

# Select Hotel and Year

City Hotel

Resort Hotel

2015

2016

2017

## Booking's Status

**119,390**

TotalBooking

**44,224**

Cancellations

**75,166**

Total Successful ...

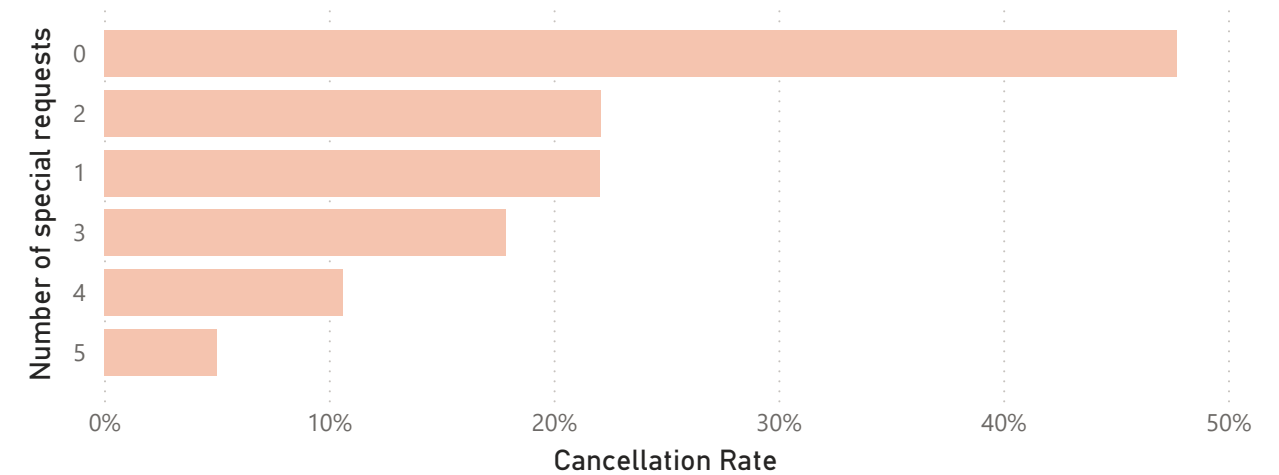
**37%**

CancellationRate

**1,207**

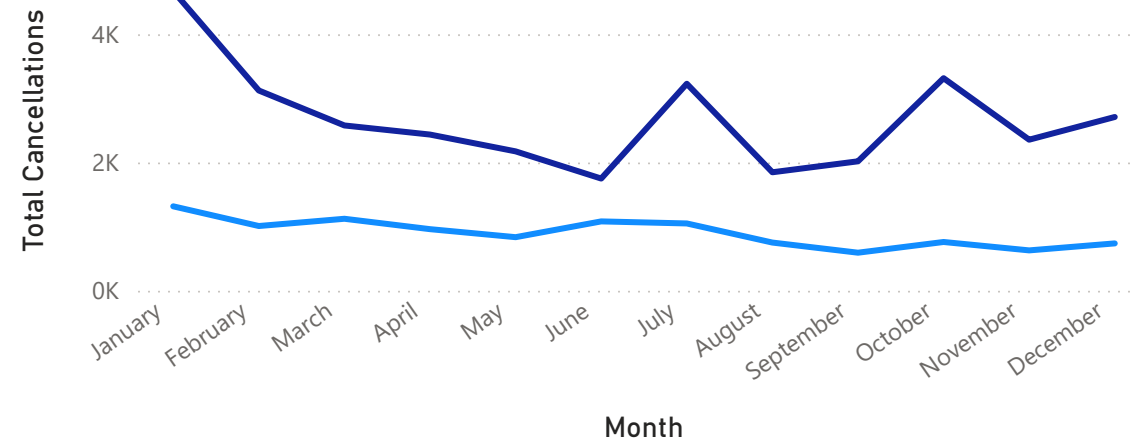
No Shows

## Special Request and it's effect on Cancellation Rate

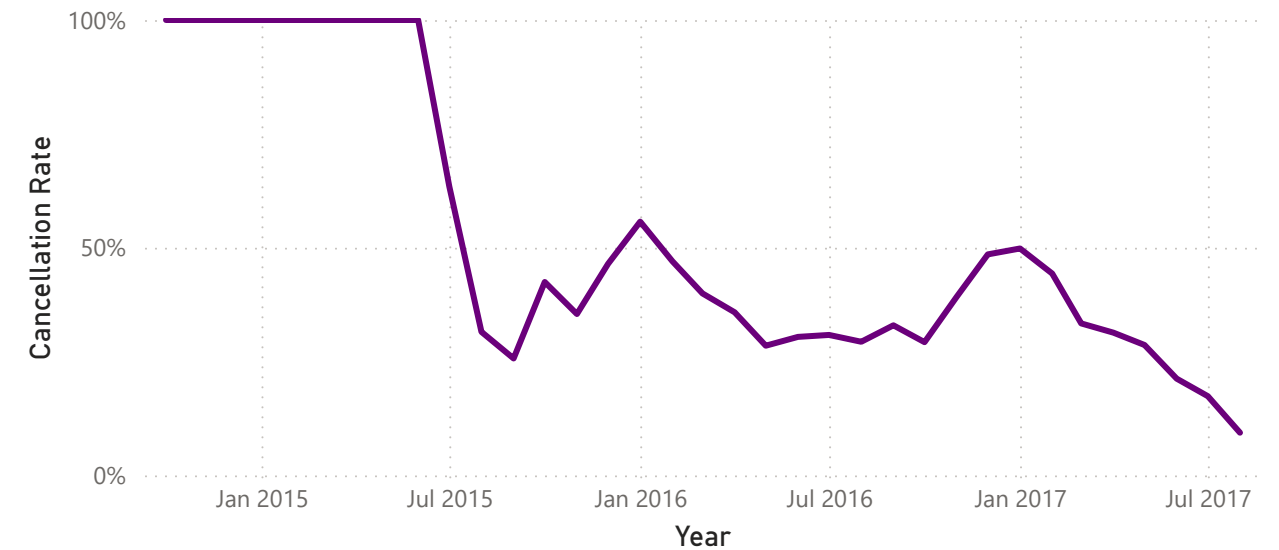


## Total Cancellations by hotel type

Hotel ● Resort Hotel ● City Hotel



## Cancellation Rate over time



# Choose a Customer Type

- ^

Agent

Contract

Group

Transient

Transient-Party
- ^

Company

Group

Transient

Transient-Party
- ^

Self\_Booking

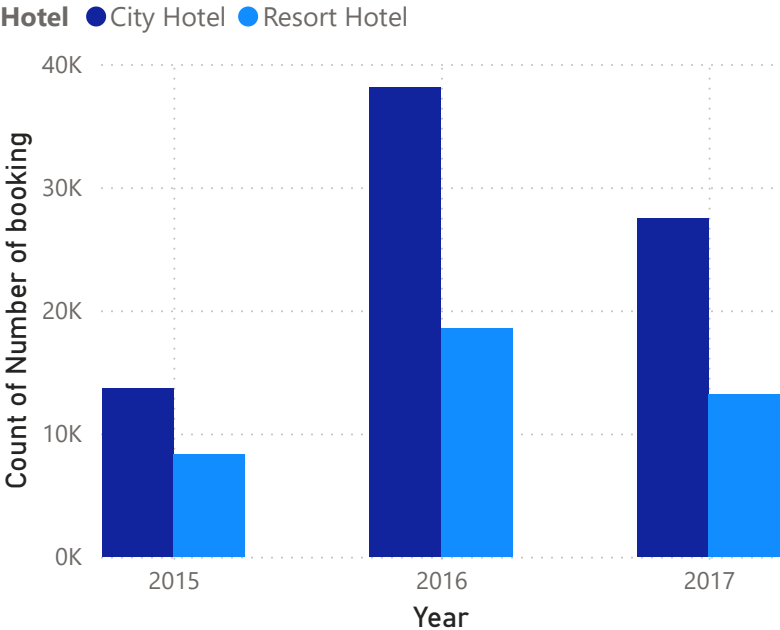
Contract

Group

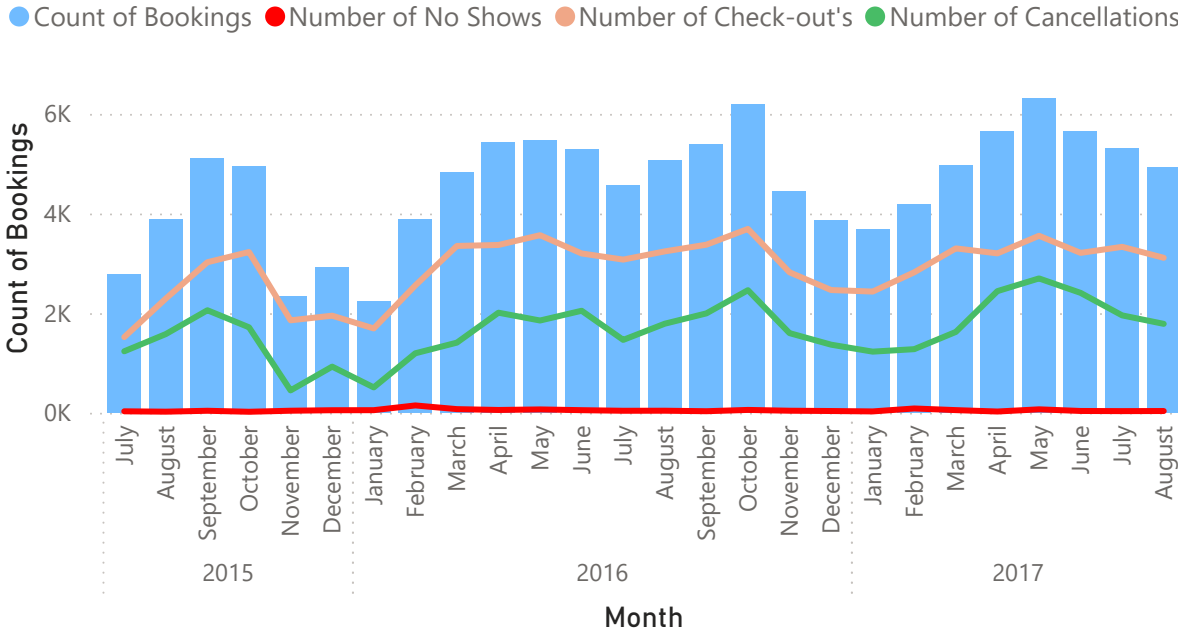
Transient

Transient-Party

Number of bookings by Year and Hotel



Count of Booking per reservation Status



Year	Month	Country	Number of Cancellations	Number of Check-out's	Number of No Shows	Hotel	Count of Number of booking
2015	September	PRT	1480	785	28	City Hotel	2293
2015	October	PRT	1295	901	10	City Hotel	2206
2016	June	PRT	1234	650	13	City Hotel	1897
2017	May	PRT	1199	319	34	City Hotel	1552
2015	August	PRT	1104	429	15	City Hotel	1548
2016	May	PRT	921	577	33	City Hotel	1531
2016	October	PRT	1116	298	21	City Hotel	1435
2016	April	PRT	877	531	18	City Hotel	1426
2016	September	PRT	929	411	10	City Hotel	1350
2017	June	PRT	1020	305	16	City Hotel	1341
2015	July	PRT	869	410	21	City Hotel	1300
Total			43017	75166	1207		119390

The presentation provides an analysis of hotel booking data, highlighting key trends and insights. It begins with an overview of the total bookings, cancellations, and no-shows, noting that 37% of bookings were canceled. A bar chart shows that guests with no special requests are more likely to cancel, whereas those with multiple requests tend to stick with their reservations. Resort hotels experience higher cancellation rates, particularly in July and August. Over time, cancellation rates have decreased since 2015. Analysis of customer types reveals more bookings for resort hotels in 2016, with city hotel bookings remaining steady. Monthly booking trends align with seasonal patterns, showing increased bookings and cancellations in the summer. Detailed monthly data further supports these insights, emphasizing the importance of special requests and the declining trend in cancellations over time, aiding hotels in improving customer service.

[https://youtu.be/bf08c\\_aVurs](https://youtu.be/bf08c_aVurs)