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**Universiti Teknologi MARA**

**Spa Reservation System**

**Siti Nasuha Binti Ahmad**

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## **ABSTRACT**

The aim of this project is mainly focus on the development of Spa Reservation System. Spa Reservation System is an online system that provide the solution for current problem which currently the spa is using manually in managing the information where it have high possibility of data lost and redundancy especially when it utilized by many people. This system enable the customer of the spa to make appointment easily. It can keep the information of the staff and customer and directly will help the manager of spa to manage the customer and staff information. In this project, there are three objective that need to achieve. First, to identify the requirement for Spa Reservation System. Second, to design system for Spa Reservation System and third, to develop Spa Reservation System. The achievements of the objectives are done through interviewing the manager of the spa as well as review of related literatures to understand the concepts applied in this system. The scope of this system is the manager, staff and customers of the spa. RAD model has been chosen to develop this system and been divided into four phases that is requirement planning, user design, construction and testing. However, the testing process cannot be done due to lack of time. The significant of developing this system is the customer of the spa can made an appointment in more efficient and effective ways and also will help the manager of spa to bring improvement in managing the information of the spa.

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## CHAPTER ONE

### INTRODUCTION

This chapters are use to provide description on the Spa Reservation System. It contains the client background, research background, research scope, research question and significant. This chapter is also important to define the problem statement of spa, the objectives and also the scope of this project.

#### 1.0 Client Background

Soo Chantique Spa, place in Plaza Perangsang Shah Alam owned by Pn Zamara Buang. Soo Chantique Spa was established by Pn Zamara in 1 April 2013. Starting with 3 staff at the beginning, the spa now have about 6 staff and provided various treatment such as facial, massage, body scrub, sauna, manicure & pedicure, hair treatment and jakuzzi. At present, most of the customers of Soo Chantique Spa are return customers who are already familiar with the spa. Currently, the owner of Soo Chatique Spa is using facebook as the main medium to promote their spa.

Table 1.1 Soo Chantique Spa Company Profile

Company Name	SOO CHANTIQUE SPA
Operation Hours	TUES - SUN: 10:00–19:00
Company Location	LOT 7, LEVEL 1A, PLAZA PERANGSANG, SHAH ALAM
Owner	PUAN ZAMARA BUANG
Contact Number	03-5519 5031