Nancy/Jim's Salon

Located near a University is the thriving hair dressing shop *Nancy/Jim's Salon*. Due to its excellent location and enthusiastic staff the salon has a large clientele drawn from the many students who come to the area each day, the staff of the University, and nearby business and shops.

The owner of Nancy/Jim's Salon is Nancy/Jim Jones, who manages a staff of twelve, eight full time and four part time employees. At present the business is running manually, there is no computer. A reservation diary is used to record customer appointments. Each week Nancy/Jim decides who is working that week, and what hours, and then writes them into the reservation diary. When a customer requests a particular hairdresser the person taking the booking can see at a glance who is available each day. The day's takings are recorded in a cashbook, which Nancy/Jim gives to her accountant to keep track of the revenue and calculate Goods and Services Tax. The supplies needed are recorded in another book, once a week Nancy/Jim goes through this supplies book and places an order with her suppliers.

She has decided to install a computer system for a number of reasons. She wants to automate the book keeping functions using the widely used package FAST ACCOUNTS so she can cut down on the work the accountant does. She hopes to prepare records on this computer and email it to the accountant who will then prepare the tax return. Due to the large number of employees, the scheduling and rostering of staff has become a significant issue that Nancy/Jim hopes will be improved with the new system. Nancy/Jim wants the digital diary so she can keep track of customer demand so she knows when the busy times are and can roster sufficient staff on duty. Nancy/Jim also hopes the data collected by the bookings system will provide valuable information about the business so she can run it more efficiently.

Nancy/Jim's Salon offers a range of services including haircut, coloring, washing and blow drying, style cutting, manicure and facial. The latter two services are by appointment only, as they are carried out by one of the part time staff. Clients either walk in off the street or make an appointment. Nancy/Jim prefers the latter since it helps her roster the staff better if she knows in advance how many clients to expect each day.

What Nancy/Jim wants for her Salon is a system, which does:

- Offer a booking system for clients to make appointments.
- Keep track of her business records (receipts, expenses, wages, GST, etc).
- Keep track of supplies and notify her when supplies are running out and

  should be ordered

- Provide data in form of reports to run the business more efficiently.