**Analysis Report**

1. Introduction

SPA Business/Enterprise Management System is powerful, flexible, and easy to use and is designed and developed to deliver real conceivable benefits SPA Business.

Please peruse our features to see how the Spa Business Manager can help you control your business. The Spa Business Manager system can be utilized by a variety of businesses from small (Booth Renter) to the large salon/spa with multiple locations. No matter your size the Spa-Salon Manage can aid you in appointment scheduling, inventory control, administration, critical financial accounting, in a seamless flow and so much more.

**1.1 Problem Introduction**

**1 Lack of immediate retrievals: -**

The information is very difficult to retrieve and to find particular information like- E.g. - To find out about the customer’s history, the user has to go through various registers. This results in inconvenience and wastage of time.

**2. Lack of immediate information storage: -**

The information generated by various transactions takes time and efforts to be stored at right place.

**3. Lack of prompt updating: -**

Various changes to information like customer details, employee details are difficult to make as paper work is involved.

**4. Error prone manual calculation: -**

Manual calculations are error prone and take a lot of time this may result in incorrect information. For example calculation of customer’s is bill based on various services.

**5. Preparation of accurate and prompt reports: -**

This becomes a difficult task as information is difficult to collect from various registers.

**2. Objective:-**

1. Define SPA.
2. Recording information about the customers that come.
3. Generating bills.
4. Recording information related to services given to Customers.
5. Keeping record of the Products purchased by/provided to customers.
6. Keeping information about employee of the SPA.
7. Provide online Book Appointment facility.

These are the various jobs that need to be done in a SPA by the service staff and Managers. All these works are done on papers.

**Scope of the Project:-**

1. First Of all the SPA manager will request to the admin of the system to provide the system services for their SPA.
2. Then the administrator of the system will create the account for the SPA, and generate the bill according to system services mentioned by the SPA manager.
3. Information about Customers is done by just writing the Customers name, age and gender. Whenever the Customer comes up his information is stored freshly.
4. Bills are generated by recording price for each facility provided to Customer on a separate sheet and at last they all are summed up.
5. Services information to Customers is generally recorded on the document, which contains Customer information. It is destroyed after some time period to decrease the paper load in the office.
6. The system will provide the online shopping facility of the SPA products.

**2.3 Modules:-**

**Appointment Book:-**

* Online appointment booking for weeks ahead.
* Automatic appointment confirmation by email and text message reminders.
* Booking multiple services/customers in single step.
* Client waiting list, including client availability.
* Automatic prompting if a cancellation can be filled with a client on the waiting list.
* Employee schedules view.
* Individual booking styles per employee.
* Integrated messaging feature.

Statistics for the number of clients and packages booked for a day.  
  
**Customer Info:-**

* Keeps an up-to-date customer profile, complete with birth date, address, email, and phone numbers.
* Records services and products purchased per client, including the date and the price charged.
* Stores information captured by the Point of Sale system.
* Calculates customer lifetime value.

**Sales:-**

* Customer Check-In – contact information capture and verification, tracking of new client sources and gift certificates, advanced text input, sticky notes, one-click access to customer profile, appointment and purchase history.
* Customer Check-Out – integration with customer check-in, support for multiple payment methods, bar coded items, retail credit, discounts, next  
  appointment booking.
* Family Check-Out allows you to choose one person to pay for a family or group of people and keeps track of each ticket until the last customer in the group is checked out.
* Fast Retail option provides a quick retail purchase where the customer name is not recorded.

**Inventory:-**

* Inventory Information with advanced tracking for items sold and items used up
* Ordering based on desired inventory levels.
* Product Labels with five styles of your choice, including laser and bar coded.
* Extensive Inventory & Sales Reports.
* Complete Vendor File with salesperson contact information and order history.

**Email**

* Send email straight from the system.
* Advanced delivery options to a single customer, to a group of customers or to all customers.
* Automatic appointment confirmations / Text Messages.
* Integrates with your client database.
* Scheduled email delivery for birthdays, thank you’s, reminders and more.  
  **Time-card**
* Records employee time in and out, including lunch.
* Totals hours immediately to avoid mistakes.
* Warns employee if they have forgotten to clock in or out.
* Uses its own clock to determine time.