The Cleaning Bee
An Online Maid Services Application

E-Commerce Project Report Summary

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Introduction

An online maid services application is a mobile application that provides users with an easy and convenient way to book maid services for their homes. This app will allow users to browse available maids, book their services, and pay for them directly through the app. The app will be built upon React Native with Firebase as the database.

Features

1. **User registration and login**

   The app will allow users to create an account and log in to the app using their email account. This will allow users to easily book maid services and keep track of their booking history.

2. **Booking maid services**

   Users will be able to book maid services through the app, specifying the type of cleaning they need (such as deep cleaning, regular cleaning, or move-in/move-out cleaning), the number of rooms to be cleaned, and the preferred date and time of the cleaning (daily, weekly, monthly basis). Users can also select their preferred maid based on their availability.

   The app will show the availability of the maids and allow users to select their preferred maid based on their availability. Users can also view the schedule of their selected maid and make changes if necessary.

3. **Maid profiles and ratings**

   The app will allow users to view profiles of available maids, including their experience, ratings, and reviews from other customers. This will help users make informed decisions when selecting a maid for their cleaning services.

4. **Orders History**

   The app will allow users to view their account history and the number and nature transactions they placed. This is to ensure transparency and a track of the user's payments done through our application.

5. **Customer support**

   The app will have a customer support system that will contain a list of FAQs which will allows users to seek to solutions in case of any issues or queries.

Future Additions/Enhancements:

Payment integration

Users will be able to pay for the maid services directly through the app using a payment gateway. The app will accept various payment methods such as credit/debit cards, net banking, and mobile wallets.

Cancellation and refund policies

The app will have clear policies regarding cancellation and refunds, and users will be able to cancel their bookings and receive refunds according to the app's policies. The app will also notify users regarding the cancellation and refund status.