

SPA ONLINE SYSTEM

(SOS)

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(SOS)

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**This report is submitted in partial fulfillment of the requirement for the
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DEDICATION

To my beloved parents, your moral support is my greatest divine inspiration.

To all my beloved friend who have encouraged, guided and inspired me throughout my journey in education

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ABSTRACT

Spa Online System is a type of booking system that allows customer to make an appointment and helping staff to manage all the appointment, customer data and treatment data. Currently, the booking system is in manual way where users have to ask the availability of the date, time and staff to the spa before they can fill the forms to make an appointment. As a technology is moving forward, the booking system of Spa should move along with the technology. However, with the new propose way doing booking system online will ease the staff and customers.

ABSTRAK

Spa Sistem Dalam Talian ialah sejenis sistem tempahan yang membenarkan pelanggan membuat tempujanji, mendaftar sebagai ahli, menguruskan semua tempujanji, data data pelanggan dan rawatan. Kini, sistem tempahan ialah dalam cara manual di mana pengguna-pengguna perlu bertanya ketersediaan tarikh, masa dan rawatan untuk spa sebelum mereka boleh mengisi borang-borang bagi menjadikan satu janji temu. Sebagai satu teknologi bergerak ke hadapan, sistem tempahan Spa patut bergerak bersama dengan teknologi. Walaubagaimanapun, dengan system tempahan tempujanji ini meringankan tugas kakitangan dan pelanggan-pelanggan.

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LIST OF ABBREVIATIONS

DBMS	Database Management System
DDL	Data Definition Language
ERD	Entity Relation Diagram
HTML	Hypertext Markup Language
JSF	JavaServer Faces
OOADM	Object Oriented Analysis and Design Model
RUP	Rational Unified Process
SDLC	Software Development Life Cycle
SOS	Spa Online System
SSADM	Data Flow Diagram
SQL	Structured Query Language
UML	Unified Modeling Language
UTeM	Universiti Teknikal Malaysia Melaka

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CHAPTER I

INTRODUCTION

1.1 PROJECT BACKGROUND

System that will be built named Spa Online System which will be use by spa customer. It totally will help the management in providing a good service for their customer who want to get a treatment. Other than that, this system can help spa to record all customer registration and manage all appointment with customer. Today's, there are many spa built to provide health and beauty treatment for people outside. We can see that the people acceptance about the treatment at spa was good. Many people begin realized that health treatment is important for their life. We also can see many people come to spa to get a treatment. But, unfortunately the customers need to wait for a long time to get a treatment. Management of spa not manages the appointment well. Furthermore, management of spa also not updates the appointment and all customers record properly. A good business will always make sure that all the activities work smoothly. So, this online system is built to help the management to handle their spa effectively.

1.2 PROBLEM STATEMENTS

1.2.1 Time Consuming

Customer who was on travelling also cannot make an appointment. So the processing time of booking consume time.

1.2.2 High cost of transportation

If the spa is far from customer house, it will give a problem to customer to come and make an appointment and payment.

1.2.3 Phone call cost

Customer has to make more than one calls to confirm the booking which ended up in a high cost of phone calls

1.2.4 Increase paper work load

This cause problem when keeping a lot of paper

1.3 PROJECT OBJECTIVE

1.3.1 To develop a computerized spa system

To improve the current manual system (paper work system) that is using by the spa organization by having an online web base system which can be accessed anywhere by spa customers

1.3.2 To make an effective and efficient spa system

To make the spa system more efficient and effective

1.3 SCOPE

Basically, in this web base system, the target users are customer, staff and admin. This system will help spa owner to solve the problem that faced by spa customer and spa staff.

1.3.3 Customer Module

- 1.3.3.1 **Login** – To give security for all data, this system provide a login module. Customer must enter username and password before use the system.
- 1.3.3.2 **Add new user / Register** – These modules for customer add personal information and update their personal information.
- 1.3.3.3 **Change Password** – These module for customer to change password
- 1.3.3.4 **Check Availability** – This module is for customer to check availability for particular date, time and staff.
- 1.3.3.5 **Appointment** – This module is for user choose treatment name, appointment date, apointment time and staff
- 1.3.3.6 **View treatment list** – This module for customer to see what treatment that spa provide.

1.3.4 Staff Module

- 1.3.4.1 **Login** – To give security for all data, this system provide a login module. Admin must enter username and password before use the system.
- 1.3.4.2 **View Appointment list** – This module is for staff to view customer appointment.
- 1.3.4.3 **View customer list** – This module for staff view customer details.
- 1.3.4.4 **View Payment and Update Payment Status** – This module is for staff to view and update customer payment status

1.3.5 Admin Modules

- 1.3.5.1 **Login** – To give security for all data, this system provide a login module. Admin must enter username and password before use the system.
- 1.3.5.2 **Add, Update, Delete** – These modules for admin add staff detail and delete staff.
- 1.3.5.3 **Add, Update, Delete** – Admin also can add treatment, update treatment and delete treatment.

1.4 PROJECT SIGNIFICANCE

1.4.3 Users

The target users of this booking system are spa's customer which can perform reservation through online system. Other than that, staff also can use this system to view customer appointment and update payment status.

1.4.4 Save time and cost

With this system, it can helps users to save their time by not going out twice which is to make an appointment and payment. This indirectly has saved up the cost of transportation fee and phone call.

1.4.5 Reduce workload

With this system, it will reduce the works of staff on duty and allow them to more concentrate on other works in spa. In this way, less staff will be hired purpose to reduce cost.

1.6 EXPECTED OUTPUT

A web base application that is able the customer to make an appointment without transport from home to spa and without using phone call. Moreover, this system can help staff to arrange customer appointment with efficiency and record all the treatment details.