

# **MY SALON – SALON RESERVATION APPLICATION**

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## Abstract

In the salon industry salon owners and customers go through many issues when it comes to normal day to day salon related needs. Here in Sri Lanka many salon owners are struggling to gain customers due to high competition. Some salon businesses are lucky enough to survive and some are not mainly in this pandemic situation.

Customers on the other hand face many issues when it comes to fulfilling their salon needs. One of the main issue's customers face is that they have to wait in long queues at salons to get their work done. They can't leave the queue to come back later since that place will be occupied by another the moment they leave. They don't visit other salons since they might not know many other salons that's available around the area and they might not trust those salons. Another issue they face is that at the end of the service they might be unsatisfied of the service for a example a haircut. It might not turn out well but at that point it would be too late. Sometimes the barber they prefer would be unavailable at the salon and they won't be willing to go for the haircut since they won't put their trust in another barber since they wouldn't know the barber's expertise. Customers are unaware of the salon opening and closing time most of the time. In this case they want to get a service done they tend to go to the salon to make sure if tis open or close. And sometimes when customers call to make a booking the owner might not notice since he/she will be busy. Another common issue is that when salons are busy some customers will not be willing to visit other salons since their price range will be different and the customer will not be willing to pay that amount for their services

Taking all these problems into consideration a solution was designed, developed and evaluated to tackle the above issues. **My Salon** is a mobile application that allows customers to easily make salon reservations. With this application a customer will be able to view if a particular salon is open or closed in order to make the booking. The customer will be able to view alternate salons and know their expertise. They will be able to choose salon that are affordable to them and view barbers and know their expertise before they get the service done by them. Customers will be provided with token numbers and they will be able to view the token number under queue and go to