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## Data Preparation

### *Cleaning/Feature engineering/Data manipulation*

A sample data of a travel industry is prepared for modelling purpose. The data set consists of 999 observations and 23 variables about customer enquiries about holiday packages. This dataset is prepared to create predictive models for predicting the 'Booked.Status'. Data for cleaning.csv' is the input file and 'ReadyforModelling.csv' is the output file after the data preparation methods are carried out.

**List of library used:** library(lubridate), library(zoo), library(imputeTS), library(DataExplorer), library(data.table)

### Read data and get a basic understanding of the data

```
data<- read.csv("data for cleaning.csv")
head(data)
```

```
## Enquiry.Date Enquiry.Time Allocated.Time Web.or.Phone
## 1 1/1/2017 14:52:40 Extremely Fast PHONE
## 2 1/1/2017 12:00:54 Extremely Fast PHONE
## 3 1/1/2017 17:25:01 Extremely Fast PHONE
## 4 1/1/2017 8:46:38 Slow WEB
## 5 1/1/2017 8:38:38 Slow WEB
## 6 1/2/2017 23:38:38 Extremely Fast WEB
## Answered.by.specialist ConversationRCD TempSent Holiday.Type Accom.type
## 1 14 1 A grade1
## 2 18 1 C grade1
## 3 3 2 A grade1
## 4 9 1 A grade1
## 5 15 4 A grade1
## 6 Yes 6 3 B grade1
## Dep.Airport Dep.Date Lead.Time Destination Duration Adults Children
## 1 Lon All 12/19/2017 50 JH Area 14 6 2
## 2 Any Airport 4/10/2017 14 AB 10 2 2
## 3 GG 10/14/2017 40 AC 14 4 1
## 4 MCH 4/8/2017 13 AB 14 2 1
## 5 Lon Gat 6/7/2018 74 AC 14 7 1
## 6 Lon Gat 4/11/2018 66 AB 14 6 2
## Infants Transport.Type Answered.Q Notes.Completed Title Enquiry.Comments
## 1 0 A YES NO Mrs NO
## 2 0 None Required NO NO Mrs NO
## 3 0 A NO NO Mrs NO
## 4 0 A YES NO Mrs NO
## 5 0 A YES NO Mr NO
## 6 0 A YES NO Mrs NO
## Booked.Status
## 1 YES
## 2 YES
## 3 YES
```

```
## 4          No
## 5          No
## 6          No
```

```
dim(data)
```

```
## [1] 999 23
```

The dataset contains 999 observations with 23 variables

### Check the structure of the dataset

```
str(data)
```

```
## 'data.frame': 999 obs. of 23 variables:
## $ Enquiry.Date : Factor w/ 501 levels "1/1/2017","1/1/2018",...: 1 1 1 1 1 22 41 41 41 47 .
## $ Enquiry.Time : Factor w/ 754 levels "0:02:38","0:10",...: 343 149 430 678 667 522 13 341 4
## $ Allocated.Time : Factor w/ 3 levels "Extremely Fast",...: 1 1 1 3 3 1 1 3 3 1 ...
## $ Web.or.Phone : Factor w/ 2 levels "PHONE","WEB": 1 1 1 2 2 2 2 2 2 1 ...
## $ Answered.by.specialist: Factor w/ 2 levels "", "Yes": 1 1 1 1 1 2 2 1 1 1 ...
## $ ConversationRCD : int 14 18 3 9 15 6 0 9 10 25 ...
## $ TempSent : int 1 1 2 1 4 3 1 1 4 8 ...
## $ Holiday.Type : Factor w/ 6 levels "A","B","C","D",...: 1 3 1 1 1 2 1 2 1 2 ...
## $ Accom.type : Factor w/ 5 levels "", "grade1", "grade2",...: 2 2 2 2 2 2 3 2 3 3 ...
## $ Dep.Airport : Factor w/ 17 levels "AD","Any Airport",...: 12 2 10 16 13 13 12 12 12 12 .
## $ Dep.Date : Factor w/ 550 levels "1/1/2018","1/11/2018",...: 127 208 22 253 343 210 45
## $ Lead.Time : int 50 14 40 13 74 66 42 94 39 50 ...
## $ Destination : Factor w/ 35 levels " AA Resort"," AB",...: 17 2 3 2 3 2 2 9 3 3 ...
## $ Duration : int 14 10 14 14 14 14 10 10 14 13 ...
## $ Adults : int 6 2 4 2 7 6 2 9 3 2 ...
## $ Children : int 2 2 1 1 1 2 0 2 1 2 ...
## $ Infants : int 0 0 0 0 0 0 0 0 0 0 ...
## $ Transport.Type : Factor w/ 4 levels "", "A", "B", "None Required": 2 4 2 2 2 2 4 3 3 3 ...
## $ Answered.Q : Factor w/ 2 levels "NO", "YES": 2 1 1 2 2 2 1 1 2 2 ...
## $ Notes.Completed : Factor w/ 2 levels "NO", "YES": 1 1 1 1 1 1 1 1 1 1 ...
## $ Title : Factor w/ 5 levels "Dr","Miss","Mr",...: 4 4 4 4 3 4 4 3 2 4 ...
## $ Enquiry.Comments : Factor w/ 2 levels "NO", "YES": 1 1 1 1 1 1 1 1 1 1 ...
## $ Booked.Status : Factor w/ 2 levels "No", "YES": 2 2 2 1 1 1 1 1 1 2 ...
```

From understanding the structure, it is observed that variables such as Dep.Date, Enquiry.Date and Enquiry.Time have significant number of levels. It would be ideal to categorise them into larger groups. For example Dep.Date can be categorised into months or seasons, such analysis would allow us to get better insights from the data. It is also critical to check the structure in which R has identified each variable (factor, numerical, integer, etc). In this dataset, R has identified dates as factor. This should be converted to date format.

Before further analysis, it is a good practice to eliminate variables which are not relevant to the analysis, in this case ConversationRCD as well as TempSent will be eliminated.

```
data$TempSent<-NULL
data$ConversationRCD<-NULL
```

Convert Dep.Date and Enquiry.Date to date format

```
data$Enquiry.Date<- as.character(data$Enquiry.Date)
data$Enquiry.Date<-mdy(data$Enquiry.Date)
data$Dep.Date<- as.character(data$Dep.Date)
data$Dep.Date<-mdy(data$Dep.Date)
```

Apply feature engineering to create various date related columns which might give us better insights

```
data$EnquiryYear<-factor(year(data$Enquiry.Date))
data$EnquiryMonth<-factor(month(data$Enquiry.Date))
data$EnquiryDay<-day(data$Enquiry.Date)
data$EnquiryWeekday<-factor(weekdays(data$Enquiry.Date))
data$DepYear<-factor(year(data$Dep.Date))
data$DepMonth<-factor(month(data$Dep.Date))
data$DepDay<-day(data$Dep.Date)
data$DepWeekday<-factor(weekdays(data$Dep.Date))
```

Change Enquiry.time to various time related levels to give us better insights

```
data$Enquiry.Time <- as.numeric(gsub("\\:.*$", "", data$Enquiry.Time))
data$Enquiry.Timecat<-ifelse(data$Enquiry.Time>=9 &
                             data$Enquiry.Time<=21,"Business_Hour","Closed")
data$Enquiry.Timecat<-factor(data$Enquiry.Timecat)

data$Enquiry.Time_class <- with(data, ifelse(Enquiry.Time >= 6 &
                                             Enquiry.Time<=12, "morning",
                                             ifelse(Enquiry.Time>12 &
                                                     Enquiry.Time<=18, "afternoon", "night")))
data$Enquiry.Time<- NULL
data$Enquiry.Time_class<-factor(data$Enquiry.Time_class)
```

Change Dep.Date to seasons this could give a better idea of popular destinations for each seasons

```
yq <- as.yearqtr(as.yearmon(data$Dep.Date, "%m/%d/%Y") + 1/12)
data$DepartureSeason <- factor(format(yq, "%q"), levels = 1:4,
                               labels = c("winter", "spring", "summer", "fall"))
```

Since Enquiry.Date and Dep.Date has no further use in this analysis, these variables are removed

```
data$Enquiry.Date<-NULL
data$Dep.Date<-NULL
```

## Check for missing values

```
colSums(is.na(data))
```

```
##      Allocated.Time      Web.or.Phone Answered.by.specialist
##              0              0              0
##      Holiday.Type      Accom.type      Dep.Airport
##              0              0              0
##      Lead.Time      Destination      Duration
##              0              0              17
##      Adults      Children      Infants
##              0              0              0
##      Transport.Type      Answered.Q      Notes.Completed
##              0              0              0
##      Title      Enquiry.Comments      Booked.Status
##              0              0              0
##      EnquiryYear      EnquiryMonth      EnquiryDay
##              0              0              0
##      EnquiryWeekday      DepYear      DepMonth
##              0              0              0
##      DepDay      DepWeekday      Enquiry.Timecat
##              0              0              0
##      Enquiry.Time_class      DepartureSeason
##              0              0
```

The variable Duration has missing values. Since only a small number of observations have missing values, it was decided that the missing values will be replaced by the median value

```
data$Duration<-na.mean(data$Duration,option="median")
```

To further understand the data, the summary function is used

```
summary(data)
```

```
##      Allocated.Time Web.or.Phone Answered.by.specialist Holiday.Type
##  Extremely Fast:259  PHONE:197      :490      A      :684
##  Fast      :135  WEB :802      Yes:509      B      :136
##  Slow      :605      C      : 28
##      D      : 34
##      E      :115
##      RV Tour: 2
##
##  Accom.type      Dep.Airport      Lead.Time      Destination
##      : 91  MCH      :314  Min.      :-10.00  AC      :323
##  grade1:379  Lon All      :289  1st Qu.: 30.00  AB      :233
##  grade2:476  Lon Gat      :141  Median : 48.00  JH Area : 95
##  grade3: 52  GG      : 66  Mean   : 50.47  AA Resort: 91
##  None : 1  Any Airport : 42  3rd Qu.: 67.00  DC Drive : 51
##      Lon Heathrow: 40  Max.   :140.00  CC City : 42
##      (Other)      :107      (Other) :164
##  Duration      Adults      Children      Infants
##  Min.      : 1.00  Min.      : 1.00  Min.      :0.000  Min.      : 0.0000
```

```
## 1st Qu.:14.00 1st Qu.: 2.00 1st Qu.:0.000 1st Qu.: 0.0000
## Median :14.00 Median : 3.00 Median :1.000 Median : 0.0000
## Mean :13.48 Mean : 3.63 Mean :0.955 Mean : 0.2923
## 3rd Qu.:14.00 3rd Qu.: 4.00 3rd Qu.:2.000 3rd Qu.: 0.0000
## Max. :28.00 Max. :18.00 Max. :6.000 Max. :255.0000
##
## Transport.Type Answered.Q Notes.Completed Title
## : 5 NO :486 NO :712 Dr : 4
## A :518 YES:513 YES:287 Miss:126
## B :252 Mr :406
## None Required:224 Mrs :414
## Ms : 49
##
##
## Enquiry.Comments Booked.Status EnquiryYear EnquiryMonth EnquiryDay
## NO :751 No :750 2017:484 1 :150 Min. : 1.00
## YES:248 YES:249 2018:515 4 :101 1st Qu.: 8.00
## 2 :100 Median :16.00
## 5 :100 Mean :15.77
## 9 : 94 3rd Qu.:24.00
## 7 : 80 Max. :31.00
## (Other):374
## EnquiryWeekday DepYear DepMonth DepDay DepWeekday
## Friday :107 2017:122 8 :246 Min. : 1.00 Friday :136
## Monday :151 2018:415 10 :139 1st Qu.: 7.00 Monday :157
## Saturday :122 2019:390 7 :124 Median :15.00 Saturday :182
## Sunday :218 2020: 71 4 : 91 Mean :15.09 Sunday : 94
## Thursday :119 2021: 1 5 : 88 3rd Qu.:22.00 Thursday :125
## Tuesday :136 9 : 87 Max. :31.00 Tuesday :141
## Wednesday:146 (Other):224 Wednesday:164
## Enquiry.Timecat Enquiry.Time_class DepartureSeason
## Business_Hour:748 afternoon:317 winter: 76
## Closed :251 morning :581 spring:231
## night :101 summer:426
## fall :266
##
##
##
```

The summary function shows the statistics of the numerical variables and the breakdown of the different levels of the categorical variables. The information gained from this function is critical in preparing the data for analysis.

The variable Answered.by.specialist has 490 unlabeled data and 509 labeled as 'Yes'. This means that only when the event occurs, it was recorded as 'Yes' otherwise left blank. These unlabeled observations should be converted to 'NO' before further analysis.

```
data$Answered.by.specialist<-ifelse(data$Answered.by.specialist %in% 'Yes',"1","0")
data$Answered.by.specialist<-factor(data$Answered.by.specialist)
```

From the summary analysis carried out earlier, it is understood that there are some errors in the data. To remove these errors, a function is created. This function converts any values stated by the user to 'NA'.

```
outlierReplace = function(dataframe, cols, rows, newValue = NA)
{
  if (any(rows))
  {
    set(dataframe, rows, cols, newValue)
  }
}
```

From the understanding of the dataset, Lead.Time refers to the duration before the Dep.Date that the customer has made the enquiry. Based on this knowledge this variable should not have negative values. Hence the outlierfunction is used to eliminate any negative values.

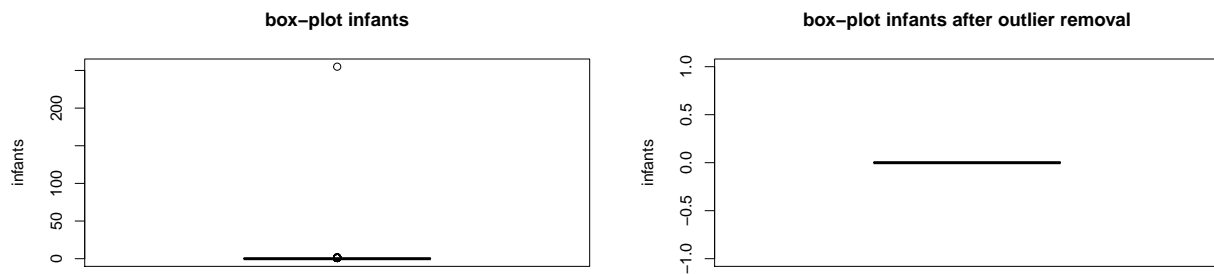
```
outlierReplace(data, "Lead.Time",which(data$Lead.Time<0), NA)
```

### Remove all NA values

```
data<-na.omit(data)
```

The variable infants has a maximum value of 255, this is likely to be an error based on the mean and median. Furthermore it is unlikely to have 255 infants in a holiday.To verify the error a box-plot is used to get a better understanding.

```
boxplot(data$Infants, main= 'box-plot infants',ylab='infants')
outliers0 <- boxplot(data$Infants, plot=FALSE)$out
data <- data[-which(data$Infants %in% outliers0),]
boxplot(data$Infants,main='box-plot infants after outlier removal',ylab='infants')
```

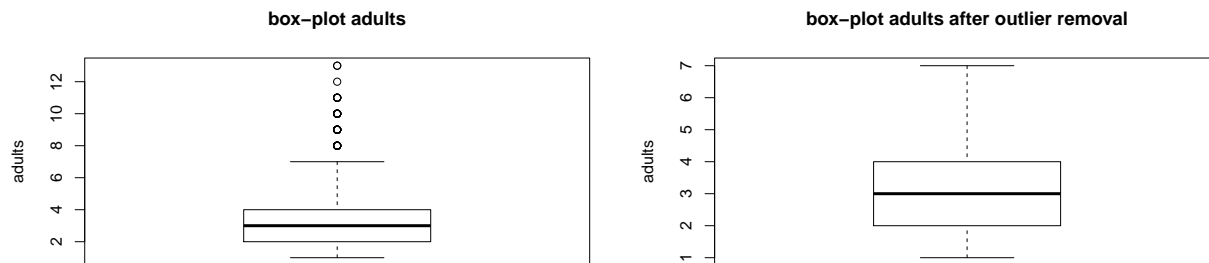


After removing the outliers, the data only contains observaions with 0 infants. Hence, it would not be of any use in the analysis as all cases contains 0 infants. The variable Infants is removed from the dataframe.

```
data$Infants<-NULL
```

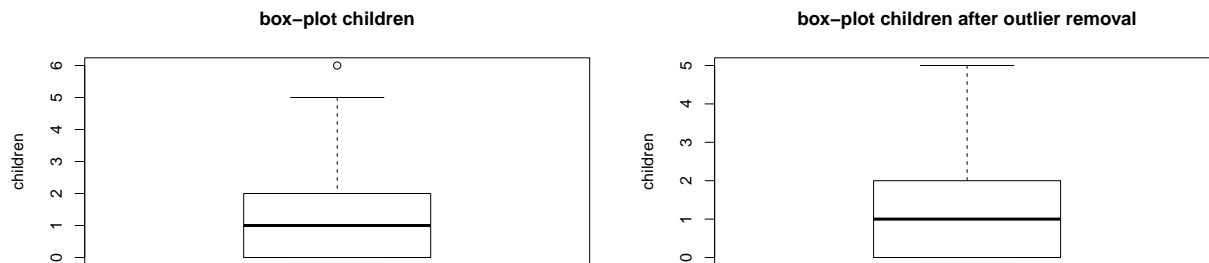
From the summary statistics of Adults, the maximum value of adults is far greater than the mean and median value. To better understand this, a scatterplot for adults is created.

```
boxplot(data$Adults,main='box-plot adults',ylab='adults')
outlierReplace(data,"Adults",which(data$Adults>10),NA)
outliers1 <- boxplot(data$Adults, plot=FALSE)$out
data <- data[-which(data$Adults %in% outliers1),]
boxplot(data$Adults,main='box-plot adults after outlier removal',ylab='adults')
```



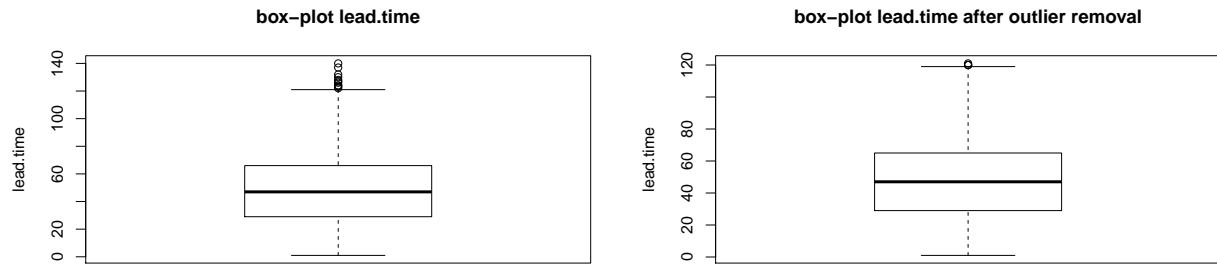
A box plot method was used to deal with the outliers for the variable 'Children'

```
boxplot(data$Children,main='box-plot children',ylab='children')
outliers3 <- boxplot(data$Children, plot=FALSE)$out
data <- data[-which(data$Children %in% outliers3),]
boxplot(data$Children, main='box-plot children after outlier removal',ylab='children')
```



Similarly outliers in Lead.Time was treated using the same method

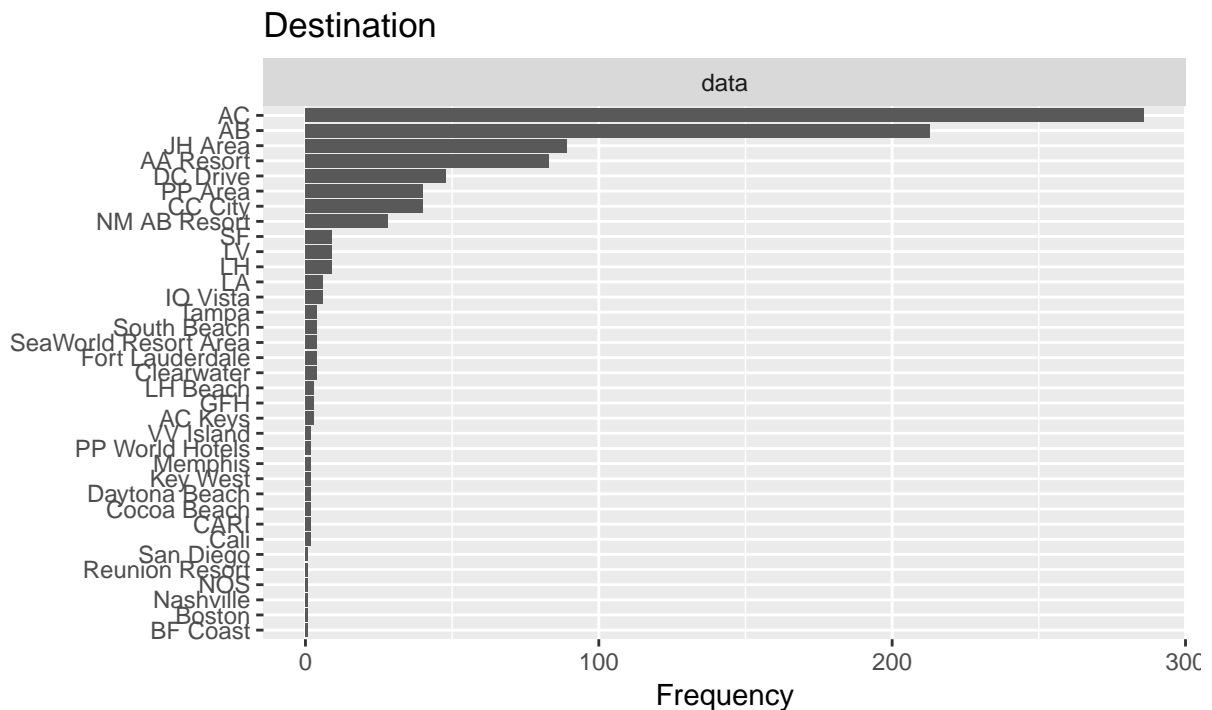
```
boxplot(data$Lead.Time,main='box-plot lead.time',ylab='lead.time')
outliers4 <- boxplot(data$Lead.Time, plot=FALSE)$out
data <- data[-which(data$Lead.Time %in% outliers4),]
boxplot(data$Lead.Time, main='box-plot lead.time after outlier removal',ylab='lead.time')
```



To avoid redundant levels in a categorical variable and to deal with rare levels, we can simply combine the rare levels. In this analysis, combining levels is based on frequency distribution (combine levels having frequency of less than 5%). From the summary statistic, Destination and Dep.Airport has more than 10 levels. A histogram plot is created to understand the levels in these variables and rare levels of these variables are combined.

## Destination

```
plot_bar(data$Destination, title="Destination")
```

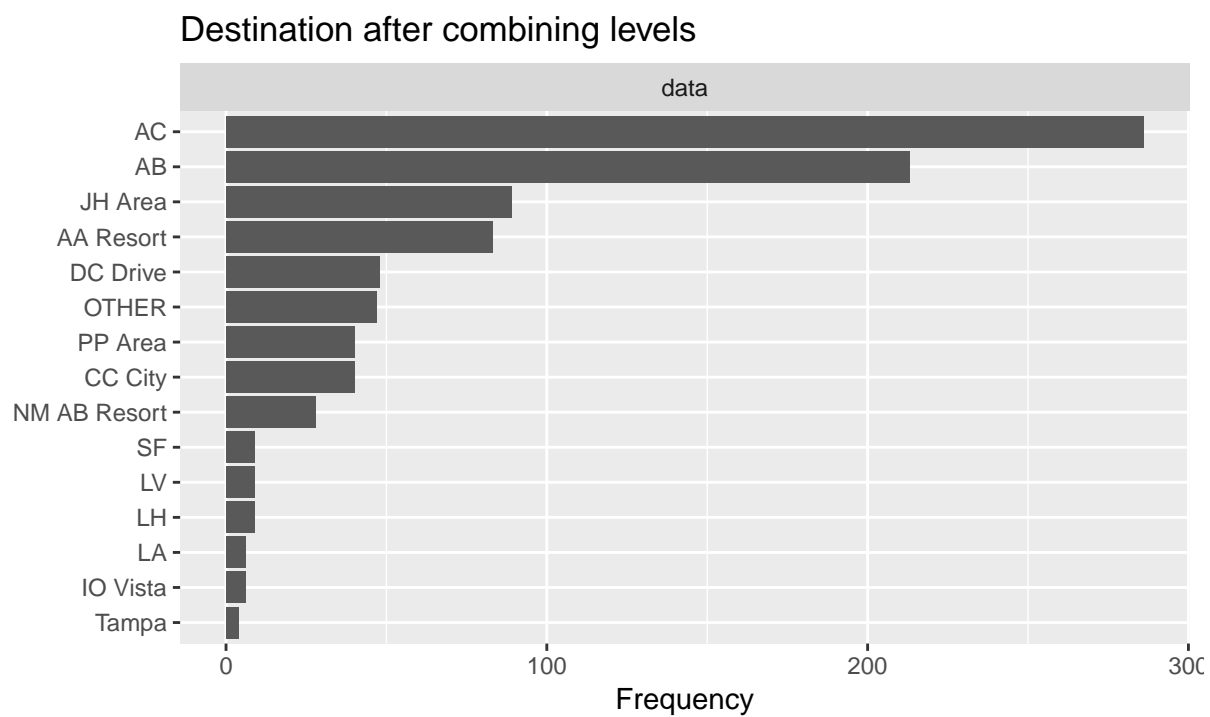


```
data<-group_category(data=data, feature = "Destination", threshold=0.05, update=TRUE)
data$Destination<- factor(data$Destination)
```



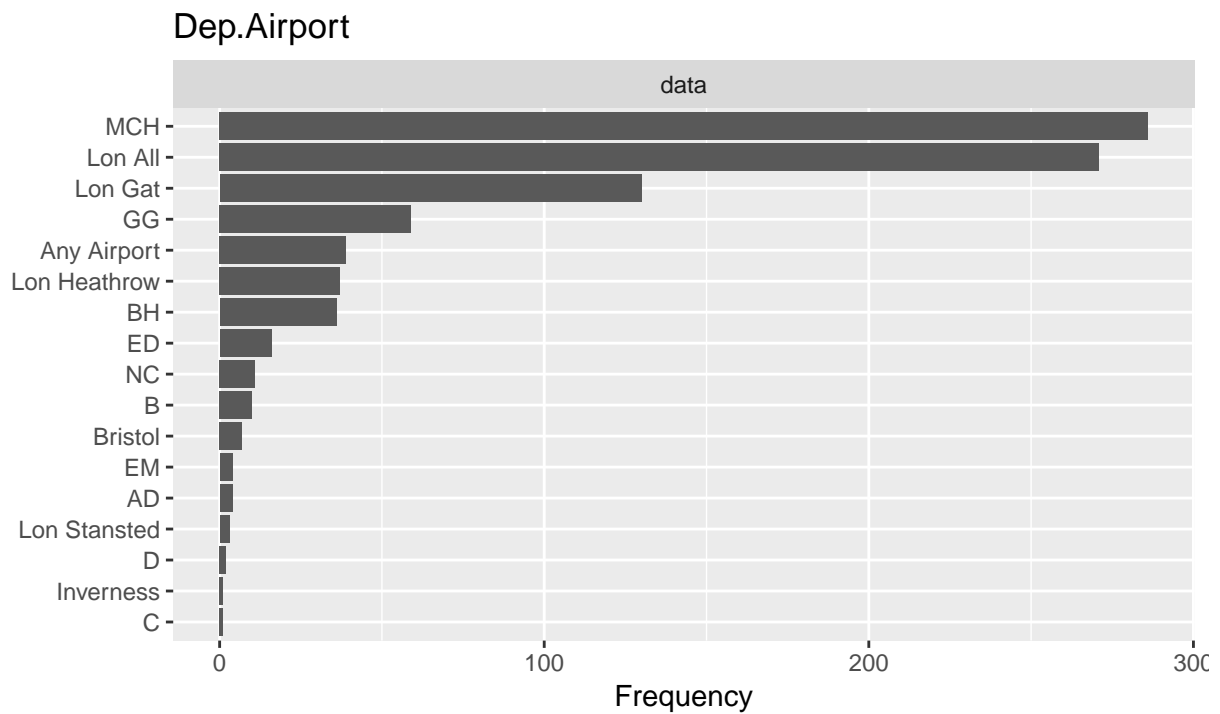
New levels for Destination after combining rare levels

```
plot_bar(data$Destination, title="Destination after combining levels")
```



## Dep.Airport

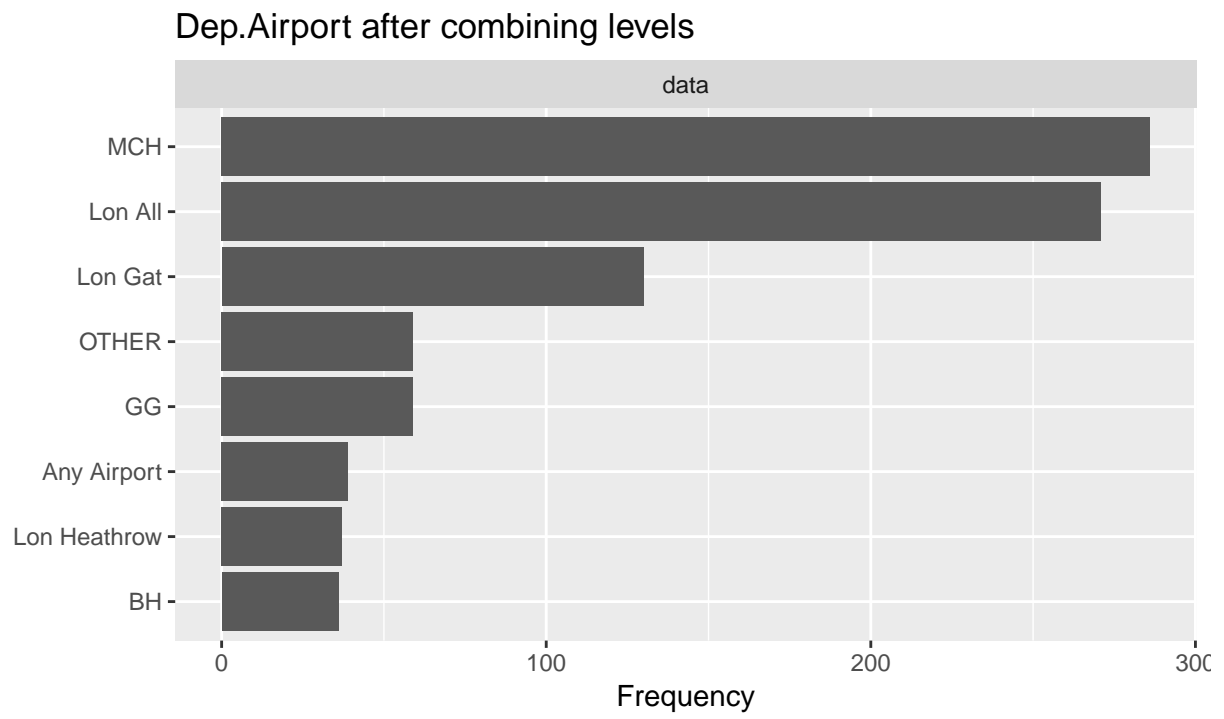
```
plot_bar(data$Dep.Airport, title="Dep.Airport")
```



```
data<-group_category(data=data, feature = "Dep.Airport", threshold=0.05, update=TRUE)  
data$Dep.Airport<-factor(data$Dep.Airport)
```

New levels for Dep.Airport after combining rare levels

```
plot_bar(data$Dep.Airport, title="Dep.Airport after combining levels")
```

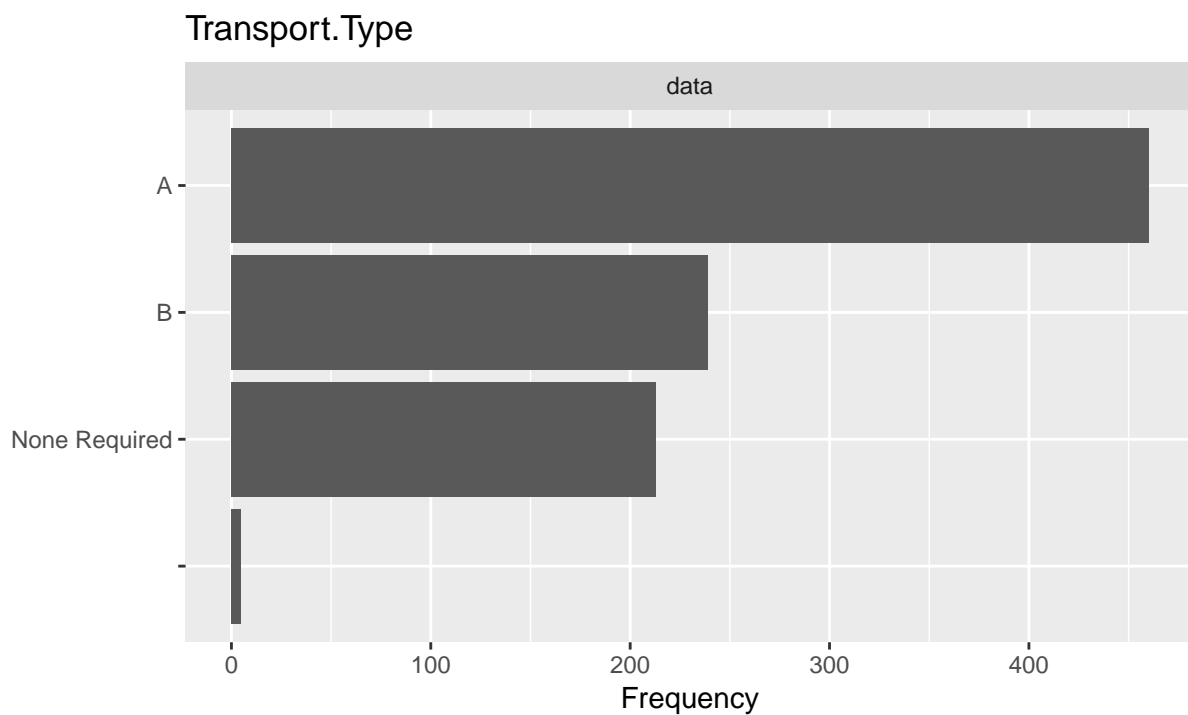


## Combine levels based on business logic

### Combine unlabeled points in Transport.Type into 'None'

From the plot of Transport.Type it is identified that some of the points are unlabeled, we can treat the unlabelled points as 'None Required'. Combining unlabeled points with the 'None required' level

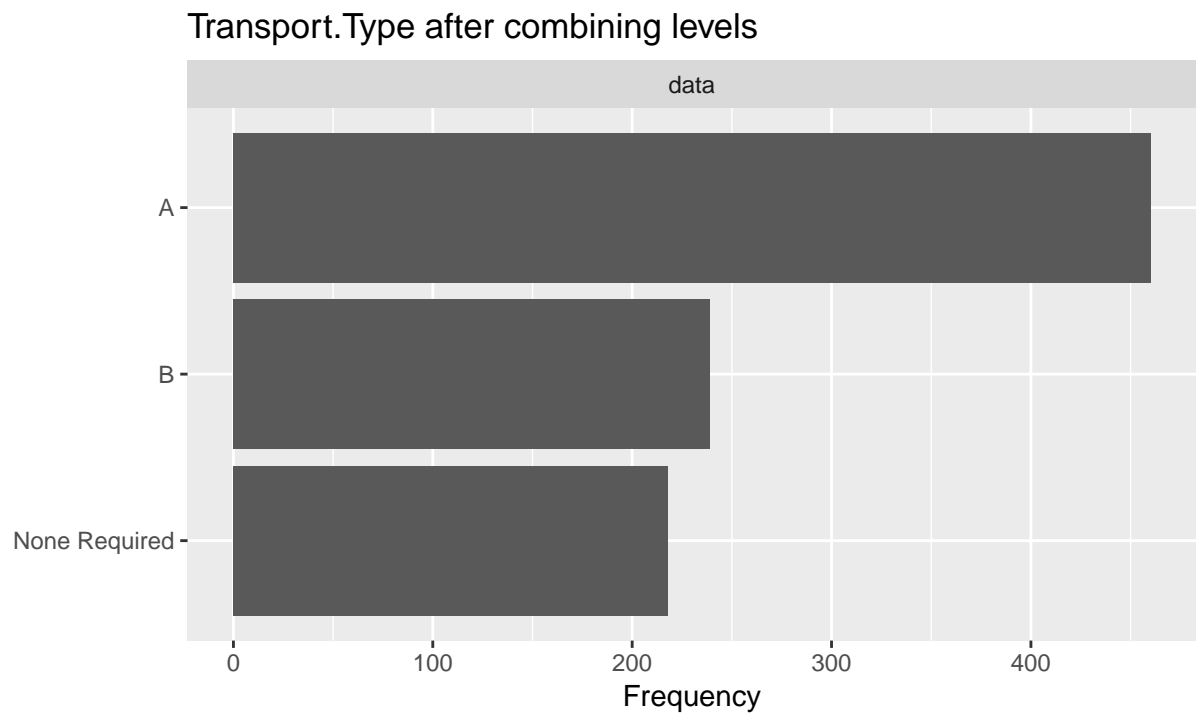
```
plot_bar(data$Transport.Type, title="Transport.Type")
```



```
data$Transport.Type <- with(data, ifelse(Transport.Type %in% "A", "A",  
                                         ifelse(Transport.Type %in% "B", "B", "None Required")))  
data$Transport.Type <- factor(data$Transport.Type)
```

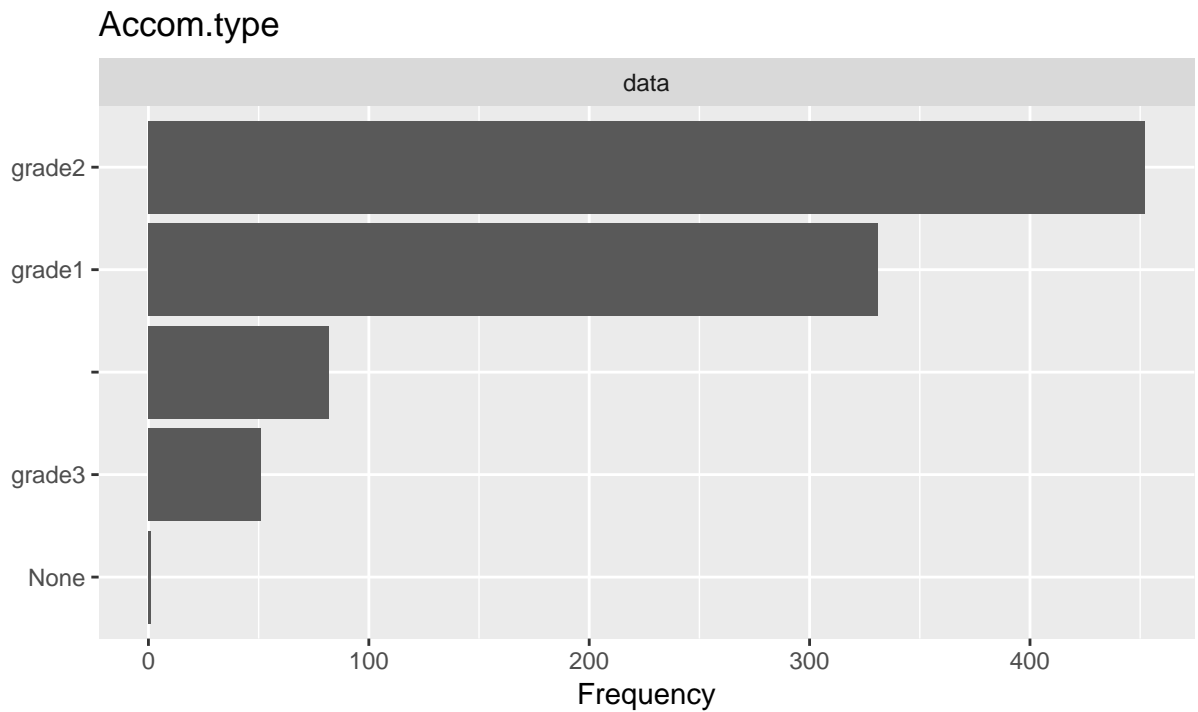
New levels for Transport.Type after combining rare levels

```
plot_bar(data$Transport.Type, title="Transport.Type after combining levels")
```



Combine unlabeled points in Accom.type into 'None'

```
plot_bar(data$Accom.type, title="Accom.type")
```

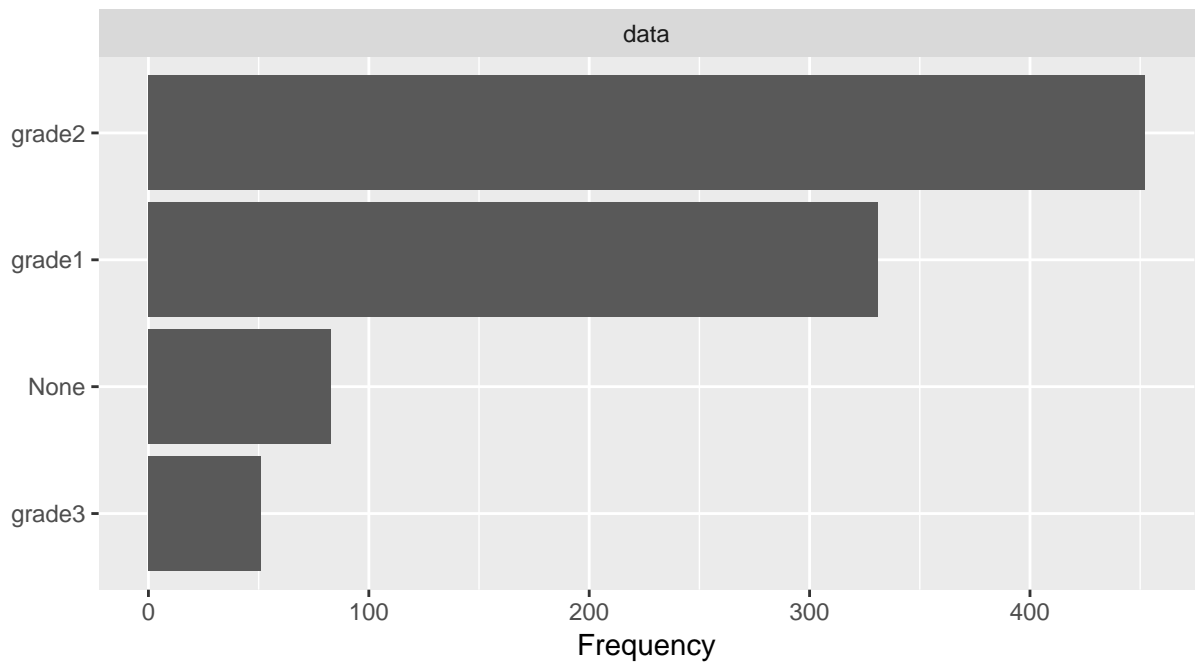


```
data$Accom.type <- with(data, ifelse(Accom.type %in% "grade2", "grade2",  
                                     ifelse(Accom.type %in% "grade1", "grade1",  
                                             ifelse(Accom.type %in% "grade3", "grade3", "None"))))  
  
data$Accom.type <- factor(data$Accom.type)
```

New levels for Accom.type after combining rare levels

```
plot_bar(data$Accom.type, title="Accom.type after combining levels")
```

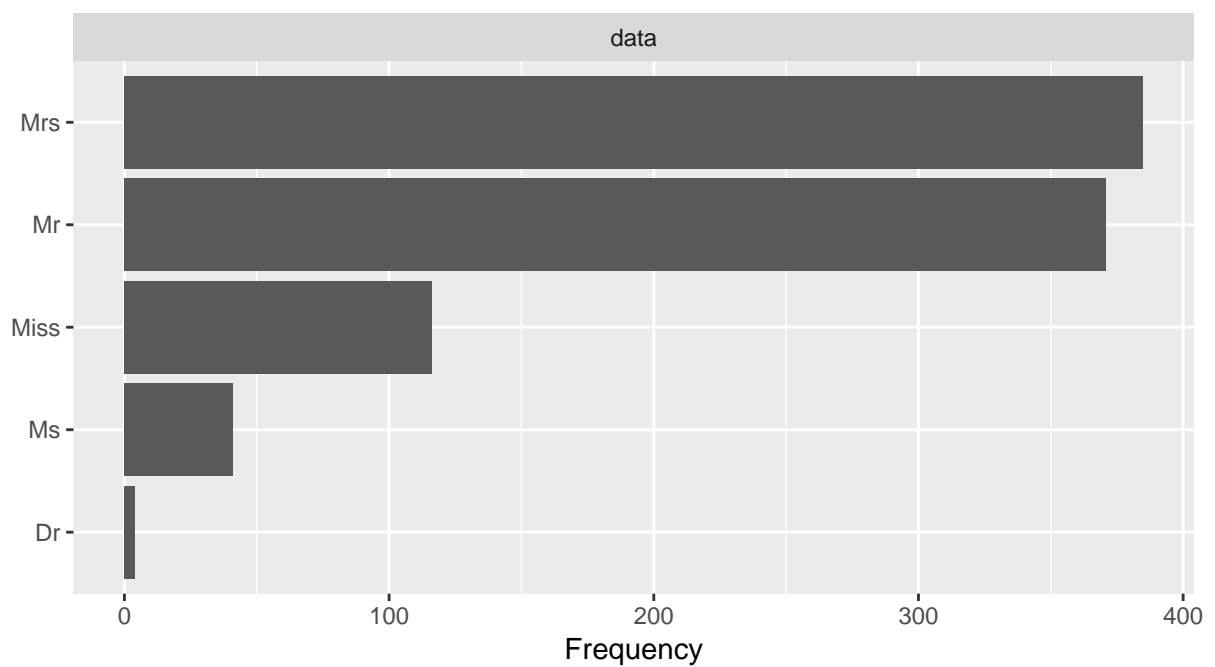
Accom.type after combining levels



It could be ideal to analyse based on gender than based on Title, converting title to M for male and F for female. An assumption is made that “Dr” refers to male

```
plot_bar(data$Title, title="Title")
```

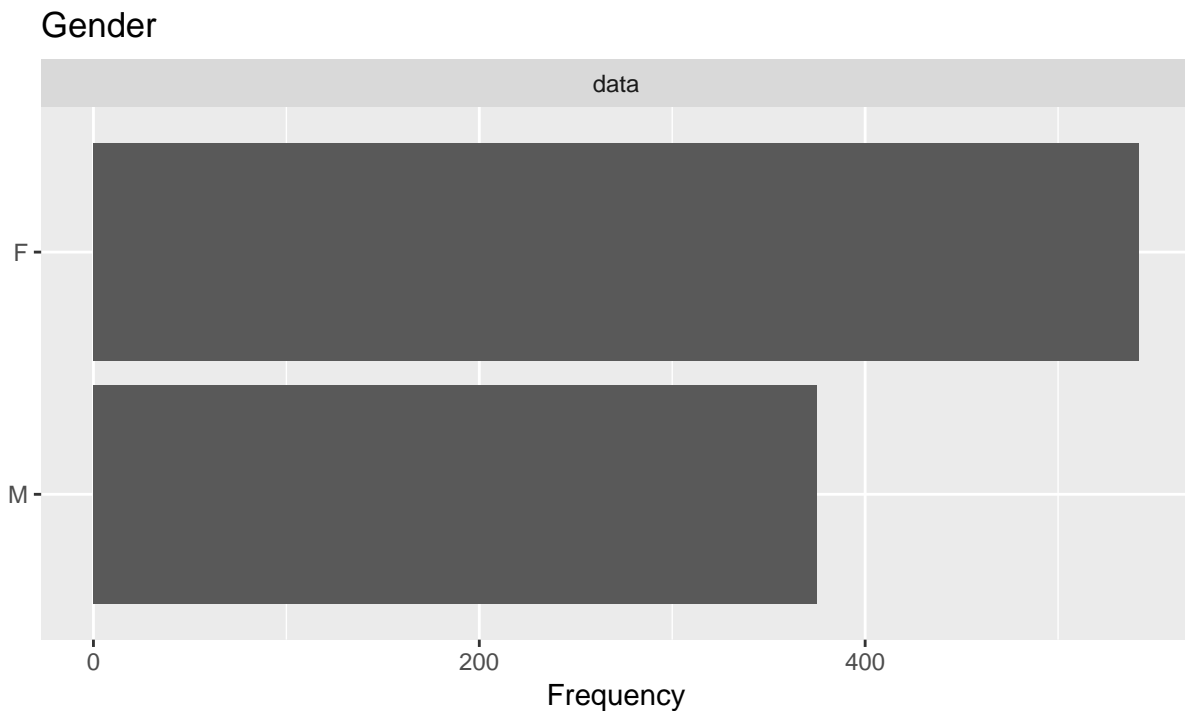
Title



```
data$Gender<- with(data, ifelse(Title %in% "Dr","M",
                                ifelse(Title %in% "Mr","M",
                                          ifelse(Title %in% "Ms","F",
                                                  ifelse(Title %in% "Mrs","F","F")))))
data$Gender<-factor(data$Gender)
```

New variable gender with levels M indicating Male and F indicating female

```
plot_bar(data$Gender, title="Gender")
```



The variable Booked.Status is the target variable and it would be ideal to convert it into '1' and '0' before modelling

```
data$Booked.Status<-with(data,ifelse(Booked.Status %in% "YES","1","0"))
data$Booked.Status<-factor(data$Booked.Status)
```

**Final check**

```
str(data)
```

```
## 'data.frame':   917 obs. of  29 variables:
## $ Allocated.Time      : Factor w/ 3 levels "Extremely Fast",...: 1 1 1 3 3 1 1 3 1 3 ...
## $ Web.or.Phone       : Factor w/ 2 levels "PHONE","WEB": 1 1 1 2 2 2 2 2 1 2 ...
## $ Answered.by.specialist: Factor w/ 2 levels "0","1": 1 1 1 1 1 2 2 1 1 1 ...
## $ Holiday.Type       : Factor w/ 6 levels "A","B","C","D",...: 1 3 1 1 1 2 1 1 2 1 ...
## $ Accom.type         : Factor w/ 4 levels "grade1","grade2",...: 1 1 1 1 1 1 2 2 2 1 ...
```



```
## $ Dep.Airport      : Factor w/ 8 levels "Any Airport",...: 4 1 3 7 5 5 4 4 4 7 ...
## $ Lead.Time        : int   50 14 40 13 74 66 42 39 50 39 ...
## $ Destination      : Factor w/ 15 levels " AA Resort"," AB",...: 7 2 3 2 3 2 2 3 3 7 ...
## $ Duration         : num   14 10 14 14 14 14 10 14 13 14 ...
## $ Adults           : int    6 2 4 2 7 6 2 3 2 7 ...
## $ Children         : int    2 2 1 1 1 2 0 1 2 2 ...
## $ Transport.Type    : Factor w/ 3 levels "A","B","None Required": 1 3 1 1 1 1 3 2 2 1 ...
## $ Answered.Q       : Factor w/ 2 levels "NO","YES": 2 1 1 2 2 2 1 2 2 2 ...
## $ Notes.Completed  : Factor w/ 2 levels "NO","YES": 1 1 1 1 1 1 1 1 1 1 ...
## $ Title            : Factor w/ 5 levels "Dr","Miss","Mr",...: 4 4 4 4 3 4 4 2 4 4 ...
## $ Enquiry.Comments : Factor w/ 2 levels "NO","YES": 1 1 1 1 1 1 1 1 1 1 ...
## $ Booked.Status    : Factor w/ 2 levels "0","1": 2 2 2 1 1 1 1 1 2 1 ...
## $ EnquiryYear      : Factor w/ 2 levels "2017","2018": 1 1 1 1 1 1 1 1 1 1 ...
## $ EnquiryMonth     : Factor w/ 12 levels "1","2","3","4",...: 1 1 1 1 1 1 1 1 1 1 ...
## $ EnquiryDay       : int    1 1 1 1 1 2 3 3 4 4 ...
## $ EnquiryWeekday   : Factor w/ 7 levels "Friday","Monday",...: 4 4 4 4 4 2 6 6 7 7 ...
## $ DepYear          : Factor w/ 5 levels "2017","2018",...: 1 1 1 1 2 2 1 1 1 1 ...
## $ DepMonth         : Factor w/ 12 levels "1","2","3","4",...: 12 4 10 4 6 4 10 10 12 10 ...
## $ DepDay          : int    19 10 14 8 7 11 22 5 20 7 ...
## $ DepWeekday       : Factor w/ 7 levels "Friday","Monday",...: 6 2 3 3 5 7 4 5 7 3 ...
## $ Enquiry.Timecat   : Factor w/ 2 levels "Business_Hour",...: 1 1 1 2 2 2 2 1 1 1 ...
## $ Enquiry.Time_class : Factor w/ 3 levels "afternoon","morning",...: 1 2 1 2 2 3 3 3 2 2 ...
## $ DepartureSeason   : Factor w/ 4 levels "winter","spring",...: 1 2 4 2 3 2 4 4 1 4 ...
## $ Gender           : Factor w/ 2 levels "F","M": 1 1 1 1 2 1 1 1 1 1 ...
## - attr(*, ".internal.selfref")=<externalptr>
```

```
summary(data)
```

```
##           Allocated.Time Web.or.Phone Answered.by.specialist Holiday.Type
## Extremely Fast:242    PHONE:179      0:445                      A          :624
## Fast                :122    WEB  :738      1:472                      B          :130
## Slow                :553                                     C          : 26
##                                                            D          : 32
##                                                            E          :103
##                                                            RV Tour: 2
##
## Accom.type      Dep.Airport      Lead.Time      Destination
## grade1:331     MCH                :286      Min.      : 1.00      AC          :286
## grade2:452     Lon All            :271      1st Qu.: 29.00     AB          :213
## grade3: 51     Lon Gat            :130      Median : 47.00     JH Area    : 89
## None : 83      GG                : 59      Mean     : 48.65     AA Resort: 83
##                  OTHER           : 59      3rd Qu.: 65.00     DC Drive   : 48
##                  Any Airport: 39      Max.      :121.00     OTHER      : 47
##                  (Other)      : 73                (Other)    :151
##
## Duration      Adults      Children      Transport.Type
## Min.      : 1.00      Min.      :1.000      Min.      :0.0000      A          :460
## 1st Qu.:13.00      1st Qu.:2.000      1st Qu.:0.0000      B          :239
## Median :14.00      Median :3.000      Median :1.0000      None Required:218
## Mean     :13.38      Mean     :3.305      Mean     :0.8833
## 3rd Qu.:14.00      3rd Qu.:4.000      3rd Qu.:2.0000
## Max.      :28.00      Max.      :7.000      Max.      :5.0000
##
##                  NA's      :9
## Answered.Q Notes.Completed Title      Enquiry.Comments Booked.Status
## NO :447      NO :659      Dr : 4      NO :685      0:688
```

```
## YES:470    YES:258          Miss:116    YES:232          1:229
##
##          Mr   :371
##          Mrs  :385
##          Ms   : 41
##
##
## EnquiryYear EnquiryMonth EnquiryDay EnquiryWeekday DepYear
## 2017:443     1           :140   Min.    : 1.00   Friday   : 94   2017:120
## 2018:474     5           : 95   1st Qu.: 8.00   Monday   :140   2018:384
##              2           : 89   Median :16.00   Saturday :111   2019:358
##              4           : 89   Mean    :15.78   Sunday   :202   2020: 55
##              9           : 85   3rd Qu.:23.00   Thursday :112   2021: 0
##              6           : 73   Max.    :31.00   Tuesday  :123
##              (Other):346          Wednesday:135
## DepMonth    DepDay      DepWeekday Enquiry.Timecat
## 8           :224   Min.    : 1.00   Friday    :124   Business_Hour:685
## 10          :125   1st Qu.: 7.00   Monday    :143   Closed        :232
## 7           :116   Median :15.00   Saturday  :176
## 4           : 85   Mean    :15.14   Sunday    : 90
## 9           : 80   3rd Qu.:22.00   Thursday  :114
## 5           : 78   Max.    :31.00   Tuesday   :127
## (Other):209          Wednesday:143
## Enquiry.Time_class DepartureSeason Gender
## afternoon:291      winter: 74      F:542
## morning :536      spring:211      M:375
## night   : 90      summer:391
##              fall  :241
##
##
##
```

Minor changes (convert Duration to an integer)

```
data$Duration<-as.integer(data$Duration)
```

Save the cleaned data as a csv

```
write.csv(data,file='ReadyforModelling.csv')
```