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**LA GRANDEE INTERNATIONAL COLLEGE**

**Simalchaur – 8, Pokhara**

Final Project 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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**Date: August 11, 2023**

**Acknowledgement**

We express our sincere regard to our project supervisor **Mr. Ramesh Chalise**, for his valuable time, guidance, encouragement, support, and cooperation throughout our project. We would sincerely like to thank our BCA Department for allowing us to work on enhancing our technical skills while undergoing this project. This is a project proposal Report on Spa Appointment Booking System which is carried out as an ingredient of assignment as specified by the faculty member of the degree of BCA, 2nd semester.

We are very thankful that you have provided us with an opportunity to show our talent and to sharpen our knowledge.

With Regards,

Saroj Baral (Reg.no: 2022-1-53-0143)

R.A. Mohan Tiwari (Reg.no: 2022-1-53-0136)

# Abstract

Even a simple Spa Appointment Booking System with a user-friendly interface can significantly ease the Appointment Booking process for the clients as well as the users. It can reduce time and effort to search, wait & enquiry about the appointments available in contrast to visiting Spas town. Currently, almost every Spa booking is done with the same traditional approach. Owing to this fact, the Spa Appointment Booking System was created to tackle this problem and ease the Spa appointment booking process for the customers and users themselves. The Spa appointment Booking System includes all the primary features like User registration, Login, Book appointment, cancel appointment, Shift schedule for users and features like View transactions, delete transactions, Add/Update services, Change login information. The Spa Appointment Booking System is developed by utilizing the power of C language.

# Student’s Declaration

This is to certify that Spa Appointment Booking system embodies the original work done by Saroj Baral and R.A. Mohan Tiwari which is submitted to LA GRANDEE International College, under the affiliation of Pokhara University. This project is submitted as a partial fulfillment of the requirement for the system development project of the Bachelor of Computer Application 2nd semester, under the supervision of Mr.

Ramesh Chalise.

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# Supervisor’s Declaration

I hereby recommend that his project entitled “Spa Appointment Booking System “is done under my supervision by Saroj Baral, R.A. Mohan Tiwari during the 2nd semester in partial fulfillment of the requirement of the degree of Bachelor of Computer Application (BCA) under Pokhara University is completed to my satisfaction and he processed for final evaluation.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mr. Ramesh Chalise

# Space for Letter Approval

# Project Summary

SPA appointment booking system is a digitalized application to automate all kinds of booking activity in a SPA. The main aim of this program is to view, retrieve, book, and cancel appointments in a SPA. The system provides the staff with a user-friendly interface to view available services, book appointments, and cancel appointments.

The application is designed to be simple and easy to use, making it accessible to any authorized staff with basic computer skills. Customers can easily book their appointments as they can just call and schedule their appointments or can even visit the SPA as it wouldn’t take much time at all.

The SPA appointment system is also designed to be scalable; it can easily be adapted to meet the changing needs of the business. This system is going to be developed using Incremental Methodology which makes it easier to modify the system accordingly. The application is built using C language, which is known for its speed, efficiency, and reliability.

Overall, the SPA appointment booking system developed using C programming language is a powerful tool for Spa businesses to manage their appointments, attract new customers, and increase revenue. The system offers a convenient way for staff to book appointments, and it enables businesses to streamline their operations, reduce administrative costs, and improve customer satisfaction.

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# 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 (SPA, 2023). 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.

# 2. Background Study

The foundation of our project emerged from a relatable incident – a team member's frustration with the time-consuming process of booking Spa appointments. This personal experience became the catalyst for developing a more streamlined approach: the Spa Appointment Booking System.

Our initial steps involved comprehensive research, combining interviews with industry insiders and individuals who've faced appointment-related challenges. Online resources also provided valuable insights into existing systems. Complementing this digital exploration, we conducted an on-site visit to a well famous Spa in town ‘Malama Spa ‘. This visit not only enriched our understanding but also presented practical perspectives on the obstacles both customers and management encounter.

By immersing ourselves in the Spa environment, we gained direct insights into the intricacies of appointment management during varying demand periods. These interactions with Spa personnel underscored the need for improved efficiency and a more user-friendly approach.

This realization fuels our project's mission to bridge these gaps and deliver an innovative Spa Appointment Booking System, poised to reshape scheduling processes across the industry.

# 3. 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 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.

## 4. Requirement Gathering:

Requirement Analysis is the first and most important step in the system development activity for building a robust and user-friendly system. While performing surveys and research we came to know that in current scenario, most of the users prefer the traditional ways of booking appointments because they are not aware of the latest technology to manage the overall booking system in more efficient way. They don’t know how to use these sites and also, they don’t feel trustworthy.

## 4.1. Requirement specifications:

Mrs. Nisha Budha, the owner of Malama Spa talked about the requirements her Spa was looking for. Below are those requirements of the Spa Appointment Booking system :

* **Increased efficiency**

### The system should be able to operate the Spa’s daily operations like book appointment, cancel appointment, shift schedule, view transactions, edit services being errorless and efficiently.

* **User friendly Interface**

The system should have user-friendly interface that is easy to understand and use.

* **Secured system**

The system should be secure and trustworthy to keep all the data and information of the organization safe.

## Flexible system

The system must be flexible in terms of functionality so that the need for other software gets disappeared.

# 4.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 the price of the available services as per the SPA’s business policy.

# 5.Methodology

For the development of the “SPA appointment booking system” program, we’ll be using Incremental Model. Incremental methodology is a software development approach that involves breaking down a project into smaller, more manageable parts called increments. Each increment includes a defined set of features and functionalities that can be developed, tested, and deployed independently. It is a method of software development where the product is designed, implemented, and tested incrementally (a little more is added each time) until the product is finished. In the incremental model, instead of making one huge leap, we achieve our goals in small steps (JavaPoint, 2023).

FINAL PRODUCT

Fig: Incremental Model

# Design:

# Project Gantt Chart

Fig no:

# Deliverables

The “SPA appointment booking system” is an application that is developed to automate the process of managing appointments at a SPA.

The deliverables of the proposed system are:

* **Source Code:**

The source code of the application is written in the C programming language, including any libraries or frameworks used.

* **Database:**

A database to store appointment information, including customer information, appointment details, service provider availability, and any other relevant data.

* **Authentication System:**

An authentication system to ensure that only authorized users can book or modify appointments, including secure storage of user passwords.

* **Staff Management System:**

A system to manage staff schedules.

* **Appointment Management System:**

A system to book, modify, or cancel appointments, with the option to view appointments.

* **Testing and Debugging:**

The system should undergo rigorous testing and debugging to ensure that it is functioning correctly and free from errors.

* **Documentation:**

Detailed documentation that explains how to use the application and how it works, including any instructions for installing and configuring the application.

* **Deployment:**

The final deliverable would be a deployed application that is ready for use by the end-users.

These are the deliverables that are to be achieved from developing a SPA Appointment Booking System using the C programming language.

# 

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**Appendix**