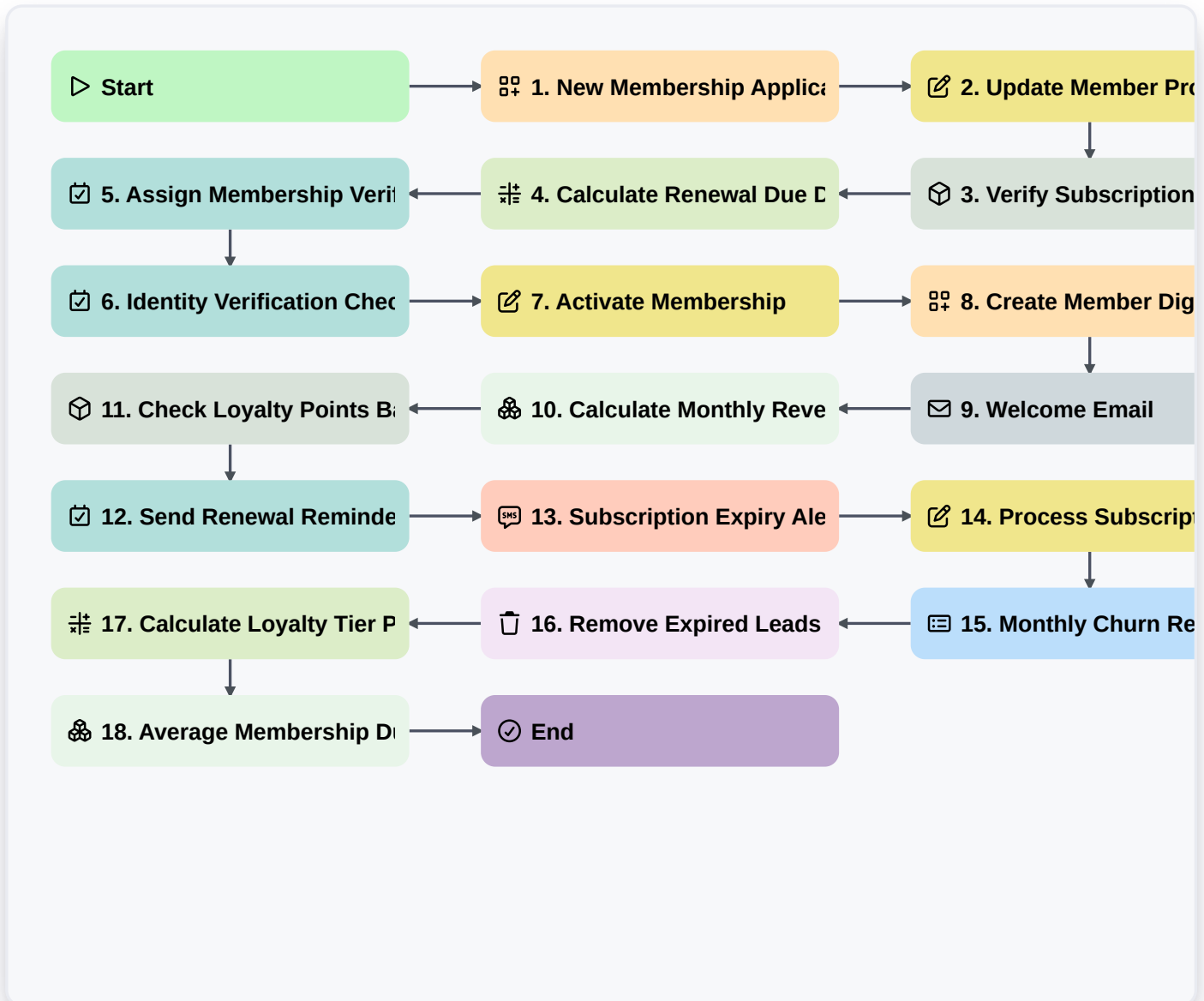


Hotel Membership Management And Subscription Workflow



Start

Start of the Workflow/Process.

1. New Membership Application

Create a new entry in the 'Membership Applications' data model when a user submits a registration form.

2. Update Member Profile

Update existing member details (address, contact info, tier level) in the 'Members' data model.

3. Verify Subscription Status

Retrieve the current subscription tier and expiration date from the 'Subscriptions' data model.

4. Calculate Renewal Due Date

Calculate the new expiration date by adding 12 months to the current membership start date.

5. Assign Membership Verification

Create a task for the Membership Manager to review and approve the submitted application.



6. Identity Verification Checklist

A set of sub-tasks to verify ID documents, email verification, and payment method validity.

7. Activate Membership

Update the status of the membership entry from 'Pending' to 'Active' upon approval.

8. Create Member Digital Card

Create a new entry in the 'Digital Assets' data model containing the unique membership QR code.

9. Welcome Email

Send a welcome email to the new member with their benefits summary and login instructions.

10. Calculate Monthly Revenue

Sum the 'Subscription Fee' property from all 'Active Subscriptions' created this month.

11. Check Loyalty Points Balance

Retrieve the total accumulated points from the 'Loyalty Program' data model for the member.

12. Send Renewal Reminder Task

Create a task for the Customer Success team to reach out to members whose subscriptions expire in 30 days.

13. Subscription Expiry Alert

Send an SMS notification to the member's phone number 3 days before their membership expires.

14. Process Subscription Cancellation

Update the membership status to 'Cancelled' and set the end date in the 'Subscriptions' data model.

15. Monthly Churn Report

Generate a report showing the number of cancelled vs. renewed memberships for the current period.

16. Remove Expired Leads

Delete incomplete membership applications that have been inactive for more than 90 days.

17. Calculate Loyalty Tier Progress

Calculate the percentage of points required to move from 'Silver' to 'Gold' tier based on current points.

18. Average Membership Duration

Calculate the average number of days between 'Join Date' and 'Cancellation Date' for churned members.

End

End of the Workflow/Process.