

CC5003 EXAM 2013-2014 CASE STUDY

A group of hairdressing salons has a number of branches located in various parts of London. The Head Office is located in the main Oxford Street, London salon.

The company requires a new system to handle client booking – to replace the current manual system.

Clients will still contact the salon of their choice to arrange a booking – but summary reports for the group as a whole need to be available at Head Office

At each Salon:

The receptionist will need facilities to deal with the following events.

A client may telephone or visit the salon to *book an appointment*. If the client is new, the receptionist will record the client's name and home and work telephone numbers. Otherwise, the name or client number will be used to find the client's record. The client might specify a particular stylist; otherwise the receptionist will allocate a stylist.

A client or the salon (eg if a stylist is absent) may *cancel an appointment*.

When the *client arrives for an appointment*, this will be recorded.

A client may *change his/her telephone number(s)*.

The Salon Manager will need facilities to deal with the following

From time to time the salon will *offer a new service, change the price for a service, or discontinue a service*). A service might be e.g. 'shampoo and blow dry'

Sometimes a *new stylist joins* the salon and occasionally a *stylist leaves* the salon.

Reports will be needed, at the end of each week, showing how many appointments each stylist had during the week.

The Salon Manager and Receptionist will need to be able to *view the appointments schedule* for the day ahead.

At Head Office:

The General Manager will need to be able to view a summary report showing how busy each salon has been during the week.