

**UNIVERSITI TEKNOLOGI MARA**

**BEAUTY SPA BUSINESS MANAGEMENT SYSTEM**

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## ABSTRACT

Nowadays, human success in their business by some helps from the machines or computers. This beauty and spa business involving making appointment process in order the customers to get their services. However, now there are major problems facing by the business related to attendance and appointment process. This business have some problem of tracking and monitoring the punctuality attendance of the employees which is essential regard for the organization. Then, this business does not have any reminder for appointment made which lead to missed appointment problem between both customer and staff . Therefore, this project was developed in a web based system which will aid the business management in handling the staff attendances and appointment process between the staff and it's customer. This project was developed in order to fulfill some major goals which includes to reduce the tardiness of the employees which directly will helps the management in handling their employees' services payment including their salary and wages. Other objective such includes to reduce the problem of missed appointment between both staff and customer by add the reminder features. Those objectives were realized by using the tools and mechanism in sequences of methodology used in this project. This system were using PHP language as a coding language. AJAX mechanism also include in developing this system. For the attendance scope, this module was cater on monitoring the employees attendance by tracking their time in and time out and for certain who makes extra works which involved in overtime payment. Their services handled payment also includes in this module which all being sum into their salary and wages. In other side, the appointment module was included some features which were help in the making appointment process such as simple text massaging gateway by using SMSgee software or email reminder features for both customer and staff handled. As a result of this project, the system successfully tracking the staff time in and time out simultaneously and able to send reminder to both staff and customer through phone SMS or email.

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# CHAPTER 1

## INTRODUCTION

Beauty and health business also defines as spas or any establishments that promote wellness through the provision of therapeutic and other professional services aimed at renewing the body, mind, and spirit. The term spa is associated with water treatment which is also known as balneotherapy. The term is derived from the name of the town of Spa, Belgium. Beauty and health companies are also personal services businesses which provide cosmetic or other beauty and health treatments.

<b>Holistic Spas</b>	Treat the individual as a whole – mind, body, and spirit
<b>Green Spas</b>	Embrace environmental processes and sustainability
<b>Organic spas</b>	Feature eco-friendly facilities, use of organic products in treatments
<b>Family-Friendly Spas</b>	Cater to families
<b>Customized Treatments</b>	Tailored to fit guest needs and lifestyle – i.e., WiFi massage
<b>Increased Spa Amenities</b>	After a hot stone massage, take a plunge in the pool, sit in the sauna, or cool down in an ice room; spas that encourage loitering
<b>Spa While Traveling</b>	Cruises, trains, etc.
<b>Spa Memberships</b>	Series of treatments or discounts on spa services; instead of paying for treatments a la carte, a spa membership similar to a fitness club is purchased
<b>Self-Service Spa</b>	Self-serve approach to spa treatments; apply your own body scrub or use a massage chair
<b>Medical Services</b>	Prescribed by medical professional for health benefits
<b>Indigenous Treatments</b>	Highlight indigenous plants and the environment in which the spa is located; i.e., seashell body treatment and blueberry body wrap

Figure 2.1: Current and Emerging Beauty and Health Spa Trends