

Feedback Retrieval System for Hotels

ABSTRACT

Feedback retrieval system for hotels basically helps all the hotels to collect feedback from people. The user enters his details first and checks the information of the hotel and gives the feedback in form of suggestions and rating. The user will also post the complaints which will be further improved by the management of the hotels.

Users can also view the feedbacks given for other hotels and choose the hotels.

REQUIREMENT SPECIFICATION:

This database consists of 4 Entities namely Persons, Hotels, Services, Feedback and 3 relationships i.e.,

Person: entity set contains the information of the person who gives feedback.

Attributes: pid NUMBER(primary), name VARCHAR, contact NUMBER(10), mail VARCHAR2(20).

Hotels: It is an entity set which contains the information of all the hotels.

Attributes: Name VARCHAR2(10), Hid(PRIMARY) NUMBER(2), contact NUMBER(10), address VARCHAR2(30).

Services: It is an entity which provides the information of services provided by the Hotel.

Attributes: hid NUMBER(2), sid NUMBER(5), rooms VARCHAR2(100), food VARCHAR2(100), gamezone VARCHAR2(100), ambience VARCHAR2(100).

Feedback: It helps in collecting the feedback from persons.

Attributes: fid(primary) NUMBER(3), complaints VARCHAR2(100), suggestions VARCHAR2(100), rating VARCHAR2(100).

Cardinalities:

1. Checks: Person checks the information of hotels.

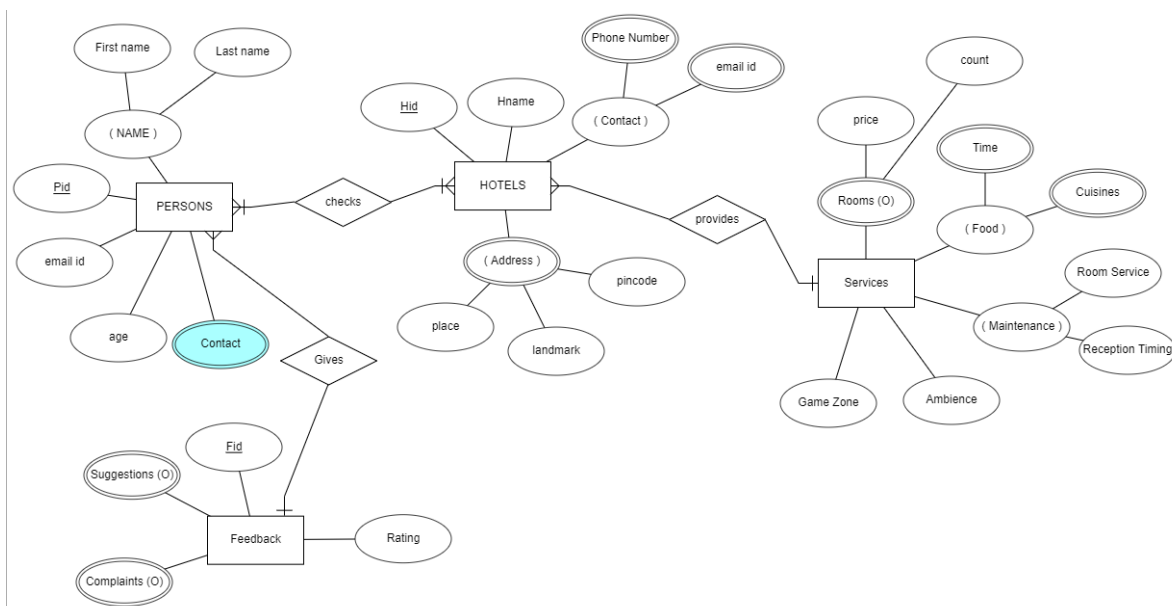
2. Provides: Services provided by the hotel.

3. Gives: Feedback given by the user for a particular hotel.

The cardinalities are Person(Many)-hotels(Many), Person(one)-feedback(many).

This helps the organisation to improve their hotels.

ER DIAGRAM:



DBMS ASSIGNMENT-1

FEEDBACK RETRIEVAL SYSTEM FOR HOTELS

DML COMMANDS :

```
Run SQL Command Line
SQL> select * from gives
2 ;

      PID      FID      HID
-----
      1         1         1
      1         2         2
      1         3         3
      2         4         4

SQL> select * from feedback;

      FID
-----
SUGGESTIONS
-----
COMPLAINTS
-----
      RATING
-----
      1
could change the timings
improve the room service
      8

      FID
-----
SUGGESTIONS
-----
COMPLAINTS
-----
      RATING
-----
      2
could increase the food items
nothing
      9

      FID
-----
```

```
Run SQL Command Line
SQL> select * from services;

      HID ROOMS
-----
FOOD
-----
GAMEZONE
-----
MAINTENANCE
-----
      1 ac and non ac
breakfast 07:00 am to 10:00 am ,lunch 12:00pm to 2:00 pm
yes
24 hours reception availability

      HID ROOMS
-----
FOOD
-----
GAMEZONE
-----
MAINTENANCE
-----
      2 delux and super delux
breakfast 06:00 am to 11:00 am ,lunch 12:00pm to 15:00 pm
YES
24 hours reception availability And every day room service

      HID ROOMS
-----
FOOD
-----
GAMEZONE
-----
MAINTENANCE
-----
      3 20 ac 50 non ac rooms
breakfast 06:00 am to 11:00 am ,lunch 12:00pm to 15:00 pm
no
```

DBMS ASSIGNMENT-1

FEEDBACK RETRIEVAL SYSTEM FOR HOTELS

```
Run SQL Command Line
SQL> select * from gives
2 ;

      PID      FID      HID
-----
        1         1         1
        1         2         2
        1         3         3
        2         4         4

SQL> select * from feedback;

      FID
-----
SUGGESTIONS
-----
COMPLAINTS
-----
RATING
-----
        1
could change the timings
improve the room service
        8

      FID
-----
SUGGESTIONS
-----
COMPLAINTS
-----
RATING
-----
        2
could increase the food items
nothing
        9

      FID
-----
```

DDL COMMANDS :

```
Run SQL Command Line
SQL*Plus: Release 11.2.0.2.0 Production on Tue Feb 11 19:22:54 2020
Copyright (c) 1982, 2010, Oracle. All rights reserved.

SQL> conn keerthana/vasavi
Connected.
SQL> create table person(pid number,name varchar2(20)
2 ),contact number(10),email varchar2(20));
Table created.

SQL> create table checks(pid number,hid number);
Table created.

SQL> create table hotels(hid number,hname varchar2(20),email_id varchar2(20),contact number(10),address varchar2(30));
Table created.

SQL> create table provides(hid number;
create table provides(hid number
ERROR at line 1:
ORA-00907: missing right parenthesis

SQL> create table provides(hid number,sid number);
Table created.

SQL> create table feedback(fid number,suggestion varchar2(100),complaints varchar2(100),rating number(2));
Table created.

SQL> create table gives(pid number,fid number,hid number);
Table created.

SQL> create table services(hid number,rooms varchar2(50),food varchar2(100),gamezone varchar2(20),maintenance varchar2(100));
Table created.

SQL>
```

DBMS ASSIGNMENT-1

FEEDBACK RETRIEVAL SYSTEM FOR HOTELS

```
Run SQL Command Line
SQL> select * from provides;

no rows selected

SQL> insert into provides(&hid,&sid);
Enter value for hid: 1
Enter value for sid: 1
old 1: insert into provides(&hid,&sid)
new 1: insert into provides(1,1)
insert into provides(1,1)
*
ERROR at line 1:
ORA-00928: missing SELECT keyword

SQL> insert into provides values(&hid,&sid);
Enter value for hid: 1
Enter value for sid: 1
old 1: insert into provides values(&hid,&sid)
new 1: insert into provides values(1,1)

1 row created.

SQL> insert into provides values(&hid,&sid);
Enter value for hid: 2
Enter value for sid: 2
old 1: insert into provides values(&hid,&sid)
new 1: insert into provides values(2,2)

1 row created.

SQL> insert into provides values(&hid,&sid);
Enter value for hid: 3
Enter value for sid: 3
old 1: insert into provides values(&hid,&sid)
new 1: insert into provides values(3,3)

1 row created.

SQL> insert into provides values(&hid,&sid);
Enter value for hid: 3
```

Activate Windows
Go to Settings to activate Windows.

Type here to search

13% 19:15 11-02-2020