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**LA GRANDEE INTERNATIONAL COLLEGE**

**Simalchour – 8, Pokhara**

A Project Proposal/Report

On

**SPA Appointment Booking System**

**Submitted To**

LA GRANDEE INTERNATIONAL COLLEGE

Bachelor of Computer Application (BCA) Program

*In partial fulfillment of the requirements for the degree of Program Name under*

**Pokhara University**

**Submitted By**

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12/05/2023

**Introduction**

Technology is a trend in today's businesses of any type. The computer is also used by many to do everything, including supporting business. Activities through desktop applications. Several types of desktop applications are available, like applications for booking systems. On the other hand, this year's personal care business is expected to grow. Everyone is interested in getting themselves relaxed after a day, a week or even after a month of work.

A SPA (Salus Per Aquam) is a facility that offers various treatments to promote relaxation, wellness, and beauty. One of the most popular treatments is massage therapy, which involves the manipulation of soft tissues to relieve muscle tension, improve circulation, and reduce stress. Spa massages may incorporate different techniques, such as Swedish, deep tissue, or hot stone, to provide a customized and rejuvenating experience.

The SPA booking system is a desktop-based application dedicated to both male and female cosmetology treatments. Massage therapists are in great demand for their services. The changes that most people experience after visiting a SPA (Salus Per Aquam) make it a patronized business.

This system connects you to the SPA with a desktop platform that allows you to browse the spa and its services. This system helps users to review different SPAs, select one of them and make a reservation. Users may also be able to select a type of massage from the SPAs that are interested in receiving the service. Customers can check the about us section to know more about the SPA and its services. This is a simple and interactive interface suitable for people between 18- 60 age groups.

This system focuses on the appointment booking section of the SPA. Where the customers are provided with additional services according to their choice. This system helps the customer to easily view available appointments and book their appointment. It also informs the user about the length of their massage therapy and the price alongside it.

**Problem Statement**

The existing appointment management system used by SPAs is often manual, time-consuming, and prone to errors, leading to customer dissatisfaction and revenue loss. The proposed SPA Appointment System application aims to provide an automated and user-friendly interface for the SPA staff to manage their customer appointments efficiently.

The problems before the proposal of this system were:

* **Time consuming and manual appointment scheduling:**  
  Traditional appointment booking methods involve manual scheduling, which is often time-consuming and error prone. Customers had to visit the business to book appointments, leading to long waiting times and inconvenience.
* **Difficulty in managing appointments:**   
  Manual appointment scheduling can be challenging to manage, especially during peak hours. Businesses may miss appointments or double-book, leading to customer dissatisfaction and revenue loss.
* **Lack of customer convenience:**  
  Traditional appointment booking methods do not provide customers with the convenience of booking appointments at anytime from anywhere. Customers may have to take time off from work to schedule appointments, leading to inconvenience and frustration.
* **Tension due to manual recording:**Manual appointment booking causes tension as the record book might get lost or get damaged by accident. And it is horrendous work for the staff to check for the manually recorded appointments.

By developing digitalized applications for appointment booking, businesses can address these problems and provide customers with a seamless and convenient appointment booking experience. Digitalized applications can streamline appointment scheduling, reduce errors, provide quick access to customer information, and improve customer satisfaction.

**Objectives**

The objective of this project is to develop a SPA Appointment System application using the C programming language to automate the process of managing appointments at a SPA.

**The proposed objectives are:**

* **Security:**To ensure that only authorized staff members have access to the customer information and appointment details to maintain data privacy.
* **User registration:**To allow the staff to register new customers by collecting their personal details such as name, contact number, and email address.
* **Appointment management:**The staff will be able to manage customer appointments effectively by adding new appointments, canceling existing appointments, or rescheduling appointments as per the customer's request.
* **User interface:**To provide an easy-to-use interface for the staff to manage the appointments efficiently, reduce the workload, and minimize the risk of errors.
* **Edit Price:**To allow the authorized staff to edit price of the available services as per the SPA’s business policy.