CASE STUDY

A smart front desk and team app for a busy unisex salon

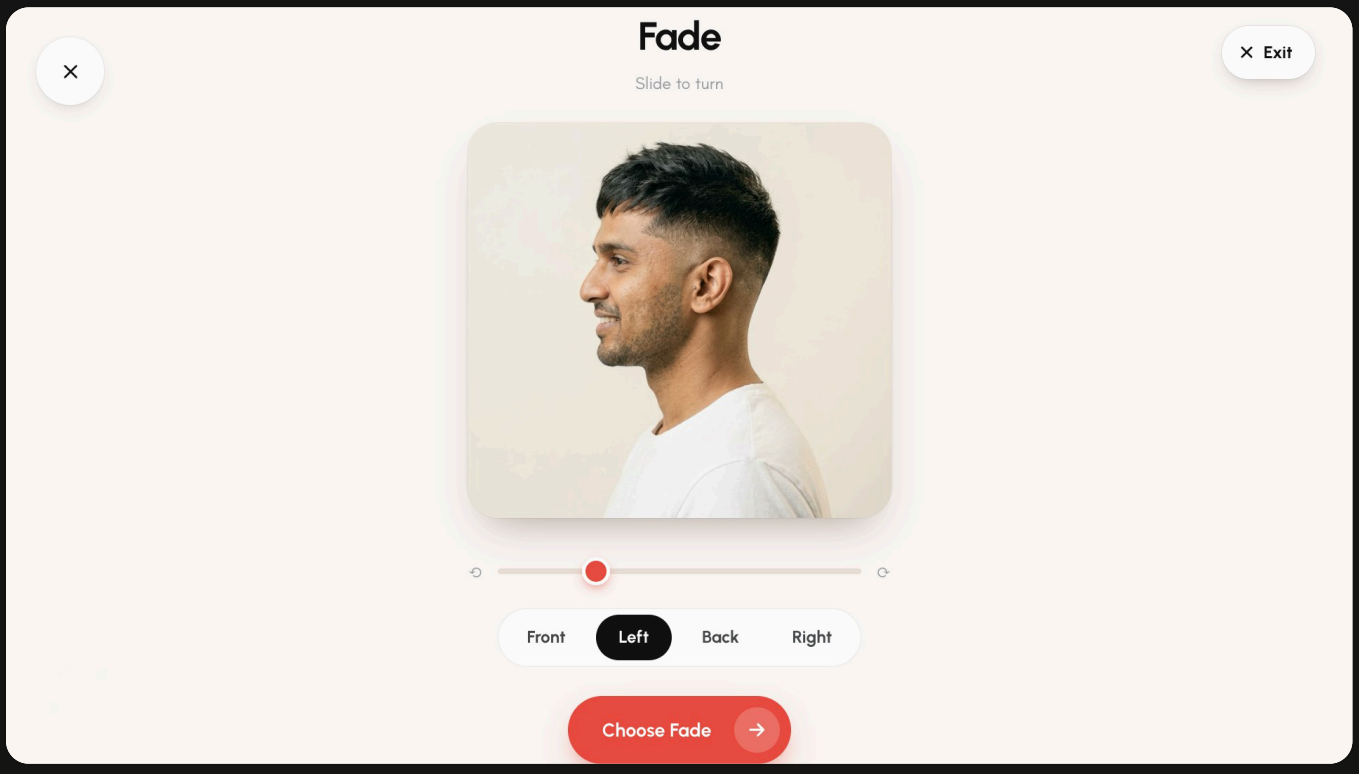
How Azizi Media replaced a crowded reception, a printed rate card and hand-written commission with one connected system: a self check-in kiosk, one-click billing, an app for every stylist and live reports for the owner.

Unisex salon
Hair, skin, nails & beauty · Thane, Mumbai

400+ services
Full rate card digitised

Oct 2026
Live in the salon

Pilot
Results being measured



The self check-in kiosk: clients choose their style from real photos, seen from every side.

The client is kept anonymous. Screens show our demo salon with sample data.

THE CLIENT

A busy salon that had outgrown the reception desk

Our client is a unisex hair and beauty salon in Thane, Mumbai, with a team of about ten stylists, beauticians and managers and a menu of more than 400 services, from haircuts and colour to facials, waxing, nails and bridal makeup.

The challenge

- Weekend queues at reception; walk-ins waited, or left.
- 400+ services lived in a 42-page printed rate card that clients and staff found hard to navigate.
- Bills, cash and commission were worked out by hand.
- Stylists didn't know what was booked for them until they asked.
- The owner had no live view of sales, customers or team performance.

What the owner asked for

- Serve more walk-ins without adding reception staff.
- Make the full menu easy to choose from, with real photos.
- Bill accurately in one step, with tax invoices.
- Give every team member their own view of their day and their earnings.
- See the whole business, live, from anywhere.

OUR APPROACH

We started on the salon floor, not in a slide deck

Instead of selling off-the-shelf software, we watched how the salon actually runs on a busy day and built around it. We transcribed the entire 42-page rate card into a structured menu (men and women, hair lengths, colour brands), set up the real team with their skills and shifts, and shipped in phases so the salon could use each part as soon as it was ready.

Every change since has come from the team using it: a screenshot from a stylist's phone, a question from reception, a request from the owner.

- **Phase 1 · Bookings & client records**
  Calendar, client history, WhatsApp messages
- **Phase 2 · Kiosk, billing, stock, commission**
  Self check-in, tax invoices, products, payouts
- **Phase 3 · Real menu & team, online booking**
  Live in the salon in October 2026
- **Phase 4 · Stylist app & owner tools**
  Attendance, memberships, targets, reports, tips, Hindi

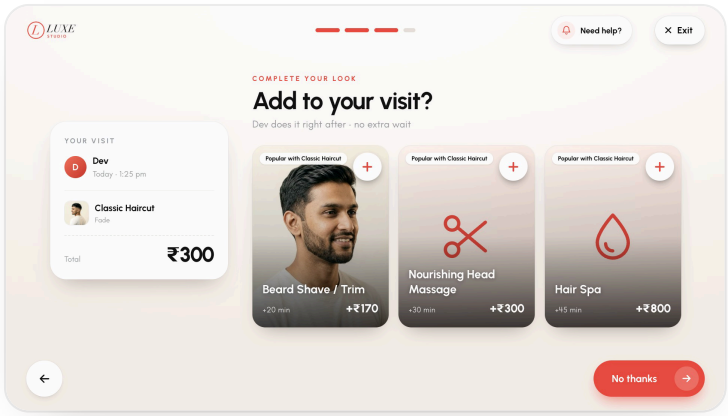
WHAT WE BUILT · FOR CLIENTS AND RECEPTION

A kiosk that checks clients in, and a desk that bills in one click

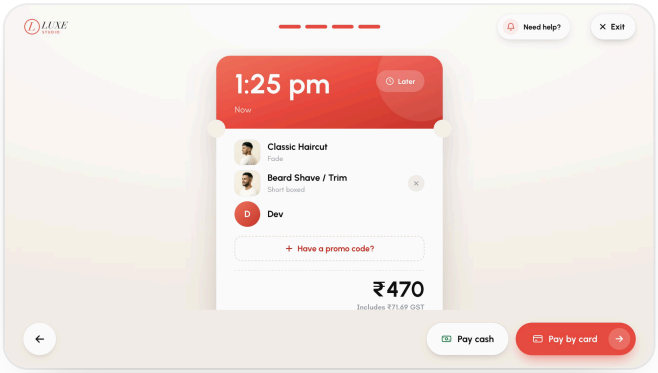
Self check-in kiosk

Walk-ins tap Start, enter their number and choose from a picture menu, with real style photos from every angle. The kiosk shows who is free right now, suggests add-ons that fit the visit and the stylist's time, and takes card or cash on the spot.

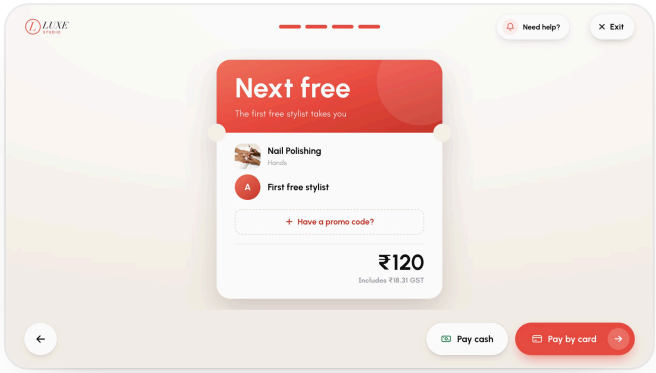
- Regulars can opt in to face recognition and check in with one look (consent-based).
- When nobody is free, clients join a live queue instead of being turned away.



"Add to your visit": add-ons the same stylist can fit in.



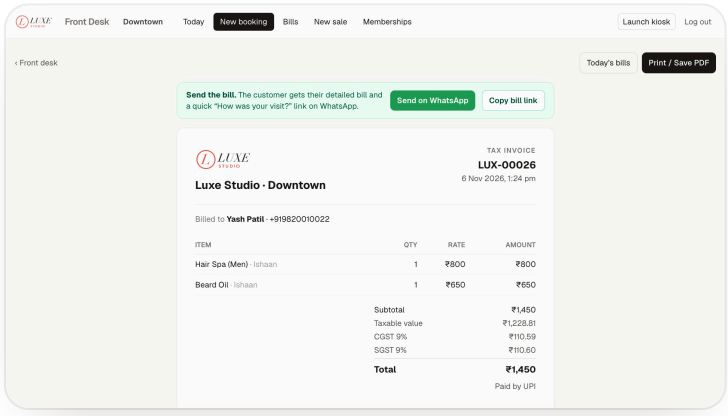
The client's ticket, with card or cash payment.



"Next free": no one is told nobody is available.

Front desk and billing

Reception gets one live calendar for the whole salon. One click turns a finished visit into a GST tax invoice with services, products, discounts and memberships, shared with the client on WhatsApp along with a link to rate their visit.

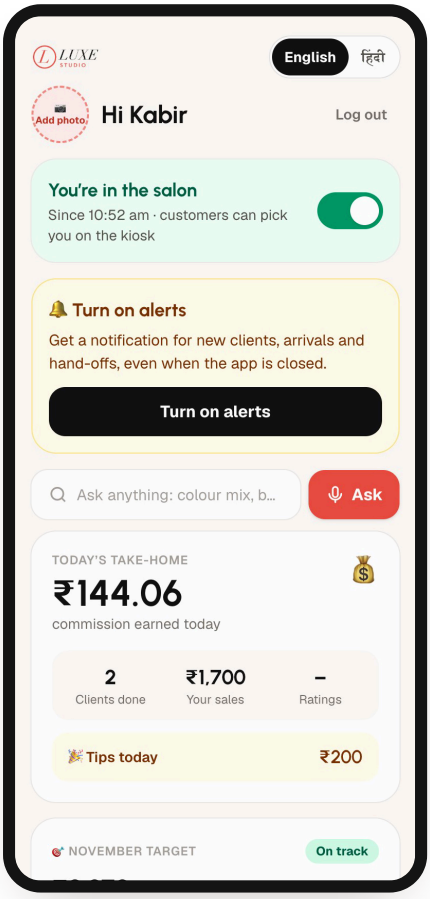


A visit billed in one click, ready to send on WhatsApp.

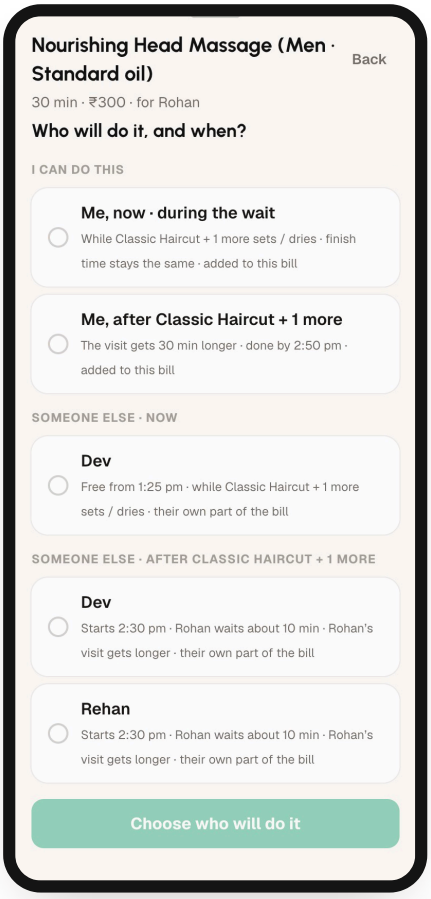
WHAT WE BUILT · FOR THE TEAM

An app for every stylist, in English or Hindi

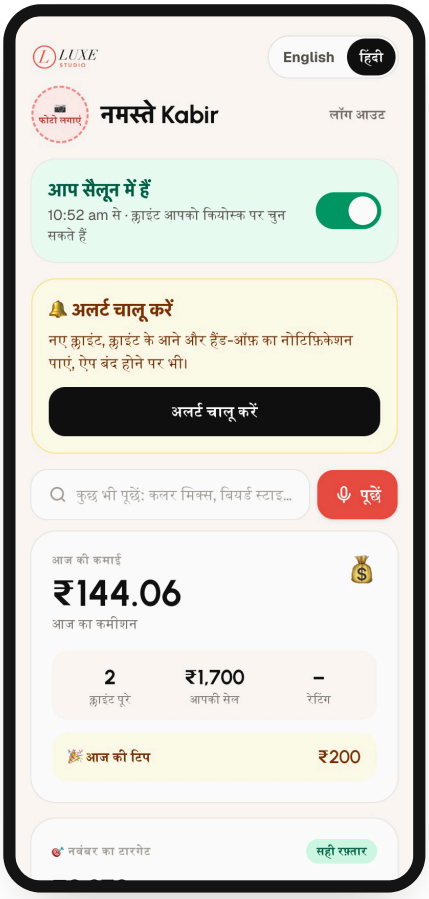
Every team member has their own app on Android, or on iPhone from the home screen. It shows their day, what to know about each client, and what they've earned, and it alerts them when a client arrives or a colleague hands over.



Selfie check-in, today's earnings and tips.



Add a service mid-visit: me now, me after, or a free colleague.



The whole app, its guides and alerts in Hindi, one tap.

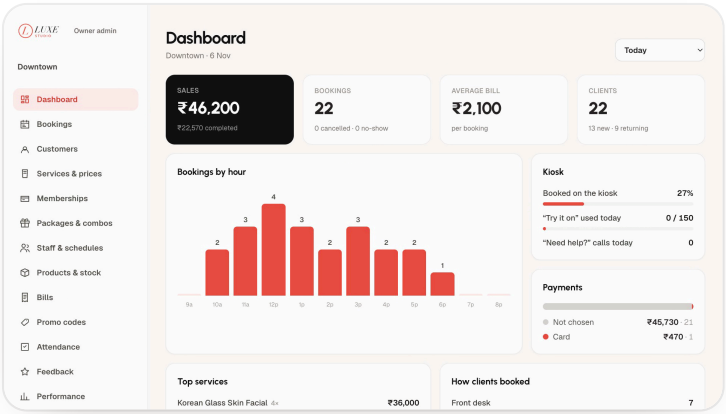
- **Step-by-step guides** for every service, and the aftercare to tell the client.
- **Client notes** (preferences, allergies) the next stylist sees.
- **Start and Done** with a slide, so a stray tap never changes a visit.
- **Payment reminders** so cash is collected before the client leaves.
- **Today's take-home** and a monthly target with daily pace.
- **Tips** recorded at the desk or sent by the client over UPI.
- **An AI assistant** stylists can ask by voice: colour mixes, techniques, prices.
- **Loud alerts** for new clients, arrivals and hand-offs, even with the phone locked.

WHAT WE BUILT · FOR THE OWNER AND ONLINE CLIENTS

The whole business, live, from anywhere

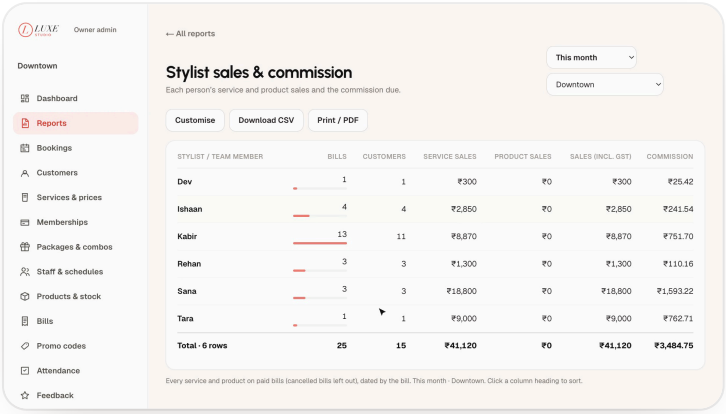
Owner dashboard

Sales, bookings, average bill and how clients booked, for any date range and every branch. Customers to win back, memberships that bring money in up front, stock alerts, attendance and commission worked out automatically.



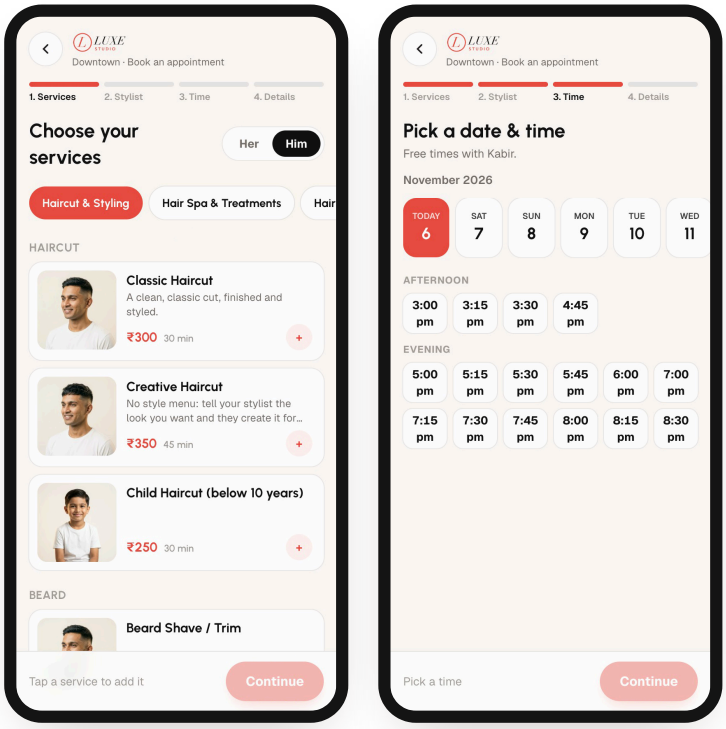
Reports library

Twenty-six ready-made reports (daily sales, GST, payment methods, stylist sales and commission, attendance, tips and more) plus custom reports the owner builds and saves. Every report downloads to Excel or prints.



Online booking

Clients book in under a minute from a link: who it's for, services with photos, a stylist they like, and a free time. They get a link to manage the booking themselves.



BUILT WITH THE TEAM

Fixes in days, shaped by the people who use it

What the team asked for → what changed

- A stylist sent a screenshot of overlapping tabs on a phone with large text → every screen was reworked for small phones and large fonts.
- The team asked for Hindi → the whole stylist app, its service guides and its phone alerts now switch language with one tap.
- iPhone users couldn't install the app → a simple "Add to Home Screen" flow, with alerts.
- The salon asked about tips for barbers → tips at the desk and by UPI, kept separate from the bill and commission.

Built responsibly

- Face recognition is opt-in, with the client's consent.
- Each staff member sees only their own day and earnings; prices and reports stay with the owner.
- Every update is tested on a copy of the salon's data and the database is backed up before it goes live.
- Runs in the browser and as an Android app; no special hardware beyond a tablet for the kiosk.

WHERE IT STANDS

Live in the salon, as a pilot

The system has been live in the salon since October 2026, with the kiosk, front desk, stylist app and owner tools set up for the whole team. We are measuring the results with the owner, from walk-ins served to time at the desk, and will publish the numbers in a follow-up to this case study.

Want a system like this for your salon?

Azizi Media builds custom software around how your business really works.

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The client is kept anonymous. All screens show Azizi Media's demo salon ("Luxe Studio") with sample data.