

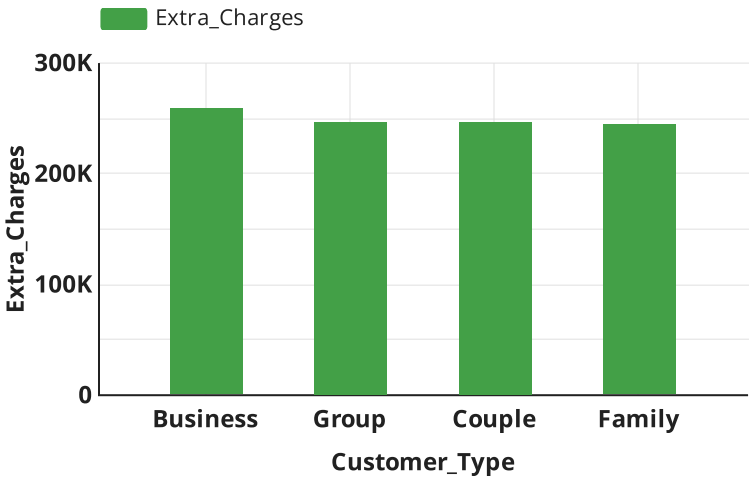
Extra Charges Contribution:

Extra services (meals, spa, parking, etc.) generated up to \$300K+ across customer types.

Business customers & Groups contribute the most in extra charges, while Families & Couples contribute less.

This suggests corporate packages & group events drive ancillary revenue hotels should expand premium add-ons for these segments.

EXTRA CHARGES CONTRIBUTION

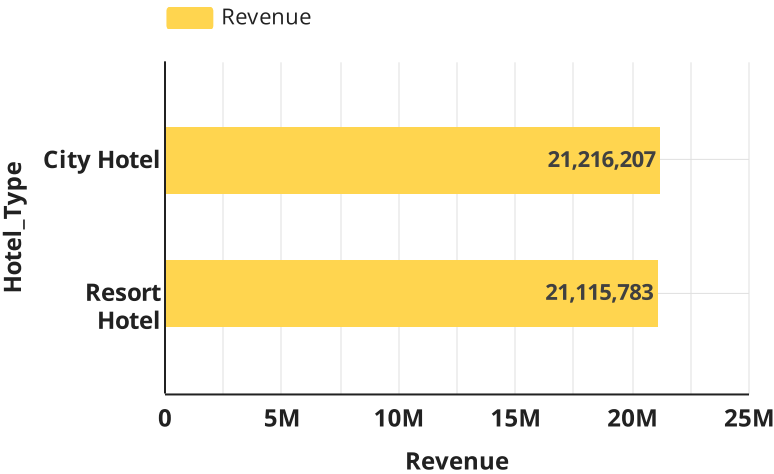


City vs Resort Comparison:

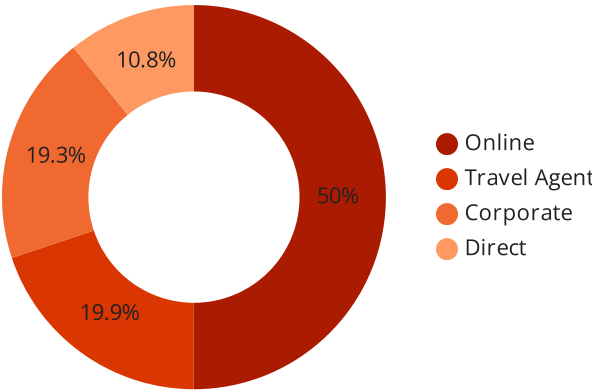
City Hotels & Resort Hotels a \$21.2M & \$21.1M revenue.

The near 50-50 revenue split shows both hotel types are equally profitable.

CITY HOTEL VS RESORT COMPARISON



BOOKING CHANNEL REVENUE SPLIT



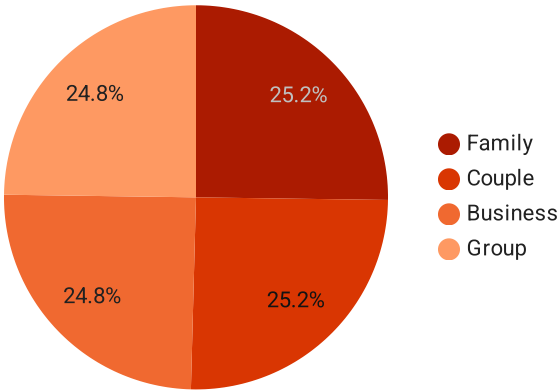
Booking Channels:

Online channels dominate with 50% of total revenue.

Travel Agents & Corporate bookings contribute ~20% each, while Direct bookings lags at 11%.

Recommendation: strengthen direct booking campaigns (loyalty programs, website offers, etc) to reduce reliance on online intermediaries which could save us lots of money.

CUSTOMER TYPE BY STAY DURATION

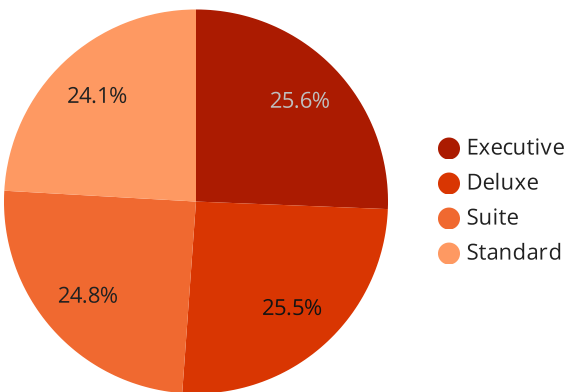


Customer Segments:

All four customer types (Family, Couple, Business, Group) are evenly split at ~25% each.

This balance indicates a healthy, diversified customer base with no single segment dominating.

ROOM TYPE OCCUPANCY



Room Type Performance:

Executive (25.6%) & Deluxe (25.5%) rooms drive the most occupancy.

Suite & Standard rooms are slightly lower but still evenly distributed.

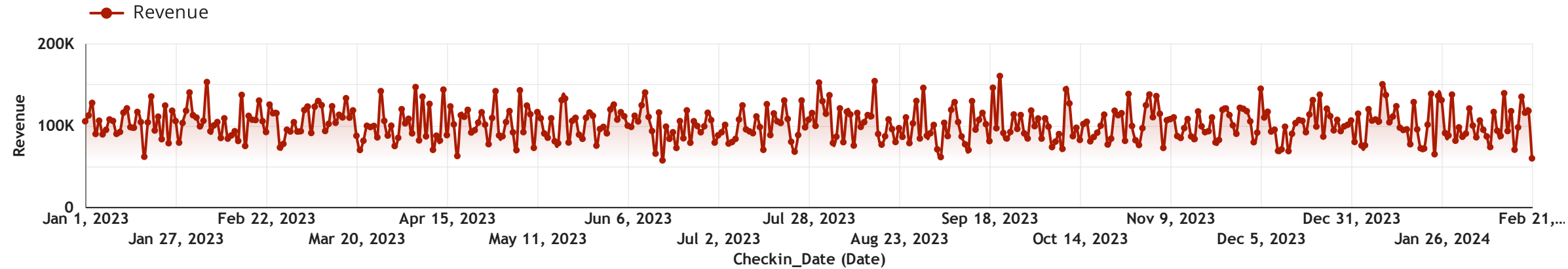
Insight: Hotels are not overly reliant on 1 room type, which balances revenue risk.

TOP 10 COUNTRIES BY REVENUE

DETAILED TABLE WITH FILTERS

			Global Hotel Performance Analysis - Q3 2023						
Regional Performance Overview			Detailed Booking Data						
Country		Revenue	Booking_ID	Country	Hotel_Type	Room_Type	Rooms_Booked	Length_of_Stay	Revenue
1.	UAE	4.4M	BKG3072	UK	Resort Hotel	Executive	3	4	1.9K
2.	Brazil	4.4M	BKG160	USA	Resort Hotel	Deluxe	3	1	688
3.	USA	4.3M	BKG499	Germany	City Hotel	Executive	3	2	2K
4.	China	4.3M	BKG896	UK	Resort Hotel	Standard	3	7	6.6K
5.	France	4.3M	BKG576	China	Resort Hotel	Standard	3	3	3.9K
6.	India	4.2M	BKG5120	India	Resort Hotel	Executive	3	5	7.2K
7.	UK	4.2M	BKG2816	France	Resort Hotel	Suite	3	6	5.8K
8.	Canada	4.1M	BKG8202	Canada	Resort Hotel	Suite	3	12	12.2K
9.	Australia	4.1M	BKG3328	Canada	City Hotel	Standard	3	13	18.2K
10.	Germany	4M	BKG7294	Brazil	Resort Hotel	Suite	3	5	5.2K
Grand total		42.3M	BKG60	UK	City Hotel	Executive	3	1	1.3K
			BKG8704	China	City Hotel	Deluxe	3	13	2.3K
			BKG4471	UAE	Resort Hotel	Suite	3	4	735
			BKG2432	UK	Resort Hotel	Standard	3	2	2.9K
			BKG8663	China	Resort Hotel	Standard	3	3	2.5K
			BKG5376	Germany	City Hotel	Suite	3	8	9.9K
			BKG77	China	Resort Hotel	Suite	3	5	7.3K
			BKG5888	France	City Hotel	Suite	3	5	955
			BKG5857	UK	Resort Hotel	Executive	3	2	1.8K
			BKG25	Canada	Resort Hotel	Deluxe	3	14	9.8K
			BKG3820	UAE	City Hotel	Deluxe	3	2	2K
			BKG108	India	Resort Hotel	Standard	3	7	10.1K
			BKG7318	Germany	City Hotel	Suite	3	14	3.8K
Grand total							20K	74.7K	42.3M
							1 - 10000 / 10000		

REVENUE BY MONTH



Revenue by Month (Trend Analysis):

Revenue peaked strongly in January (\approx \$200K), aligning with the high occupancy that month.

From March onwards, revenue declined sharply & then stabilized around \$100K per month, showing a clear seasonal dip.

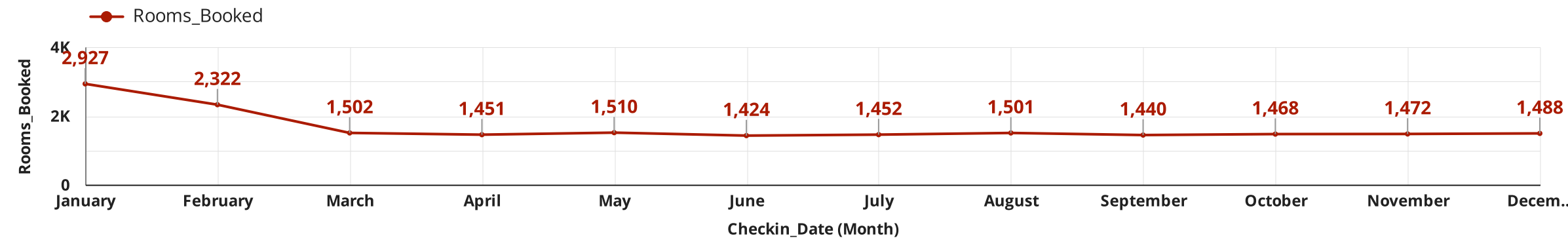
The end-of-year months (Oct-Dec) did not recover to January's highs, suggesting demand is front-loaded in the year.

Seasonal Trends:

Peak occupancy in January (2,927 rooms) gradually declined, stabilizing around ~1,400-1,500 rooms booked per month.

Revenue also peaked early in the year, then flattened, suggesting seasonality in demand (likely holiday vs off-season).

OCCUPANCY TREND



The dashboard shows 28% cancellations.

Recommendation: Investigate whether cancellations are concentrated in certain channels (e.g., Online) (or) regions & consider stricter deposit/refund policies.

Suggested Business Recommendations:

- 1. Boost Direct Bookings to reduce reliance on Online aggregators.
- 2. Explore seasonal promotions to stabilize revenue in off-peak months.
- 3. Introduce flexible cancellation policies with penalties to manage the 28% cancellation rate.
- 4. Target high-performing regions (UAE, Brazil, USA, China, France) with tailored marketing campaigns.
- 5. Keep balancing City vs Resort offerings, as both show nearly equal performance.
- 6. Run seasonal promotions in off-peak months to maintain cash flow.
- 7. Offer corporate packages/business incentives mid-year, when leisure demand is lower.
- 8. Optimize staffing and resources in low-revenue months to control costs.
- 9. • City Hotels are steady year round business (corporate + short stays) while Resorts are more seasonal, tied to vacations & leisure try maintain balanced marketing across both segments.
- 10. Invest in seasonal promotions for Resorts while ensuring corporate loyalty programs keep City Hotels stable.