

Project Overview

The CoLiving Space CRM application facilitates the management of coliving space bookings and services. It aims to build a community oriented experience where customers can reserve shared AC rooms, select meal options, make payments, and provide feedback on the services. The application streamlines operations while ensuring high customer satisfaction by offering various service features and customization options.

Key Features

1. Customer Management:

Store customer information, including personal details (name, email, phone, address, etc.).

Each customer can log in and view their room booking, meal preferences, and payment history.

2. Room Booking:

Customers can choose from a variety of AC rooms with multiple sharing options.

Room availability is displayed in real time.

Pricing based on room type and occupancy.

3. Meal Selection:

Daily selection of special food items, which can be customized according to dietary preferences.

Customers can modify their food choices each day.

4. Payments:

Multiple payment modes (credit/debit card, net banking, UPI, etc.).

Payment history is stored for future reference and accountability.

Automated invoice generation after payment completion.

5. Feedback Mechanism:

Customers can provide feedback on room cleanliness, internet service, and food quality.

Feedback is stored and can be analyzed to improve service quality.

Application Modules

1. Authentication:

User Registration: Customers register with personal details and contact information.

Login/Logout: Secure login/logout functionality with session management.

Profile Management: Users can update their personal information and view past bookings, payments, and feedback.

2. Room Management:

Room Listing: Displays available rooms with details like occupancy, amenities, and price.

Room Booking: Interface for users to select and book rooms.

Booking Confirmation: Confirmation emails and notifications for successful bookings.

3. Meal Selection:

Daily Meal Plan: Users can choose food items from the daily meal menu.

Food Preferences: System allows users to specify preferences such as vegetarian or nonvegetarian meals.

Meal History: Users can view past meal selections.

4. Payment System:

Payment Modes: Integration with multiple payment gateways (credit/debit cards, UPI, etc.).

Payment History: Display of past payments with invoice generation.

Refund Process: Support for partial/full refunds based on booking cancellations.

5. Feedback System:

Room Feedback: Rate room cleanliness and comfort.

Service Feedback: Rate internet services, food quality, etc.

Feedback History: Users can view past feedback submissions.

Database Structure

1. Customer Table:

Customer ID (Primary Key)

Name

Email

Phone Number

Address

Profile Picture (optional)

2. Room Table:

Room ID (Primary Key)

Room Type (Single, Double, Triple, etc.)

Price

Availability (Boolean)

Room Description

3. Booking Table:

Booking ID (Primary Key)

Customer ID (Foreign Key)

Room ID (Foreign Key)

Booking Date

Checkin/Checkout Date

Payment Status

4. Meal Table:

Meal ID (Primary Key)

Meal Type (Breakfast, Lunch, Dinner)

Meal Items (JSON format for multiple items)

Special Dietary Preferences

5. Payment Table:

Payment ID (Primary Key)

Customer ID (Foreign Key)

Booking ID (Foreign Key)

Payment Date

Payment Method

Amount Paid

6. Feedback Table:

Feedback ID (Primary Key)

Customer ID (Foreign Key)

Service Type (Room, Internet, Food)

Rating (1-5)

Comments

Future Enhancements

1. Community Features:

Social media like wall for residents to post events or announcements.

Group activities and event scheduling.

2. Maintenance Requests:

A feature to allow residents to submit requests for repairs or maintenance.

Tracking maintenance progress.

3. Mobile App:

A mobile version of the CRM app with a simplified interface for booking, payments, and feedback.

4. Analytics Dashboard:

Admin dashboard to view key metrics such as room occupancy, feedback trends, and payment summaries.

Conclusion

This CRM application will greatly enhance the user experience for both residents and the management of coliving spaces. By incorporating realtime booking, meal management, and a comprehensive feedback system, the application ensures a seamless living environment while fostering community engagement.