

# COMSATS University, Islamabad Pakistan DEPARTMENT OF COMPUTER SCIENCE

# **Fundamentals of Marketing**

**Project Report** 

**Submitted By:** 

Warda Irfan SP23-BSE-054 Areej Iman SP23-BSE-007

**Submitted To:** 

Sir Khurram Iqbal

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### **Brand Name:** Blissful Aroma



### 1. Introduction

Blissful Aroma specializes in custom-made, organic candles and complementary products, focusing on delivering high-quality and refined items that enhance the elegance of homes. Our vision is to provide customers with a luxurious experience by offering personalized packaging and a range of premium, customizable options.

### a. Existing System/ Background

The candle industry has seen significant growth in recent years, driven by increasing demand for home decor, aromatherapy, and gifting. Competitors such as Flicker and Flame, Scentsational Candles, and Lahore Candle Company have established strong brand identities, primarily focusing on limited standard designs and fragrances.

#### b. Drawbacks in Existing Systems

#### Flicker and Flame

- 1. Limited Customization: May not offer fully customizable options for scent or packaging.
- 2. Higher Prices: Premium pricing might deter budget-conscious customers.
- 3. Availability: Limited to specific regions, reducing accessibility.

#### **Scentsational Candles**

- 1. Generic Offerings: Standard designs and scents may lack uniqueness.
- 2. Ingredient Transparency: May not prioritize eco-friendly or organic materials.
- 3. Mass Production: Lack of handcrafted or artisanal appeal.

### The Candle Company

- 1. Limited Product Range: Fewer complementary items, such as care kits or accessories.
- 2. Niche Appeal: Focused on local aesthetics, which might not cater to diverse tastes.
- 3. Distribution Challenges: Limited online presence or delivery options.

### c. Proposed System

Blissful Aroma elevates candle shopping with fully customizable options for scents, designs, and packaging, ensuring every product feels personal. We use organic, high-quality ingredients to create eco-friendly, luxurious candles. Along with our candles, we offer complimentary items like care kits and decorative trays to complete your experience. Our focus is on sustainability and personalization, delivering a premium shopping journey tailored to your preferences.

### d. Benefits of Proposed System

- o Increased customer satisfaction through personalized offerings.
- o Improved brand differentiation by emphasizing organic and high-quality products.
- o Enhanced customer experience with complementary products and thoughtful packaging.
- o A strong competitive advantage in the premium candle market.

### e. Business details (URL, Facebook page etc.)

Website URL: https://blissful-aroma.great-site.net/ Facebook Page: BlissfulAroma facebookpage

Instagram: <u>Blissful Aroma Instapage</u> Pinterest: <u>Blissful Aroma Pinterestpage</u>

#### f. Products/Services offered

### **Custom-Made Organic Candles**

Blissful Aroma offers custom-made candles crafted with 100% organic and eco-friendly ingredients, ensuring a clean burn and a healthier home environment. Customers can choose from personalized packaging options, making each candle uniquely theirs—perfect for gifts or personal use.

### **Complementary Accessories**

The collection extends to complementary items like elegant candle holders, functional snuffers, decorative trays, and indulgent body care products, designed to enhance the overall candle experience.

## **Specialty Candle Collection**

Our range of specialty candles includes Travel Tins for on-the-go ambiance, Wood Wick candles with a soothing crackle, Seasonal themes to match festivities, luxurious Massage Oil candles for relaxation, and Ceramics that combine artistry and function.

#### g. Customer personas:

### i. Target Audience:

Age Group: Blissful Aroma primarily caters to individuals aged 18 to 35 years, a dynamic group with a taste for creativity and individuality.

*Demographics:* Our candles and accessories appeal to urban residents, including college students, fashion-forward individuals, and young professionals, who value unique, high-quality products that enhance their lifestyle.

*Geography:* We are focusing on Pakistan as our initial market, with ambitious plans to expand our reach globally in the near future.

*Interests:* Our target audience shares a passion for art, fashion, city life, and comfort, appreciating products that seamlessly blend style, functionality, and sustainability.

**Persona 1 - The Home Decor Enthusiast** 

Who		Goal(s)	Barrier(s)
	Name: Sarah Age: 28 Occupation: Interior Designer	<ol> <li>Enhance home aesthetics with elegant candles</li> <li>Source unique decor items for interior design projects.</li> </ol>	<ol> <li>Difficulty finding eco- friendly, elegant candles.</li> <li>Limited availability of customizable options.</li> </ol>

Persona 2 - The Gifter

Who		Goal(s)	Barrier(s)
	Name: Ali Age: 40 Occupation: Corporate Manager	<ol> <li>Find thoughtful, unique gifts for family and colleagues.</li> <li>Ensure the gifts are high-quality and memorable.</li> </ol>	<ol> <li>Limited options for personalized gifting.</li> <li>Overpriced luxury items with little added value.</li> </ol>

Persona 3 - The Luxury Aficionado

Who		Goal(s)	Barrier(s)
	Name: Zainab Age: 18 Occupation: Lifestyle Blogger	<ol> <li>Curate visually appealing, luxurious items for her social media content.</li> <li>Collaborate with premium brands to maintain her luxury influencer image.</li> </ol>	<ol> <li>Generic branding that doesn't align with her luxury aesthetic.</li> <li>Concerns about delivery times for customized orders.</li> </ol>

**Persona 4 - The Eco-Conscious Shopper** 

Who		Goal(s)	Barrier(s)
	Name: Maria Age: 24 Occupation: University Student	<ol> <li>Support sustainable brands that align with her values.</li> <li>Purchase affordable, eco- friendly candles for daily use.</li> </ol>	<ol> <li>Overpriced eco-friendly products.</li> <li>Lack of trust in brands' sustainability claims.</li> </ol>

**Persona 5 - The Aromatherapy Enthusiast** 

Who		Goal(s)	Barrier(s)
	Name: Sana Age: 40 Occupation: Therapist/Wellness Coach	<ol> <li>Integrate candles into her daily self-care and relaxation routine.</li> <li>Find organic and therapeutic-grade candles for her practice.</li> </ol>	Overwhelming number of options, making it hard to choose the best product.     Concern about synthetic ingredients in many marketed "organic" candles.

### 2. Business Model

#### a. Business model applied

Blissful Aroma operates as an e-tailer within the e-commerce domain, adopting a Business-to-Consumer (B2C) model. This approach involves selling high-quality, custom-made aromatic products directly to individual customers through an online platform.

### b. Business model elements with respect to the business

- i. Value proposition: The main service of our company is to provide customizable scented candles in various forms like diffuser, massage oil and home décor, alongside complementary products like candle holders, snuffers and care kits. Our candles are handmade, organic and always matching the aesthetics and aura of our customers.
- ii. Revenue model: Sales Revenue Model and Advertisement.
- **iii. Market opportunity:** The demand for wellness products and home decor is rapidly increasing, creating a significant market opportunity. Blissful Aroma aims to target customers seeking premium, customizable, and sustainable aromatic products while tapping into the broader wellness and lifestyle market.

- iv. Competitive Environment (ISA): Blissful Aroma competes with brands like Flicker and Flame, Scentsational Candles, and The Candle Company. These competitors offer a variety of scented products but lack the level of customization and focus on organic, handmade candles that Blissful Aroma provides
- v. Competitive Advantage: We custom-make organic candles with personalized packaging, along with other related products to improve customer experience by offering more choices. Competing with brands like Flicker and Flame, Scentsational Candles, and The Candle Company, we aim to stand out by providing products made of high-quality ingredients that include customized options with emphasis on design to provide luxurious aura.

### vi. Market Strategy:

- **1.** *Customer Retention:* Building a loyal customer base is crucial for Blissful Aroma's long-term growth. Personalized interactions create a strong connection with customers and encourage repeat purchases.
  - o Discounts: Offer 10% off for returning customers.
  - o Personalized Emails: Send thank-you messages and care tips post-purchase.
  - o Loyalty Program: Reward points for purchases and referrals, redeemable for discounts.
- **2.** *Customization:* Customization is Blissful Aroma's core strength, making its products unique and tailored to individual preferences.
  - o *Design Feature:* Allow customers to choose scents, colors, shape, and size via a "Customize a Candle" page on the website.
  - o *Marketing Focus:* Highlight customization in ads and use testimonials to showcase unique designs.
- **3.** *Pricing Strategies:* Strategic pricing enhances value perception and encourages larger purchases.
  - o Dynamic Pricing: Adjust rates during holidays like Christmas and Valentine's Day.
  - o *Bundles*: Combine candles with care kits or diffusers at discounted prices.
  - o Tiered Options: Offer base and premium candles with enhanced customization features.

#### c. Benefits of e-commerce with respect to your business (unique features)

- **i. Global Reach**: Blissful Aroma serves both local and international customers, making its premium, handmade candles accessible to a wide audience.
- **ii.** Customization: Customers can personalize scents, designs, and packaging, with options for unique gift sets and messages tailored to special occasions.
- **iii.** Customer Engagement: Direct interaction through preference polls, feedback, and personalized marketing fosters loyalty and ensures customer needs are met.
- **iv. Cost Efficiency**: Operating online reduces overhead costs, allowing Blissful Aroma to offer discounts like 15% for new customers while maintaining high product quality.
- **v. Marketing Innovation**: Social media campaigns, influencer partnerships, and serene product imagery build brand awareness and drive sales.

**vi. Seamless Experience**: A user-friendly website with secure payments and clear navigation ensures smooth customization and purchase processes.

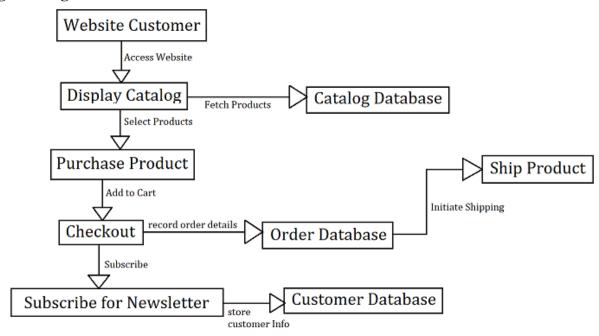
# 3. System Study

# a. System Analysis

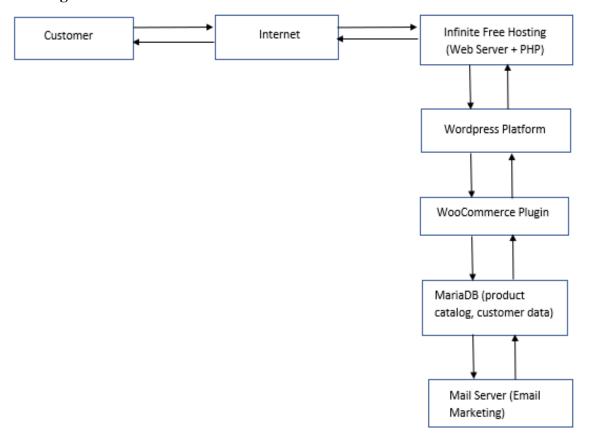
Business objectives	System functionality	Information Requirement
E-commerce platform	WordPress, Woo Commerce	Product details, Customer data and Payment data (transaction ID, status).
Friendly User Interface	Kata plus Theme	User engagement metrics, search queries, product filtering data and customer interactions
Customize Candles	WP Forms	Form asking customer preferences (selected scent, color etc.) providing options.
Tracking System	Kata Theme	Order ID, order status, product list and Shipping details (address, courier, tracking number).
Payment processing	Woo Commerce	Transaction data, customer payment details, order confirmation, refund and dispute records
Email Marketing	Kata Theme	Email list and engagement metrics.
Sales and Pricing Analysis	Woo Commerce	Holiday sales performance and pricing adjustments, Bundle sales data.
Social Media Presence	Social Media Apps	Platform analytics, user demographics and behavior, content performance metrics and follower growth trends

### b. System Design

### i. Logical design



### ii. Physical design



# 4. Business Support

- **a. Product source:** (Create Products in house) All products are handmade using locally sourced, organic materials.
- **b. Product delivery:** Nationwide delivery using local delivery system TCS within 4-6 business days, Shipping includes tracking for transparency and convenience.
- **c.** Exchange/ Return Policy: Returns accepted for damaged products within 7 days; exchanges available for unused products within 14 days.
- d. Payment type: Supports credit/debit cards, digital wallets (PayPal, Pioneer)
- e. Customer support (FAQs, customer call support etc.)
  - **i. FAQs**: A comprehensive section on the website addressing common questions. You can type in your concern on the contact page, and we will give an immediate response.

### ii. Support Channels:

Email support with a 24-hour response time.

Customer call support for urgent queries.

### f. Additional facilities

Gift-wrapping services for special occasions.

Personalized thank-you notes with every order.

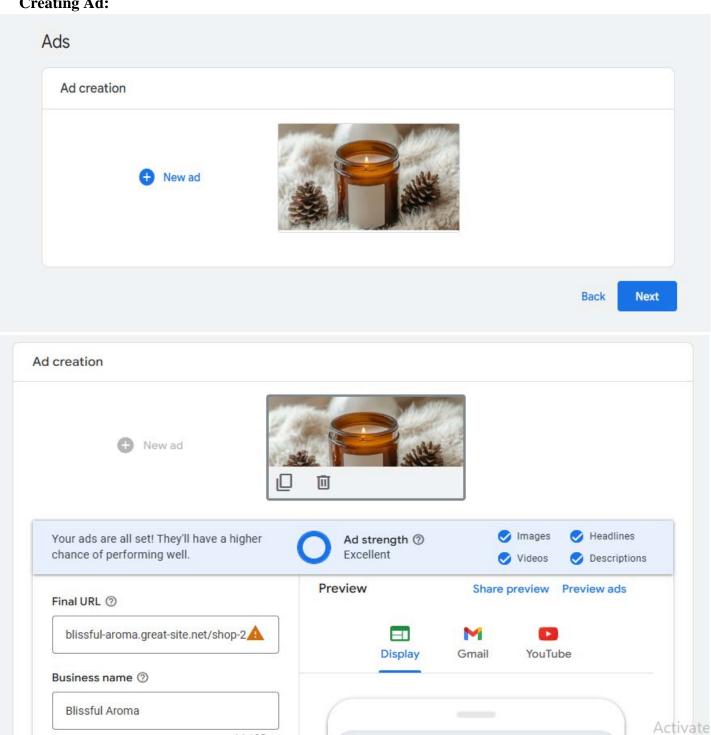
Loyalty rewards program for returning customers.

Seasonal offers and customizable gift sets.

# 5. Digital Marketing Plan

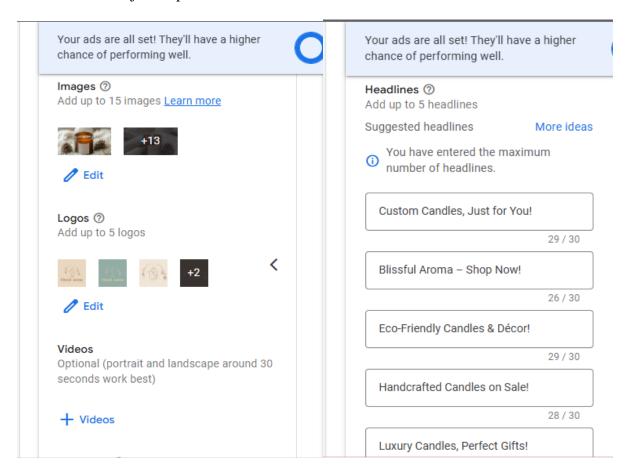
a. Search engine marketing

### **Creating Ad:**

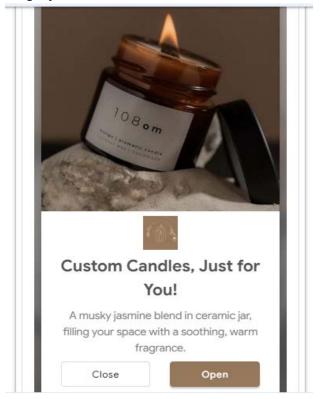


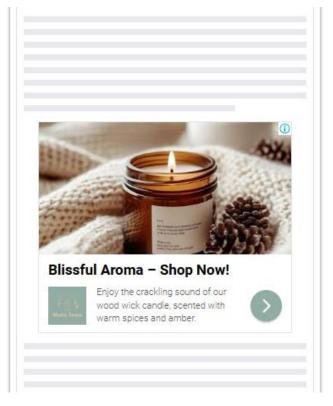
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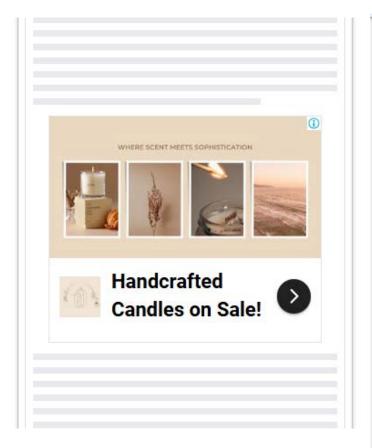
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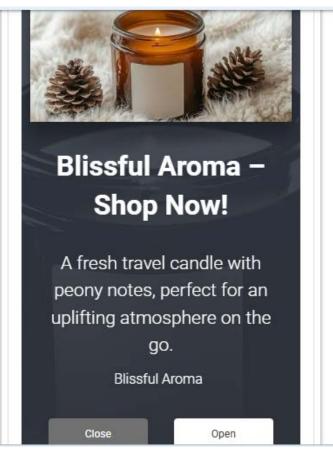


### **Display Ads:**

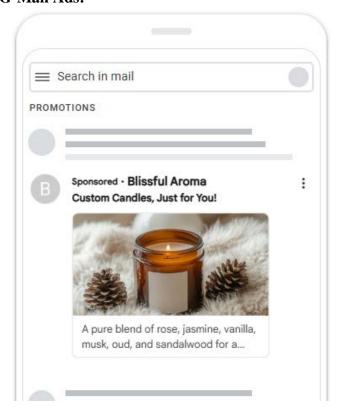


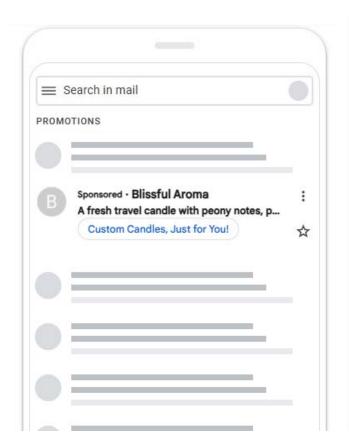


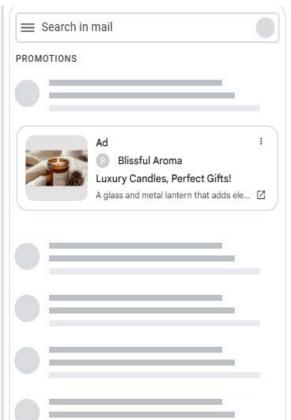




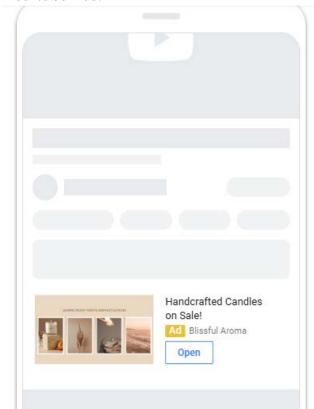
### **G-Mail Ads:**

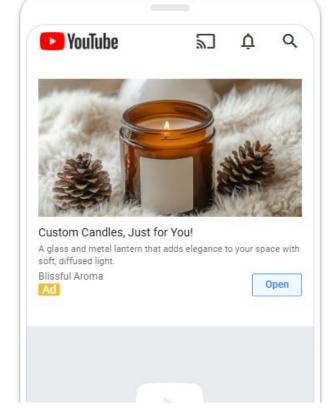






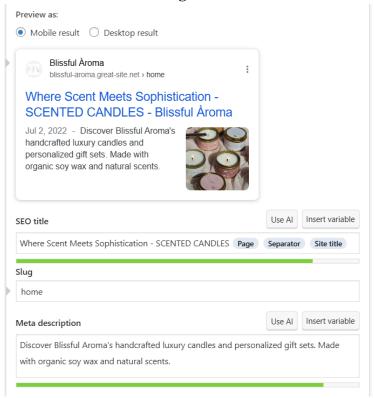
### **You-tube Ads:**



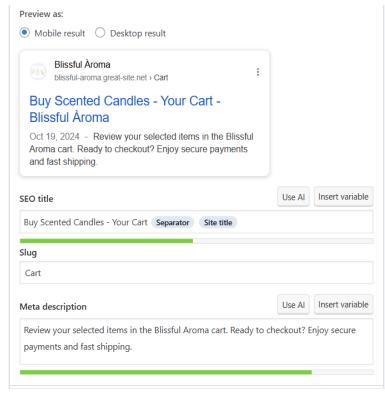


### b. Search engine Optimization.

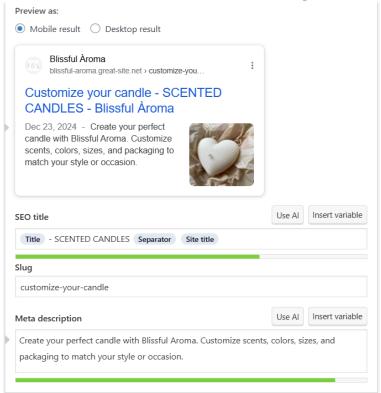
### **Blissful Aroma: Home Page**



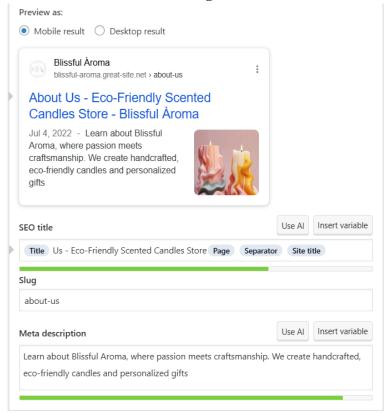
### **Blissful Aroma: Cart**



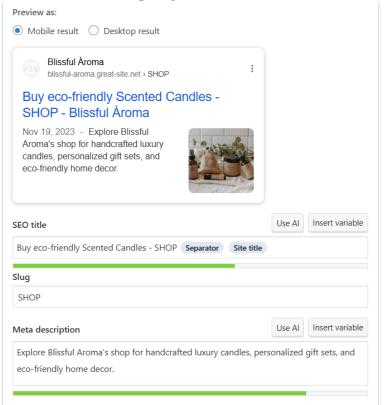
### Blissful Aroma: Customize Your Candle Page



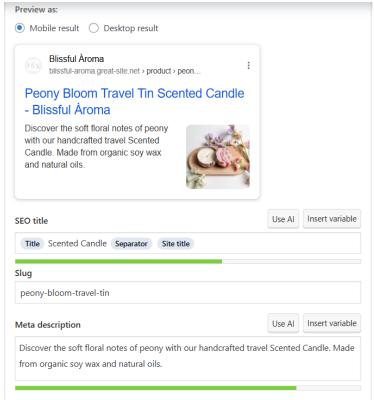
### Blissful Aroma: About Us Page



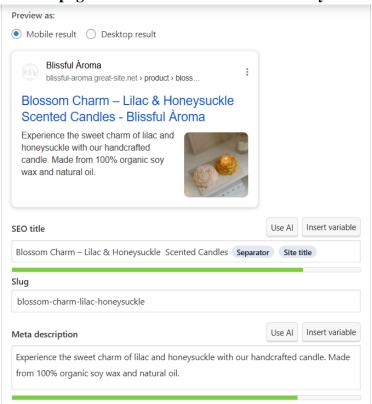
### **Blissful Aroma: Shop Page**



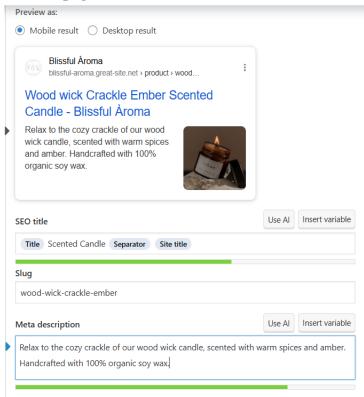
# **Product page: Peony Bloom Travel Tin Scented Candle**



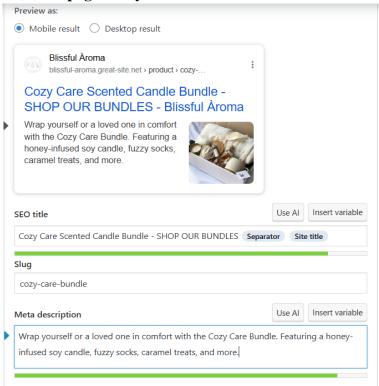
Product page: Blossom Charm – Lilac & Honeysuckle



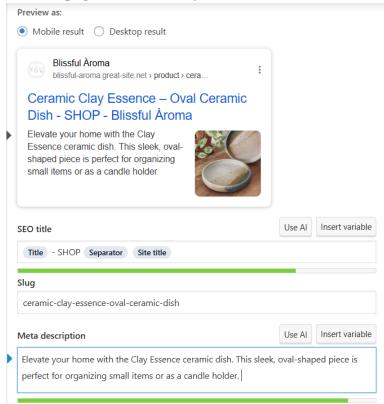
### Product page: Wood wick Crackle Ember



**Products page: Cozy Care Bundle** 



**Product page: Ceramic Clay essence** 



### c. Email marketing

We've implemented email marketing to encourage first-time purchases by offering a 15% discount, boosting conversions and driving traffic to our website. This initiative aims to build strong customer relationships and increase brand awareness. Ultimately, it helps turn potential leads into loyal, repeat customers.

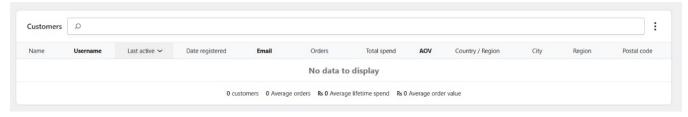
# Newsletter sign up!



Join our list and get 15% off your first purchase

### **Email list:**

Our Email list is a valuable asset that will allow us to directly communicate with potential and existing customers. With targeted marketing, we can segment our list based on customer preferences and behaviors, boosting conversion rates and driving higher sales. Additionally, it strengthens customer loyalty by offering behind-the-scenes content and special promotions.

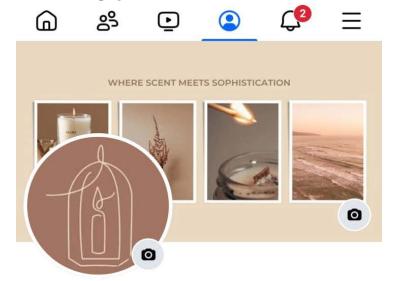


### d. Pricing strategies

- 1. *Bundling:* Allows customers to purchase complementary products (candles and accessories) together at a slightly discounted price. Example: Offer a "Candle Care Bundle" including a scented candle, a candle care kit, and matches.
- 2. *Dynamic Pricing:* Adjust prices based on demand, seasonality, or customer behavior. Example: Raise prices slightly for high-demand products during festive seasons or offer discounts for slow-moving items.
- 3. *Flash Marketing:* Creates urgency and drives quick sales. Example: "24-Hour Flash Sale: Get 40% Off on All Candles!"

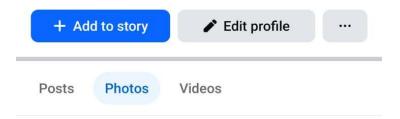
### e. Social marketing

### 1. Facebook page:



# Blissful Àroma

Handcrafted scented candles, eco-friendly & luxurious. Elevate your space with Blissful Aroma.

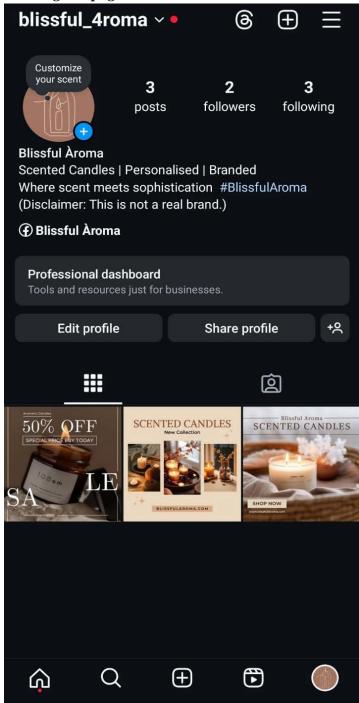


# Your photos and videos

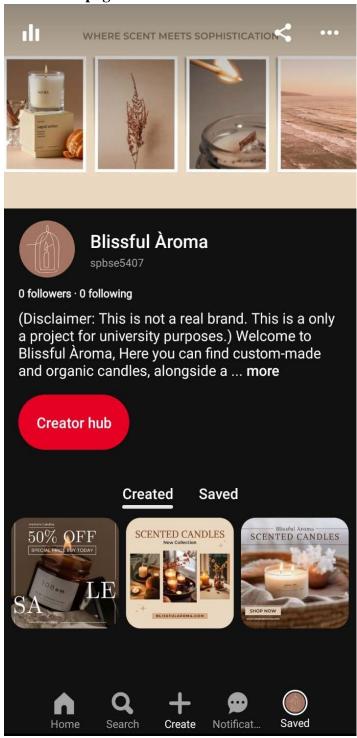


**Your Photos** 

### 2. Instagram page:



### 3. Pinterest page:



### Social Media Posts:

1. Discover Blissful Aroma – Your Destination for Premium Scented Candles! (Shop Now post)



2. Unveiling Our New Collection – Ignite the Magic! (New Collection post)



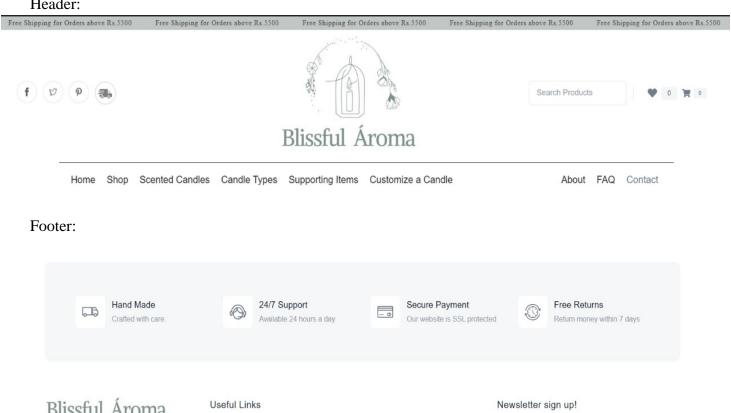
3. Limited Time Offer – 50% OFF on Scented Candles! (Sale post)

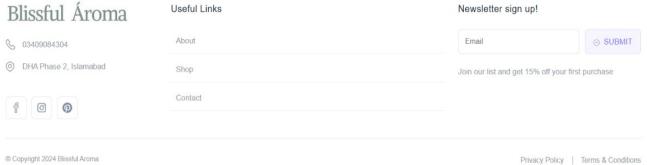


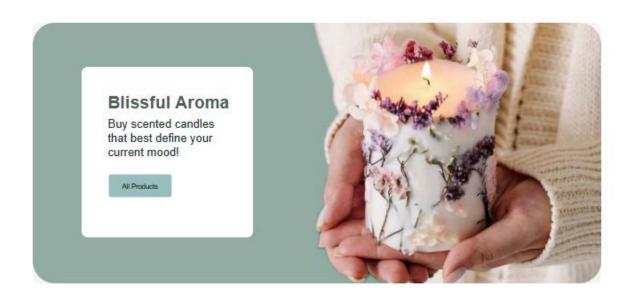
# 6. Website Design

## • Home Page

Header:







# Categories









# **Featured Products**



Peony Bloom Travel Tin Rs 530



River Rock – Handcrafted Stone Candle Holder Rs 900



Blossom Charm – Lilac & Honeysuckle Rs 1,300



Ceramic candle: Stone Flame – Jasmine & Bergamot Rs 1,150

# **Best Selling Products**



**\*** 4.0

Diffuser: Whisper Mist – Lavender & Citrus Rs-1,000 Rs 970



Massage oil: Silk Flame – Coconut & Almond Oil Rs 1,500



Ceramic candle: Stone Flame – Jasmine & Bergamot Rs 1,150



Room spray: Morning Dew – Mint & Eucalyptus Rs 500

### **Bundles**



Candle Care Bundle Rs 2,500



Cozy Care Bundle Rs 3,500



Christmas Holiday Candle Trio Gift Set Rs 2,200



Spa Gift Basket – Aromatherapy Bliss Rs 3,200

### **Products On Sale**



Mystic Jasmine – Harmony Candle Jar Rs-968 Rs 900



Zen Wood – Incense Stick Holder Rs 500



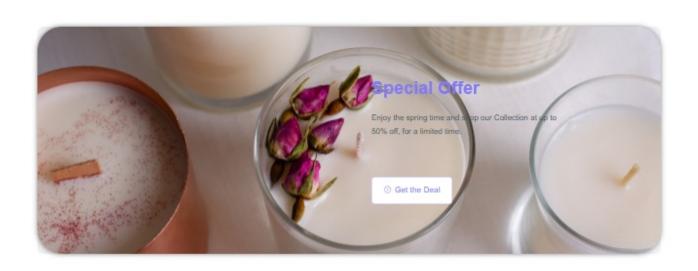
Ceramic Clay Essence – Oval Ceramic Dish Re-1,100 Rs 1,000



Diffuser: Whisper Mist – Lavender & Citrus



Rs 1,000 Rs 970



### **Testimonials**





Elegant and eco-friendly! I'm so impressed by the quality of these candles. The eco-friendly packaging is a bonus, and the candles burn evenly without any smake. Blasful Aroma is my go-to for home decor and gifts!



Emily Johnson Interior Designer, Luxe Interiors Best candles I've ever purchased! These candles are a game-changer. The organic ingredients make them stand out, and the scents are so refreshing. They've become a staple in my self-care routine.



The aromathe perfect for They create environment, a relaxed. Blisst

Iffat Meryern Yoga Instructor, Serenity Weliness Studio

### • Products page



### **Choose From Our Entire Collection!**



Bath body Aroma Bliss – Lavender Bath Salt Rs 600

Add to cart



Blossom Charm – Lilac & Honeysuckle Rs 1,300

Add to cart



Candle Care Bundle Rs 2,500

Add to cart



Ceramic candle: Stone Flame – Jasmine & Bergamot Rs 1,150

Add to cart



Ceramic Clay Essence – Oval Ceramic Dish Pa-1,100 Rs 1,000

Add to cart



Ceramic Cozy Glow – Small Ceramic Candle Cup

Add to cart



Christmas Holiday Candle Trio Gift Set Rs 2,200

Add to cart



Cozy Care Bundle Rs 3,500

Add to cart

Home Shop Scented Candles Candle Types Supporting Items Customize a Candle

About FAQ Contact

### **Our Scented Candles**



Blossom Charm – Lilac & Honeysuckle Rs 1,300

Add to cart



Ceramic candle: Stone Flame – Jasmine & Bergamot Rs 1,150

Add to cart



ESCAPE: English Rose & Oud

Select options



FIRESIDE: Crackling Wood & Cocoa Re-1,000 Rs 950

Add to cart

**\*** 4.0



Handcrafted Herbal Haven − Neem & Basil Re 1,100 Rs 1,000

Add to cart





Massage oil: Silk Flame – Coconut & Almond Oil Rs 1,500

Add to cart



Peony Bloom Travel Tin Rs 530

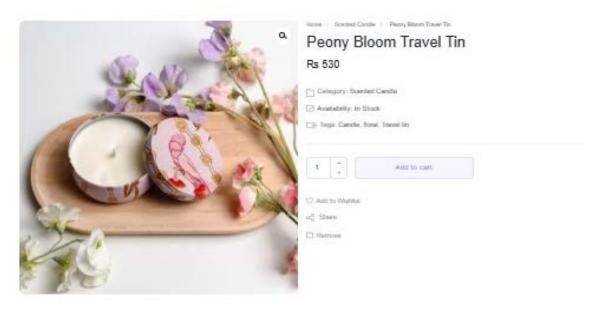
Add to cart



Personalized Signature Essence Rs 1,500

Add to cart.

#### Product Details:



Description Reviews (1)

A fresh and delicate based cardie featuring the soft, force notes of peomy, titled for creating a light, uptilling atmosphere inherever your journey lakes you. Excessed in a compact and elegant in, the candle is perfect for adding a touch of seterally to your travels.

#### Product Features

- . Scent Proble: Soft floral notes of peoply.
- . Burn fame Up to 25 featrs.
- . Cardle type: Invest-treedy, organic soy ear.
- . Packaging: Light weight model in with a secure lid for easy portability.

#### Ingredients & Manufacturing Details

- Wee: 100% organic soy was, sustainably sourced.
- Pregrance Orla: Natural pecny entried blended with plant-based coverted oils.
- . Wick: Colton wick, lead-free for clean and sale burning.
- Dyew & Addrtives: Free from synthetic dyes, pandams, and philheleles.
- Handcrafted: Each candle is fund-pound in small balches to ensure consistency and quality.

#### Additional Information

- Demensions: I.5 inches (dismeller) z.1.5 inches (height).
- . Net Weight, 100g.
- . Eco-trendly: Made with biolographible soly was sext returned fregrence of a
- . Care Instructions: Keep wick Interned to 15 rich for even burning.

#### Why You'll Love It

- Hestcoded with sustainedly sourced, organic malemis.
- Compact and travel-easily, perfect for vacations or gifting.
- Free from framful chemicals, synthetic fragrences, and artificial dyes.
- Charly-free and eco-friently production process.

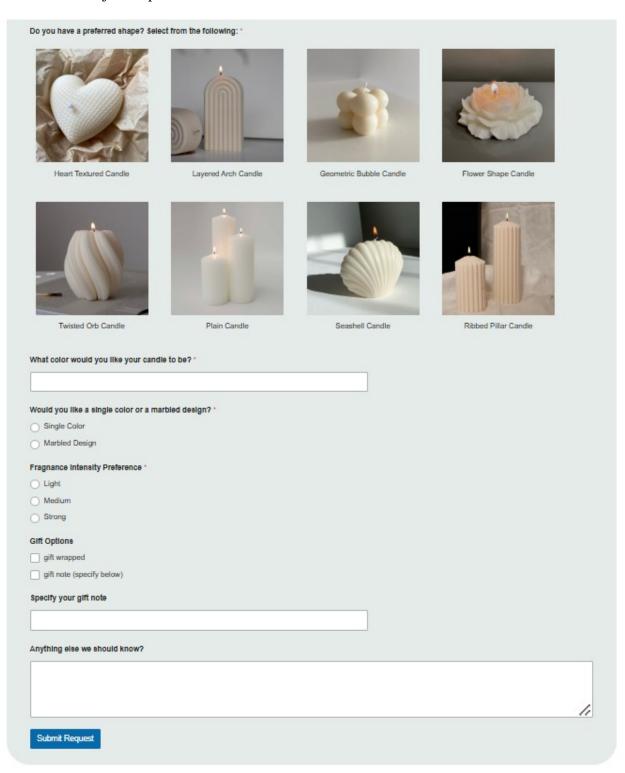
### • Customize your Candle page

Home Shop Scented Candles Candle Types Supporting Items Customize a Candle About FAQ Contact

# **Customize Your Very Own Candle!**

Design your perfect candle with our customization form! Choose from unique shapes, sizes, colors, and scents to create a candle that suits your style or makes a thoughtful gift!

Emall *		
-IIIaii		
Scent preference *		
Floral		
○ Fruity		
○ Woody		
Citrus		
○ Herbal		
	ibination (e.g., lavender and vanilla).	
	nbination (e.g., lavender and vanilla). *	
Spicy  Would you like a single scent or a blend? If a blend, specify the con  Which wax would you prefer? *  Soy wax	nbination (e.g., lavender and vanilla). *	
Would you like a single scent or a blend? If a blend, specify the con  Which wax would you prefer? *	nbination (e.g., lavender and vanillia). *	
Would you like a single scent or a blend? If a blend, specify the con  Which wax would you prefer? *  Soy wax  beeswax  coconut wax	nbination (e.g., lavender and vanilla). *	
Would you like a single scent or a blend? If a blend, specify the con Which wax would you prefer? *  soy wax  beeswax  coconut wax  paraffin	nbination (e.g., lavender and vanilla). *	
Would you like a single scent or a blend? If a blend, specify the con  Which wax would you prefer? *  Soy wax  beeswax  coconut wax	nbination (e.g., lavender and vanilla). *	
Would you like a single scent or a blend? If a blend, specify the con Which wax would you prefer? *  soy wax  beeswax  coconut wax  paraffin	nbination (e.g., lavender and vanilla). *	
Would you like a single scent or a blend? If a blend, specify the con Which wax would you prefer? *  soy wax  beeswax  coconut wax  paraffin  whichever best	nbination (e.g., lavender and vanilla). *	
Would you like a single scent or a blend? If a blend, specify the con Which wax would you prefer? *  soy wax  beeswax  coconut wax  paraffin  whichever best What size of candle do you need? *	nbination (e.g., lavender and vanilla). *	



### • Contact Us page

Home Shop Scented Candles Candle Types Supporting Items Customize a Candle

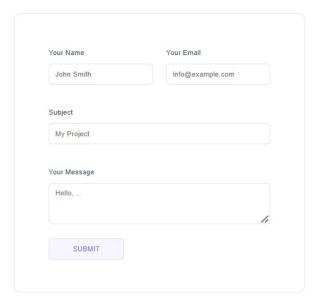
About FAQ Contact

### Get in Touch.

We'd love to hear from you! Whether you have a question, feedback, or just want to say hello, feel free to reach out. Our team is here to assist you with anything you need.

Customer Service:

- Email: support@blissfularoma.com
- Phone: +123-456-7890
   (Available Mon-Fri, 9 AM 5 PM)





### About Us page

Home Shop Scented Candles Candle Types Supporting Items Customize a Candle

About FAQ Contact



### Who We Are

Blissful Aroma was born out of a shared passion for creating products that not only enhance spaces but also resonate with the emotions and personalities of those who inhabit them. Founded by Warda Irfan and Areej Iman, our journey started with an idea stemmed from the love for scents and the way they evoke memories, transform moods, and define spaces. We wanted to bring something unique to the market—products that are personal, meaningful, and crafted with care.

Blissful Aroma—elegance in every scent, comfort in every flicker.

### **Our Team**



#### WARDA IRFAN

Founder, Marketing Manager, Sales Lead, and HR Manager

With a knack for storytelling and connecting with customers, Warda brings the brand's vision to life. Her expertise in marketing ensures that every product reaches the right audience, while her focus on HR keeps our team motivated and aligned.

W

#### AREEJ IMAN

CEO, Production Manager, Finance Lead, and Operations
Manager

Areej oversees every aspect of production, ensuring each product is crafted to perfection. Her financial acumen and operational expertise ensure smooth processes and sustainable growth.

 $\square$ 



### **About the Business**

Blissful Aroma offers a curated selection of scented candles, diffusers, and room sprays, along with premium candle accessories and decor items. Our product range blends timeless elegance with contemporary design, making them perfect for gifting or enhancing your personal space

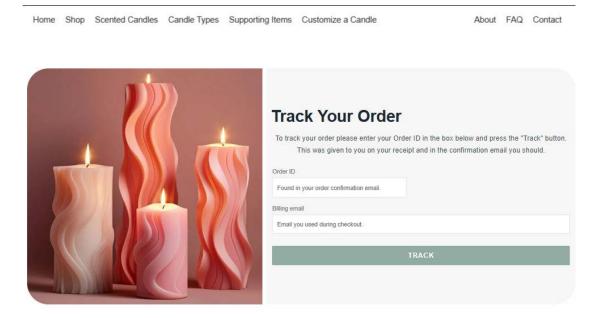
# Why Choose Us?

Blissful Aroma stands for more than just beautiful products. We stand for:

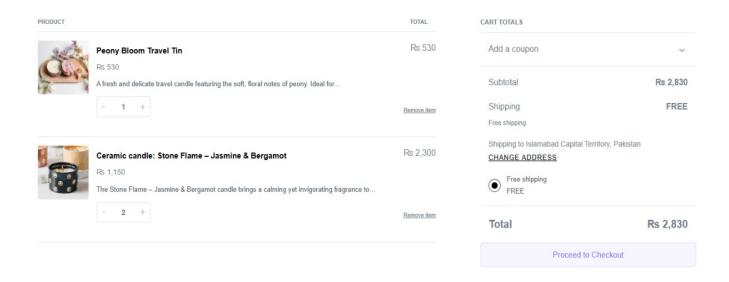
- Ethical production practices.
- Support for local artisans and suppliers.
- Products that tell a story and create unforgettable experiences.



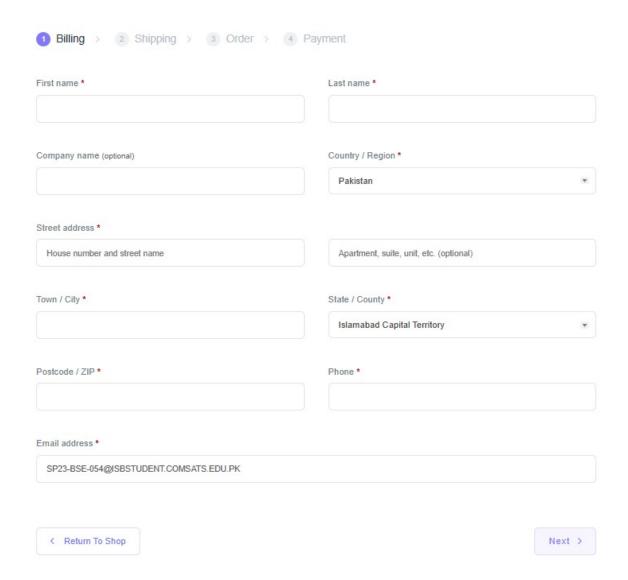
#### • Track Order



### Cart page



### • Check out page



### 7. Future Enhancements

In the future, We plan to expand our business by offering international shipping and incorporating more product categories. We will work on optimizing our website's design, adding advanced features for a better user experience, and improving SEO for better online visibility. We also aim to collaborate with influencers and engage in digital marketing campaigns to increase brand awareness. Additionally, We'll explore partnerships with other brands to expand our reach and strengthen the business.

### **Conclusion**

Blissful Aroma is designed to provide customers with high-quality, personalized products while prioritizing user experience and innovation. By implementing advanced marketing strategies, efficient systems, and future-ready enhancements, we to establish itself as a leader in the niche candle market.