

REZERVE

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Abstract

Due to the COVID-19 pandemic, many smaller barbershops and salons were hurt tremendously due to restrictions preventing customers from doing in-person business with them. This caused some of these shops to go out of business entirely and caused others great financial loss. Our application, ReZerve, aims to solve the problem of these barbershops reopening and trying to regain customers in a post-pandemic society. We did this by partnering with these businesses and creating a hub in which businesses can manage their operations and customers can search their local area to find and book appointments at barbershops and salons.

Purpose

Since barbershops and salons are some of the most personal of customer service businesses, we want to capitalize on that by creating a web application that allows customers to find and make relationships with the specific people working at these businesses rather than just seeing a business name. Rather than simply being an appointment-making service for the business, ReZerve aims to allow customers to browse various barbershops and salons and see and learn about the people working there. That way, when a customer shows up for an appointment, it isn't a brand new experience, but instead already somewhat familiar. Creating these meaningful relationships will allow customers to put a name to the face of the person cutting their hair and make them more likely to want to return in the future or recommend the environment of the shop to a friend, thus creating more business.

High Level Architecture

Languages and Frameworks

- React with Material UI and React Redux for the User Interface
- Firebase Firestore and Authentication for the backend
- Heroku for the deployment
- Stripe and Google Maps APIs for payments and location data
- NodeJS server to handle payments between UI and Stripe

Flow 1 - Businesses:

- Ability for employees to manage their day-to-day life, adding offered services, interacting with customers via messaging, and accepting/declining appointments
- Ability for business owners to change set information about the businesses and view holistic business performance statistics

Flow 2 - Customers

- Ability to search for businesses by city
- Checkout as either a customer or a guest
- Select a specific employee and service and book appointments either on a set day and time or the first available
- Customer can view all their appointments and message employees they have booked before

Conclusion

The objective of this project was to design and implement an application that will bolster a multitude of features that seamlessly connect people to barbershops and salons in their area. The application features a two-pronged approach with functionality for both businesses and customers to display important information to each other, all occurring in a fast and fluid way. Our current web app provides all the above, and as we add more features, the web app will be more user friendly and improve on the current status. We are continuing to work with our product champion to hopefully get this application into production in the next few months

Product Champion

Nathaniel Bekele - Bekele is a senior Architecture & Graphic Design student at the University of Arkansas with a focus on Environmental Design. He is a driven and curious individual with both personal and professional experience in many different fields. Bekele's desire is to create solutions for problems he encounters in his community, which has resulted in him diving into CS and tech due to its accessibility. Bekele took a managerial role of the project, where he led sprint plannings, provided mocks for the application, and worked with the team to ensure understanding of the project and provide feedback from businesses

Future Work

- Provide email notifications to customers and employees in addition to in-app messages
- Add ability to tip after an appointment
- Add a forum for customers to talk to each other about their experiences at the business

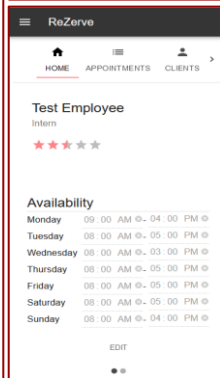


Image 1: Employee weekly schedule

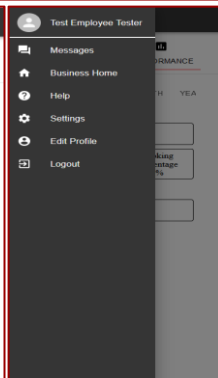


Image 2: Sidebar Menu

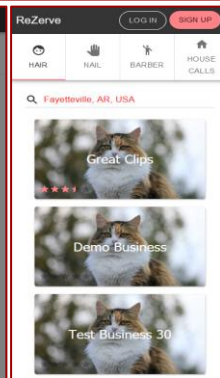


Image 3: Home Page Preset Businesses

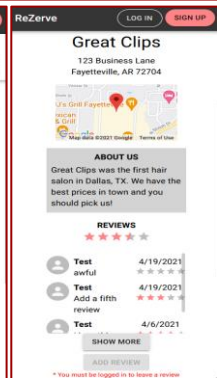


Image 4: Business Review