

SALON MANAGEMENT SYSTEM

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ABSTRACT

In the present world, both in beauty and wellness industries, it is vital for the organization to have efficient management in order to have a good customer satisfaction and also to increase result. The following paper proposes a detailed salon management system, which can work for scheduling, staff, products, and customers. The system is avails interfaces that are easy to use for the salon staff and clients when it comes to appointments, reminders, and service reviews.

Some of them are the client management database of preferences and services history, the alerts on the inventory supplies, as well as reporting systems. This system must have the potential to decrease overall control and administrative costs, improve the effectiveness of servicing and customer satisfaction. This salon management system serves not only the purpose of improving daily operations of the salons but also creates room for salons to meet new market needs.

1. INTRODUCTION

The salon market is an important segment of the beauty and the health industry, which offers products and services for improving people's look and improving their quality of life. As the popularity of such services grows, establishments as such salons jeopardize their ability to navigate through organization challenges and ensure customers receive the best possible experiences. Conventional approaches to appointment making, stock control, and customer relations create gaps, lose options, and hurt the satisfaction of clients.

To overcome such challenges, there must be an incorporate salon management system. Some of these are; This system integrates technology to automate different operations in the organization with an aim of making the staff at the salon to be more productive instead of being stressed by paperwork.

Key components of a salon management system include:

1. Appointment Scheduling: A client self-service portal to check availability, schedule and reschedule appointments, thereby cutting on no-show cases and efficient scheduling.
2. Client Management: An offsite TQM database where all details about the customer, his or her preferences, and history with the services being offered are saved will be developed to facilitate individual attention and increase customer satisfaction.
3. Inventory Management: Products and supplies monitoring to avoid instances where salons run out of stock or perhaps have excess stock with use of technology.
4. Staff Management: Software that can help in formation and monitoring of staff's working hours, measurement of the workers' efficiency, and calculation of the wages, which can contribute to the improvement of the employees' distribution and, thus, increase the staff's efficiency.
5. Reporting and Analytics: It has rich reports that aid in providing a better analysis of the sales services as well as general business needs, which aids in decision making.

OBJECTIVE

The goal of a salon management system is to increase the productivity of the salon services as well as satisfy customers' needs. Below are the key objectives that such a system aims to achieve:

Efficient Scheduling

Make it possible to set up appointments, and reschedule or cancel them without incurring the losses of unutilized time from patients who fail to honor their appointments or resulting overworking of the staff.

Customer Relation Management Companies

Develop detailed records for each customer, capturing the relational data like their preference and service history as well as tones in order to enhance the experience and value of the services offered.

Automate Inventory Control

Real time stock updates and timely reorder features, and they help to avoid overstocking or understocking to ensure efficient order of the services.

Improve Staff Management

This can be used to work and monitor employees' staffing and scheduling, their performance, and even salary allowing for increasing average workforce effectiveness and contentment.

Facilitate Payment Processing

Allow for easy payment and acceptance that include online payment methods as well as incorporated Point of Sale in order to improve the client experience.

Enhance Marketing Efforts

Mang numeric and qualitative customer data in planning and developing marketing strategies, sales incentives, and promotions for obtaining new customers, and retaining existing ones.

Optimisation of Operational Inputs

Minimise paperwork, automate administrative work so that members of staff could dedicate more time to client satisfaction and at the same improve the salon performance.

Data security and Compliance

Able to maintain clients' confidentiality and ensure the firm adheres to legal requirements of data protection in order to fit the clients' trust.

Support Business Growth

To offer the scalability features that will enable the system to expand with the setup of the salon, therefore, it should support additional services, staff or outlets as may be required.

BACKGROUND

Manually collected data which is characteristic for the traditional methods of modern salon management does not allow accurate results and takes a lot of time. As a result of development in technology, there is a big call for intelligent systems for solving advanced problems in the best and shortest time possible. To address this need, the Salon Management System is designed, and built using modern software technologies for enhancement of the system's performance.

2. LITERATURE SURVEY

Promising increased jounge efficiency and better operational co-ordination, systems that manage the work of salons and other companies engaged in beauty and wellness services have received an increased level of attention. This paper aims at reviewing the literature on salon management systems focusing on technologies, research and methodologies in order to establish their Utility in improving efficiency, customer satisfaction and organizational performance.

1. Operational Efficiency of Salons

Various authors stress the need for rationalisation of the salon's work processes in order to decrease its costs, as well as to enhance the quality of the services provided. By adopting the use of technology in managing the salon, Lee et al. (2020) have postulated that working time can be significantly cut short, and staff directed in offering services to clients. For instance, proper appointment scheduling reduces calendaring concerns and increases team efficiency (Smith & Jones, 2019).

2. CRM stands for Customer Relationship Management.

Customer relationship management is an important factor in salon management systems. Several studies done by Brown and Taylor in 2021 shows that personal touch and communication are major drivers towards customer retention. The tools that keep the clients' records: their preferences, history of the services received, and reactions help to create individualized experiences, thereby increasing the client turnover.

3. Technology Integration

The adaption and incorporation of technology in the management of salons does not start today. In his article Adams (2022) observes that flexibility has also been known to be a strong point of cloud based solutions as well as accessibility. They can be operated in real time, and from a distance; an important characteristic that enhances the management of appointments, stock, and working schedules. Additionally, client interaction has been portrayed as fundamental in the establishment of particular mobile application that allows clients to arrange their appointments and receive notices (Johnson et al., 2023).

4. Inventory Management

Inventory management is the most important factor for salons to remain profitable. Green & Roberts (2021) establish that when using the technology, overall wastage is minimized, and inventory products are replenished as and when required. This not only optimizes organizational performance but also meets customer expectations due to reduced service interruptions.

5. Data Analytics Data analysis is critical in today's salon organizational structures. The problem with the currently implemented management systems is that salons collect more data and can analyze client behavior. A case study by

Carter (2023) presents ways in which analytics can be used to help execute marketing and analytic driven service development to boost revenue and enhance bearing services.

FEATURES

The Salon Management System includes the following key features:

Scheduling and keeping of appointments.

CRM – Customer Relationship Management.

Management of inventory.

Accounting and quantitative information production.

Staff management and staff scheduling.

Information to the patient and an reminder system.

Online reservations and payment system.

SCOPE

The scope of the Salon Management System includes:

Small up to medium sized boutiques such as beauty salons.

For example, hair salons, nail salons, spas.

Facing the range of beauty services.

PROPOSED SYSTEM

The proposed Salon Management System will encompass multiple aspects within the salons by providing them with single solution feature. It is designed to achieve a hassle-free and efficient use for members of staff in the salon as well as clients..

SYSTEM OVERVIEW

The Salon Management System is also a web based one, that is the user can log in from anywhere that is the user has access to the internet. As a matter of fact, its layout is very easy to use, and the concepts are arranged in a way that makes getting around easy.

Key Features

Appointments scheduling and booking.

Customer relationship management.

It includes inventory identification, acquisition, storage and control, issue and use, as well as disposal.

Management and analysis of financial information.

Employees and their scheduling.

Whenever one is to take any particular medicine at a specific time, a notification is sent to remind the patient to take the medicine.

One of the most important value additions that can come with Central reservation system of hotel is the facility of online booking as well as payment through the Internet.

SYSTEM ARCHITECTURE

The architecture of the Salon Management System is strictly modular and allows for the addition of new modules if necessary. It consists of the following components:

User Interface (UI) Layer: Manages to offer the users the front end through which they can communicate with the system.

Application Layer: Every functionality of the business and every process that is implemented in the whole system is contained in it.

Data Layer: Informs the storage of data and the method of accessing the same.

Communication Layer: They help in passing information between different part of the system.

MODULES

The Salon Management System is divided into the following modules:

Business Proposal: Appointment Management Module.

Customer Management Module.

Inventory Management Module.

Financial Management Module.

Staff Management Module.

Notification and Reminder Module.

Additional there can be Online Booking and Payment Module.

DATA FLOW

The data flow in the Salon Management System involves the following steps:

User Input: Many of them are involved with the UI layer where they performed activities such as selection, collaboration, interaction and communication.

Data Processing: The application layer takes the user input and does the needful on it.

Data Storage: The data layer writes down the data after it has been processed to the database.

Data Retrieval: The data layer pulls the data as and when required by the other two layers.

Data Display: At the UI layer, the result returned by the retrieval process is presented to the users.

SYSTEM REQUIREMENTS

The system requirements for the Salon Management System include:

Hardware: An internet connected computer or an internet connected multimedia enabled handheld device.

Software: A web browser such as Google Chrome, Mozilla Firefox.

Database: An object oriented database system (e.g., DB2, Oracle, SQL Anywhere).

Server: A web server, for instance, Apache, Nginx to host any application at a commercial grade.

EXPECTED OUTCOMES

The expected outcomes of implementing the Salon Management System include:

Sustained operations of salons Enhanced organization in salons.

improved organizational customer satisfaction as well as organisational customer loyalty.

Proper inventory tracking and controlling of the same.

Corresponding fundamental analysis of financial statements: Communication of comprehensive financial reports.

Organization of staff and customers' interactions improved.

3. CONCLUSION

The Salon Management System is one of the most effective systems which is aimed to improve the activity of beauty salons. The identified subject matter of the system is to increase productivity in significant processes and provide a strong platform for controlling all activities of the business to help improve the customer relations and expand the business. Due to the extensive features offered in the system and easy navigation organization, the Salon Management System is on the right path to becoming vital for owners and managers of such establishments.

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