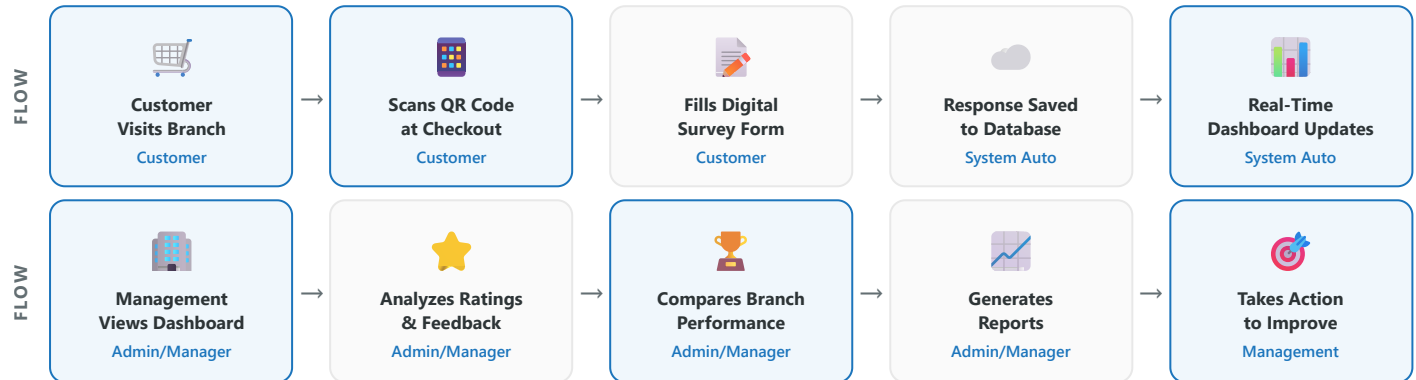


Multi Branches Survey Master

Centralized Customer Feedback & Multi-Branch Analytics Platform

Multi Branches Survey Master is a comprehensive survey management platform developed for **Trolleys Supermarket LLC** to collect, measure, and analyze customer satisfaction across all supermarket branches. The system transforms traditional paper-based feedback into a centralized digital hub — empowering management with real-time insights, branch performance comparisons, and data-driven decision making.

HOW IT WORKS — CUSTOMER FEEDBACK FLOW



KEY FEATURES

Multi-Branch Architecture

Each supermarket branch has its own unique QR code, survey link, and isolated response tracking.

QR Code Generation System

Auto-generated unique QR codes per branch — customers scan at checkout to access the survey.

Real-Time Analytics Dashboard

Live metrics: total branches, survey count, response volumes, and average ratings at a glance.

Branch Performance Ranking

Top branches ranked by response volume and satisfaction scores for healthy competition.

Survey Builder

Admin can create and manage multiple survey forms with customizable questions.

Detailed Response Logs

Complete response history with customer info, branch name, timestamp, and ratings.

Multi-Language Support

Full English/Arabic (EN/AR) localization for diverse customer demographics.

Role-Based Access Control

Secure admin panel with 2FA, profile management, and granular permissions.

TECHNICAL HIGHLIGHTS

- End-to-end development using **Laravel framework** with multi-branch architecture
- Unique **QR code generation** per branch linked to dynamic survey URLs
- Real-time dashboard** with aggregated metrics: branches, surveys, responses, and ratings
- Multi-language architecture** (English/Arabic) with locale switching via middleware
- Relational database modeling: Branches, surveys, responses, customers, and QR codes
- Secure **role-based middleware** with 2FA authentication and email verification

TECHNOLOGY STACK

Laravel

PHP

MySQL

QR Code API

REST API

2FA

Blade Template

Multi-Language

EN/AR Locale

Middleware

This project demonstrates expertise in building centralized multi-branch survey systems that transform customer feedback into actionable insights — enabling retail chains to measure satisfaction, identify top-performing locations, and drive continuous operational improvement.