CHAPTER ONE: INTRODUCTION

1. Introduction
   1. Background of the information

Joy Beauty And Cosmetic started in 2017 and is located in Meru town. The business offers products and services like: skincare, haircare, makeup and spa treatments. Regardless of the business growing, it still uses old methods to manage services , trackproducts , and store customer information. The old ways cause problems like:

Difficulty in management inventory, resulting in product shortage or overstocking.

Traditional methods of handling sales and financial records, increasing the risk of errors.

Customer might lack products they wanted to be serviced with.

Limited insights into business performance and customer preferences.

Lack of proper customer database making it hard to personalize services.

Inefficient appointment scheduling leading to overbooking or missed appointments.

The business needs a new system to fix these problems , make the business run better, and help make decisions. The system will manage online booking , track stock , handle sales and services , and process payments. This will help the beauty and cosmetic business reduce error , save time , and run the business better.

* 1. Organisation Structure

Business Owners: helps streamline operations , improve sales tracking , and manage inventory.

Employees: reduces workload by automating services like: appointment scheduling , and record keeping hence reducing manual work.

Customers: provides a good experience by easy appointment booking services.

Researchers: is a reference for future improvements in beauty business management services.

* 1. Description of Current System

Joy Beauty And Cosmetic business still uses manual ways to manage services and sales. Everything is recorded manually . Here is how things work.

Sales processing: employees write customers serviced in a book.

Inventory management stock: stock is tracted in a notebook.

Customer management: there is no system for keeping customer information.

Report generation: sales reports are made by going through receipts books and doing math this takes time and is prone to errors.

Payments and receipts: the business only accepts cash and customer get handwritten invoices.

No proper booking hence inconviniences.

* 1. Problem Statements

Many beauty and cosmetic businesses use old manual systems for sales and services. Which cause mistakes , delays , and losses . The problems include:

No proper way to store customer information.

No booking hence congestion or lack of goods for services needed.

Limited payment options.

No way to track employee performance and attendance.

Wrong inventory , leading to running out of stock or having too much.

No real-time sales to help make decisions.

Errors with sales records and customer data.

* 1. Problem Justification

Inefficient manual operations: Many beauty and cosmetic businesses still rely on manual methods. This often leads to errors, missed appointments, overbooking, and customer dissatisfaction.

Lack of centralized customer Data: without a digital system , it is difficult to track customer history.

Inventory mismanagement: cosmetics and beauty products have expiry dates and require careful stock management.

Data analysis: business lack insights into sales trends, popular services, customer feedback, and staff performance without a digital system. A management system enables data-driven decisions through analytics and reporting tools.

Customer experience: inconsistent service, lack of follow-ups, and no loyalty tracking can result in poor customer experiences. A proper system can enhance engagement through personalized offers, loyalty programs, and better service consistency.

* 1. Scope of the proposed system

The management system will help the business by automating :

Sales processing: making sales of services faster and giving digital receipts.

Online booking of services: this will reduce congestion and inconvenience in business.

Customer management: storing customer details and their purchases of services.

Payment processes: accepting cash , mobile money , and credit cards payments.

Reporting: making daily , weekly , and monthly reports automatically.

Employee management: tracking employee attendance and performance.

Reviews and comments: customers can make comments online for better experience and improvement.

* 1. Aims of the proposed system

The new system aims to make beauty and cosmetic business run faster and more accurately by:

* Making sales of services faster by online booking.
* Tracking inventory automatically to avoid stock problems.
* Storing customer data and tracking purchases.
* Monitoring employee performance.
* Accepting different payment methods.
* Making sales and financial reports automatically.
  1. Objectives of the new system

The goal of the new system is to:

* Making sales of services faster through online booking.
* Growth through insights made online through comments and reviews.
* To keep inventory accurate by updating stock levels .
* Store customer data for easy tracking.
* To provide automated reports on sales and finanaces every day , week , and month.
* To accept cash , mobile money , and credit card for more convenience payments.
* To track employee attendance and improve performance.