Beauty Salon Database Management System
Ideation Submission

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Objective:

Design and implement a database management system (DBMS) for a beauty salon that manages customers, staff, services, facilities, appointments, franchise locations, memberships, offers, and discounts. The system will help streamline operations, improve customer experience, and enable data-driven decision-making.

Application Users :

1. Customers - Individuals who book and avail salon services.

2. Staff - Employees providing services such as hairstyling, facials, and spa treatments.

3. Administrators - Salon managers who oversee business operations and staff scheduling.

Use Cases - Unregistered Users

Users who visit the salon website or app without registering can:

- View available services with details like pricing and duration.
- Browse membership plans (Silver, Gold, Platinum) and their benefits.
- Check ongoing offers and discounts on services.
- Locate nearby franchise locations and their facilities.

Use Cases - Customers

Registered customers can:

- Book Appointments - Schedule a service with an available staff member.
- Modify Profile - Update contact details and membership status.
- View Booking History - Track past and upcoming appointments.
- Avail Discounts - Apply membership-based or seasonal discounts.
- Give Ratings & Reviews - Rate services and provide feedback.

Customer Registration:

Customers must register with details like name, contact number, email, address (optional), and membership status.

Use Cases - Staff

- Manage Assigned Appointments - View and update scheduled bookings.
- Modify Personal Details - Update availability and expertise.
- Track Work Hours - View schedules and salary records.

Staff Registration:

Each staff member is assigned a unique ID, role, and work schedule.

Use Cases - Administrators

- Manage Appointments & Staff - Assign bookings and track availability.

- Oversee Memberships & Offers - Manage discounts and loyalty programs.
- Monitor Franchise Performance - Track revenue and service trends.
- Generate Reports - Analyze financial and operational data.

Franchise Location Management

Each salon branch is uniquely identified and stores:

- Franchise Name, Address, City, State, ZIP Code
- Manager Details (assigned staff)
- Services & Facilities Available
- Operating Hours & Contact Details

Tentative List of Reports (Queries)

For Customers

- My Appointments - View past and upcoming bookings.
- My Membership Benefits - Check applicable discounts and offers.
- Service History - Track frequently used services.

For Staff

- Daily Work Schedule - View assigned bookings and working hours.
- Customer Ratings & Reviews - Analyze feedback on services provided.

For Administrators

- 1. Sales Reports - Revenue breakdown by franchise, service, and time period.
- 2. Popular Services Report - Most booked and highest-rated services.
- 3. Staff Performance Metrics - Appointments handled, ratings, and workload.
- 4. Membership & Discount Usage - Track customer engagement with loyalty programs.
- 5. Franchise-Wise Performance - Compare revenue and service trends across locations.

Conclusion

This Beauty Salon Management System will streamline business operations, enhance customer experience, and provide insightful reports for decision-making. Future expansions may include online booking integration and real-time service tracking.