

**Sri Lanka Institute of Advanced Technological Education
Gampaha**



Project Proposal

Online Booking System for Salon JC

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Contents

| | |
|-----------------------------------|---|
| Introduction | 3 |
| Business Process | 3 |
| Problem Statement | 4 |
| Aims and Objectives..... | 4 |
| Scope of the Project..... | 5 |
| Techniques and Technologies | 6 |
| Project Resources..... | 6 |
| Project Plan | 7 |
| Client Information | 7 |

1. Introduction

A salon online booking system allows clients to browse, evaluate, and schedule beauty treatments and bridal dressing packages with ease. This platform provides a one-stop solution for customers to explore a range of beauty services, all available at their convenience.

The system offers a variety of packages catering to different needs, including bridal dressing, facials, and other beauty treatments. Clients can search and book services based on their preferences, such as budget, available time slots, and specific beauty requirements.

With the convenience of online booking, customers can plan their salon visits from the comfort of their homes or workplaces. The platform also provides detailed service descriptions, customer reviews, and images to help users make informed decisions.

Overall, this online booking system enhances accessibility, efficiency, and customer satisfaction by simplifying the process of booking salon services.

2. Business Process

Customers can contact the salon by phone or email to learn more about bridal dressing packages and beauty treatments. The salon will customize the services based on the client's preferences and budget.

Once the client confirms their booking, the salon will schedule the appointment and make all necessary arrangements. The client will either pay a deposit or the full amount for the selected service.

After the appointment, the salon will follow up with the client to ensure satisfaction and gather feedback for future improvements.

3. Problem Statement

Currently, the salon operates with a completely manual system for managing appointments and services. This manual approach causes several challenges and inefficiencies:

- **Lack of Online Booking System:**

Clients must call or visit the salon in person to make appointments, resulting in time-consuming interactions and potential errors in scheduling. This process is inconvenient for both customers and staff, leading to a less efficient operation.

- **Limited Service Management:**

The salon has no automated way of tracking services, bookings, or customer preferences. This makes it difficult to manage special requests, or appointments, increasing the chances of mistakes or missed opportunities.

- **No Customization Options for Services:**

The salon offers fixed service packages with no ability for clients to customize their treatments according to individual needs or preferences. This lack of flexibility could lead to reduced customer satisfaction and missed opportunities for tailored services.

- **Inconsistent Customer Experience:**

Without a digital system in place, customers have to manually inquire about available services and packages, leading to longer wait times and a less streamlined experience. The lack of consistency in service booking and management affects overall customer satisfaction.

4. Aims and Objectives

Aims

The salon's online booking system simplifies appointments with a user-friendly platform, allowing clients to customize services. It enhances customer experience by reducing wait times and automating scheduling, service management, and client tracking for greater efficiency. A feedback system ensures continuous improvement based on client insights.

Objectives

- **Make Booking Easy:**

Provide an easy-to-use platform where clients can quickly find and book services, saving them time.

- **Get Customer Feedback:**

Collect feedback from customers to understand what parts of the service need improvement.

- **Improve Marketing:**

Use modern marketing methods like social media and video marketing to strengthen the brand and attract more customers.

- **Customize Packages:**

Allow clients to customize their service packages based on their needs and preferences.

- **Easy Package Selection:**

Enable customers to choose and buy packages directly on the website, without needing to call the salon.

5. Scope of the Project

The primary objective is to develop an intuitive and user-friendly online platform, ensuring seamless access to salon services while minimizing client booking time. A feedback mechanism will be implemented to collect customer reviews, facilitating data analysis for continuous service enhancements. The system will integrate a service customization feature, allowing clients to personalize their beauty and bridal dressing packages according to their needs.

The online platform will provide a secure and efficient process for customers to register, log in, and independently select and book appointments. Admin tools will be established for efficient service and staff management, including the ability to add, update, and price services, as well as review customer feedback. Staff members will have tools to manage appointments, confirm or reject bookings, and send email notifications to customers.

Robust data security measures will be in place, complying with privacy regulations to ensure user data protection. Additionally, performance monitoring tools will be integrated to analyze user behavior, optimizing the platform for an enhanced customer experience and improved operational efficiency.

6. Techniques and Technologies

Hereunder technical feasibility, we are measuring the practicality of the technical solutions and the availability of techniques.

The following technologies are to be used within the development period.

- MySQL workbench (php myadmin)(Database)
- HTML, CSS, Javascript(Front end Languages)
- Xampp(Web Server)
- Laravel(Visual Studio Code)(Front end & Back end)
- Php(Programming Language)
- Composer
- Node.js

7. Project Resources

Frontend Resources

- Laravel (visual studio code)
- HTML,CSS,Javascript
- Node.js
- Bootstrap

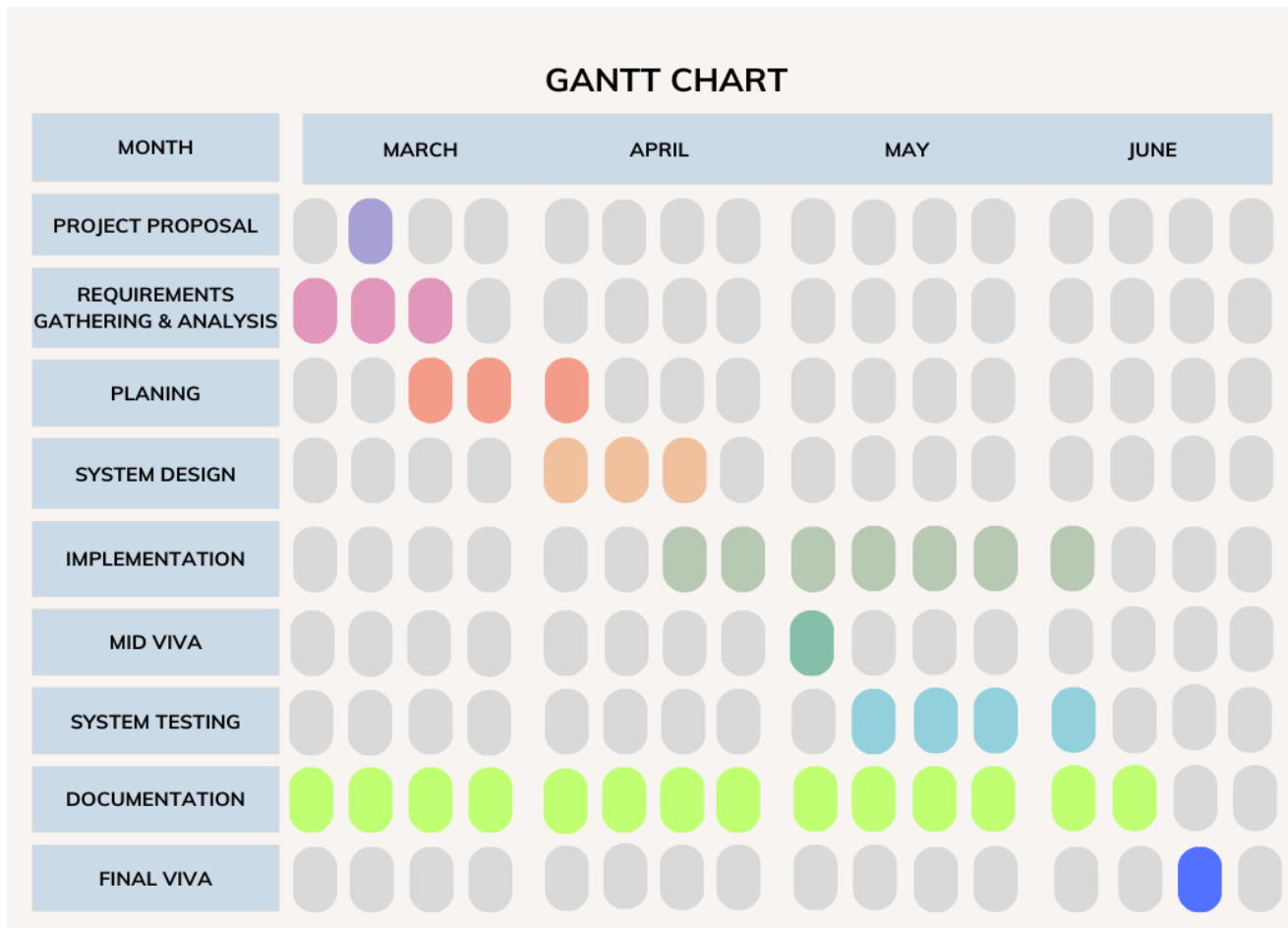
Backend Resources

- MySQL
- Laravel(visual studio code)

Hardware Requirement

- Processor- 12th Gen Intel(R) Core(TM) i5-1235U
- RAM- 8.00 GB
- Device Name- LAPTOP-75P14VLQ
- Windows- Windows 11 Pro

8. Project Plan



9. Client Information

- Name of the Business: Salon JC
- Name of the Client: Chanu Ranasinghe
- Address: Kaleliya Rd,Pallewela,Sri Lanka
- E-mail: salonjc2092@gmail.com
- Contact Number: 071 414 7628

