction and increase revenue. The system will be evaluated based on its usability, functionality and performance and will be refined and improved based on user feedback.

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# **CHAPTER ONE: INTRODUCTION**

## Introduction

This chapter discusses background information, problem statement, and justification scope and objectives

## Background of Study

Salon management system is a web based management system with appointment scheduling functionality .The aim of development, the salon management system is to provide an interface and keep track store data in a long time and to provide people an easy access. In this clients take an appointment online and salon administrators approve and cancel appointments. It will also cover billing for customer’s records management, .These system play a crucial role in the efficient operation of beauty salon. Building a beauty salon management system can be impactful project for several reasons. Being a beauty salon client today is inconvenient. You have to remember that you need to make an appointment, then hope you remembered during business hour, and finally scramble to find the phone number and take time out of your busy day to make the call.

Salon Management System has been evolving in Europe over the years, with a significant increase in the use of digital solutions to streamline business activities. These systems help manage various aspects of a salon, such as appointment booking, client management, employee management, inventory management, and financial reporting. In the early 2000’s, salon management systems in Europe were preliminarily on assumption, requiring significant investments in hardware and software. However the rise of cloud computing, many salon management systems have shifted to cloud based solutions, offering increased flexibility, lower cost, and easier access to data.

A good example of an emerging European salon management system market include companies like Mind body, Zenati.

Running a successful salon requires more than just providing exceptional customer service. Kenyan salons understand the importance of efficient operations, sound financial management, and strategic decision making for long term salon success [1] . Coming up with this system will be salon management solution designed to equip one with tools and knowledge to streamline operations, optimize profitability and achieve financial stability. Kenyan salons take personalized approach, tailoring their services to address unique salons challenges and goals. Whether one is struggling with inventory management, scheduling inefficiencies, or unclear financial reporting, their experienced consultants would work collaboratively with you to develop effective strategies for success.

## Problem Statement

Visiting a salon without a prior appointment can keep you waiting in a queue and will take a lot of your precious time. Streamline appointment scheduling, client management and inventory tracking of our salon, reduce manual errors and improve staff productivity, which also improve customer experience, reduce no-shows and increase revenue. Users can easily access the system by registering themselves on the website. The system will provide information on the salon and its services. The users can view the salon’s facility, services and hairstylists’ reviews and based on -that they can choose the best salon with hair stylists suited for them and book appointments as per their desired time and date. The system will also allow the users to drop their feedback as well.

## Objectives

### **General Objectives**

The main aim is to develop an online salon management system that will streamline salon operations.

### Specific Objectives

1. To simplify appointment scheduling
2. To increase staff productivity and enhance customer satisfaction.
3. To personalize client experiences, improve communication and loyalty and retention.
4. To automate routine tasks, reduce paperwork and free up staff to focus on high-value activities.

## Research Questions

1. How can appointment scheduling module be implemented in online salon management system?
2. Of what important will the feedback and review feature have in online salon management system?
3. What features could be included in the user registration to improve communication and personalize client experiences?
4. How can automation of routine tasks reduce paperwork and free up staffs?

## Significance of the Study

The online salon management system will improve Mega Beauty Salon through Automation of routine tasks, such as appointment scheduling and reminders, will free up time for the owner to focus on the strategic growth and development. The system will facilitate seamless communication between stylists and clients reducing misunderstandings and no-shows. The system will enable salons to deliver personalized services and recommendations based on client history and preferences. It will also provide clients with a personalized experience, leading to increased loyalty and retention.

## Scope

The online salon management system automates the booking and appointment scheduling process, digitalizes customer data storage and management, Provide prize transparency for customers improve communication between staffs and customers. Building a strong team including team oriented-activities that show employees you care about their performances and well-being. However the system will not be able to recommend

# **CHAPTER TWO: LITERATURE REVIEW**

## Introduction

This chapter presents and discusses work done by other authors that are related. It provides a comprehensive analysis of various aspects, including technological advancements, implementation strategies, and impacts on businesses performances, user experiences and the challenges faced in adapting these systems. This review aims to identify gaps in the current research and propose areas for future study.

## Review of Related Works

Several studies have investigated the use of online appointment scheduling systems in various industries, including healthcare and beauty services.

For instance [2] developed an online appointment scheduling system for healthcare services .Similarly designed an online appointment scheduling system for beauty services which increases customer satisfaction. Research has also explored the feature and functionalities of online appointment scheduling system, including online booking reminders and cancellation.

A research[3] project by aims to bridge the gap between traditional salon shop practices and the digital era by creating a comprehensive online platform that facilitates convenient bookings, streamlined management, and enhanced customer satisfaction. By addressing the local, international, and global implications, this study strives to contribute to the advancement of the salon shop industry in the digital age

A study by [4] developed a project uses MySQL and PHP to back the interface with strong database functionality. To build the data tables I’ve used PHP his Admin, which is a web-based interface for MySQL

A study by [2] developed a system The online spa booking system is a web-based application dedicated to both male and female cosmetology treatments .Stylists are in great demand for their services. The changes that most people experience after visiting a salon make it a fairly patronized business. This system connects you to the spa with an online platform that allows you to browse the spa and its services.

A study by [5] developed a system for the customer satisfaction and reduction of manual documentation are the major objectives of this project. This software solution will provide secure, user friendly, reliable and effective web based system for manage appointments, user management, announce offers/promotions, maintain customer reviews and manage financial transactions.

Another study [6] developed an application which is designed and developed using web Technologies such as PHP and Maria DB for the backend programming and Bootstrap for front-end or for the design and interface of the project. Aside from being an online application, it is also compatible for mobile devices because the design is responsive

Customer Review and Rating System

A research paper by [6] developed a salon scheduling software that helps you to access your business 24\*7 through the website, mobile phones, and on the Facebook page. So, get started with your business at any time and entertain the needs of customers.

A study by [7] designed a system whereby the customer himself has to go to salon and book the seat. People need barber’s service for looking good and clean. A person would like to get his turn for the haircut as soon as he reaches the barber but unfortunately that rarely happen

A study by [1] developed a system When admin chooses to access customer record, a list of customer details will be displayed. Then, admin can choose to update the customer records if he or she wishes to insert, edit, and delete customer information

## Conclusion

The literature on online salon management systems highlights significant advancements and benefits in streamlining operations, enhancing customer satisfaction and driving business growth. The integration of digital tools such as online booking automated reminders and customer relationship management systems has shown to significantly reduce administrative burdens and improve operational efficiency. Furthermore the system enables the salon to provide personalized customer experiences through data analytics and targeted marketing which in turn enhances loyalty and retention. The system also works on the gaps that the researcher could work on.

## Conceptual Frame Work

This conceptual frame work provides a structured overview of the key elements and their interactions within an online salon management system. It emphasizes the importance of technology in enhancing operational efficiency, customer satisfaction and overall business growth. Some of the components include

1. Processes

Booking and scheduling

Customers book appointment scheduling through user friendly interface. The system manages and updates the schedule in real time avoiding conflicts and maximizing efficiency.

Service delivery

Staffs receives automated reminders and detailed service requests. The system tracks the service delivery and updates customer profiles accordingly.

Customer engagement

Personalized marketing campaigns based on customer data. Loyalty programs and feedback mechanisms which enhance customer satisfaction and retention.

1. Relationship

Salon and customers

Direct interaction through online booking system. Feedback and reviews contribute to service improvements.

Salon and staff

Efficient staff management through scheduling and service assignment. Performance tracking and feedback mechanisms.

Salon and technology

Integration of various digital tools to streamline operations. Continuous updates and maintenance for optimal performance.

Customers and technology.

HOME

Veronica Njeri language: English

Mega Online Salon

SERVICES

AUNTENTICATION

EMPLOYEES

INVENTORY

USER REVIEWS

BOOKINGS

REPORTS

BILLING

# **CHAPTER THREE: METHODOLOGY**

## Introduction

This chapter examines and explores the systems architectural framework, design methodology and implementation strategies.

## Research Design

This study employs a design and development of an online system software. It provides a framework for collecting and analyzing data which informs the development of the software. The research follows the SDLC phases including requirements analysis design implementation testing and maintenance. Requirement analysis gathering detailed requirement detailed requirements from salon owners, staff and customers. Design creating a system architecture and user interface design. Implementation developing the system based on the design specification. Testing conducting usability testing and system performance evaluation. Maintenance refining and updating the system based on user feedback and performance data. This design ensures iterative testing and refinement, aligning the system with user needs and functional requirement.

## Target Population

Salon owners, staff and customers are who will use the online salon management system. Purposive sampling to select participants with relevant experience insight. Five salon owners’ fifteen staff members and twenty customers... this diverse sample ensures comprehensive feedback.

## System Design and Development Tools

The system developer will use HTML/CSS used for structuring and designing the web pages Java script utilized for dynamic content and interactive features Relational database MySQL for storing structured data such as user information appointments and services. The development of the system utilizes various tools and technologies such as code editors which is visual studio for writing and managing code. MySQL Workbench for database design management

## Data Collection Methods and Tools

Interviews to gain in depth insights into user experiences requirements and expectations. Use of structured semi structured and unstructured interviews using tools such as Zoom Google Meet for remote interviews audio recorders for in person interviews. Conduct interviews with a diverse group of stakeholders including staff managers and customers. Record and transcribe the conversations for analysis.

The purpose of using observation is to understand user behaviors and interaction within the salon environment. Through direct observation participant observation by use of notebooks mobile devices for notetaking, video cameras for recording interactions. Observing salon operations customer interaction and staff workflows. Taking detailed notes and record observation to identify main points and opportunities for improvement.

To gather quantitative and qualitative data from potential users including salon managers and customers use of surveys and questioners is important. Use of tools such as Type form, Google Forms will be of good help. Designing surveys with questions focused on user needs and preferences. Distributing them via email social media or directly within the salon.

## Data Analysis

Involves interpreting the data collected to make informed decisions regarding system design, development and enhancement. It outlines the process of analyzing data obtained through various methods and tools as well as the techniques and software used. Ensuring the data is accurate, consistent and free from errors or duplicates through data cleaning. Assigning codes to responses from interviews focus groups and open ended survey questions .Groups similar codes to identify patterns and themes. Analyzing coded data to identify recurring themes, patterns and narrative by use of techniques such as thematic analysis and content analysis. Analyzing texts to classify sentiments as positive, negative or neutral and identifying common sentiments and areas of improvement by use of tools such as python. Performing hypothesis testing and regression analysis to identify relationship and draw conclusion still by use of python.

# **Reference**

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[5] W. A. R. S. Silva, “Salon Management System for Salon Chami,” 2021, [Online]. Available: https://dl.ucsc.cmb.ac.lk/jspui/handle/123456789/4320

[6] “Salon management system”.

[7] “Sample application - ONLINE SALON BOOKING SYSTEM PROPOSAL”.

# **APPENDICES**

## Appendix I: Sample Questionnaire

|  |
| --- |
| Salon Name:  Managers Name:  Date:  Contact Information:  What are the salons operating hours?  How many staffs are currently employed?  What services does the salon offer?  How do you manage staff schedules and shifts?  How do handle customer complaints?  How often do you review the salons financial performance?  How do you promote new services products?  How do you ensure compliance with local health and safety regulations? |

## Appendix II Time Schedule

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Activity/Time | 1 Weeks | 1 Week | 2 Weeks | 1 Week | 1 Weeks | 1 Week | 2 Week |
| Data collection |  |  |  |  |  |  |  |
| Planning |  |  |  |  |  |  |  |
| Analysis |  |  |  |  |  |  |  |
| System Design |  |  |  |  |  |  |  |
| System Development |  |  |  |  |  |  |  |
| Preliminary Testing Plan |  |  |  |  |  |  |  |
| Final Review and Approval |  |  |  |  |  |  |  |

## Appendix III: Budget

|  |  |  |
| --- | --- | --- |
| Category | Description | Estimated Cost |
| 1.Planning and preparation |  |  |
| Project management | Salaries For Project Managers and Planners | 2,000 |
| Stakeholder Meetings | Cost For Meetings and Consultations | 500 |
| Subtotal |  | 2,500 |
| System Design and Development |  |  |
| System Architecture Design | Salaries for system architects | 3,000 |
| User Interface Design | Salaries for UI Designers | 4,000 |
| Software Development | Salaries for Developers | 10,000 |
| Integration Costs | Third Party Services | 2,000 |
| Subtotal |  | 19,000 |
| Training and Documentation |  |  |
| User Manuals | Costs for creating and printing manuals | 1,000 |
| Staff Training | Cost for Conducting training Sessions | 2,000 |
| Subtotal |  | 3,000 |
| Testing and Quality Assurance |  |  |
| System Testing | Salaries For Testers | 2,000 |
| Subtotal |  | 4, 000 |