

BEAUTY SPA MANAGEMENT

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1. Project Overview?

Beauty spa management system is a project is developed in PHP and MySQL. The objective of this project is to facilitate accessing beauty spa services.

2. To what extend the system is proposed for?

The system will enable users find a service based on their needs. It is most helpful when they do not really know what really suits their needs. The system also introduces carts so users can choose multiple services and pay on one go. Users will be able book for a staff for a particular service.

3. Specify the Viewers/Public which is to be involved in the System?

General Public who's beauty conscious and Spa Managers

4. List the Modules included in your System?

Carts, Appointment, Service Recommendations, Chat, Payment

5. Identify the users in your project?

Admin, users and Employees

6. Who owns the system?

Admin owns the system. He has the control over other users. Admin is responsible for adding employees to the application when they join.

Their login credentials are forwarded to their email. Services and offers are added and modified by the admin. Admin can view the users' feedbacks and give response to it.

7. System is related to which firm/industry/organization?

Spa

8. Details of person that you have contacted for data collection?

9. Questionnaire to collect details about the project? (min 10 questions, include descriptive answers, attach additional docs (e.g. Bill receipts, certificate models), if any?)

1.) What are the main features that the website provides for its users?

The website will feature a number of functionalities. They are described as follows. **Carts:** Users can go through available services and add them to cart and pay for them on the go. Carts offers much flexibility while selecting services and offers. They can add and remove services and find the total costs. Carts helps users to finalize their bookings before payment. **Appointments:** Users can choose to get an appointment on their preferred services and offers. **Service Recommendations:** Sometimes users may be searching for a service for a specific problem and they may find it difficult to choose a specific one. This feature is able to suggest them a service that best suit their needs through predictions.

2.) What does this Appointments need to do?

Appointments will help the user find appointments for a particular service. Users can choose multiple services together. It is possible to select a particular staff for the service too. When the user books for a particular service on a particular date. The system will automatically allocate a time for the user. Appointments will be notified to the related staff and admin too.

3.) How payments are going to be implemented?

Payments will offer a number of ways to transfer money for the transaction. Customer can choose any of them and pay the money. It will be credited to receiver/seller account and finally user will get a receipt including the payment details for later reference.

4.) How the identity of the user is verified during the registration?

User identity is important. We need to keep track of the activities of the user. The identity will be verified through OTPs. User will be asked for his mobile number at the time of registration. Then user will need to enter the OTP sent to his mobile in order to complete the verification. Once its complete it can be used to login to the site, password recovery and change of email.

5.) Who will be responsible for adding & managing offers and services?

Admin will be responsible for adding and managing offers and services. Admin will have a dedicated interface for both adding and managing the services as well as packages. Managing include editing, deleting or disabling the services/offers.

6.) What are exactly service recommendations?

Sometimes users may be searching for a service for a specific problem and they may find it difficult to choose a specific one. This feature is able to suggest them a service that best suit their needs through predictions. Users will be provided with a search box where he can enter his queries and by pressing a button, he will get recommendations which offers best solutions to what he is looking for.

7.) How will be a user getting an appointment using the system?

The system will have a list of services and offers available. Users can view the list and pick services. They will be added to the cart. After

finishing adding the services to the system will show available dates. User can select a date and a time will be allocated. If a user has a particular preference for a staff, he can follow the same above procedures after choosing a staff from the list.

8.) Does the system offer reschedules and refunds for the users?

Yes. It's possible to reschedule the appointment. The system also features refunds.

User will have a booking history where can choose active appointments and ask for a reschedule. It will show a list of available dates and user can reschedule it on that date. In case user needs to cancel the appointment it also possible and a refund notification will be sent to the admin, who will further process the request and refund the money.

9.) What are the facilities available for the staff in the system?

Staffs has their own login through which they can update available services and offers. They are responsible for clarifying users enquires. Staff leave management are also carried out through the system.

10.) Who adds staff accounts to the system?

Admin will create staff logins when they join the business. An automated email will be sent to the staffs with a random generated password. Staff can use the login credentials to access their accounts.