

Grenada is one of the gems of the Caribbean. Annually, thousands of visitors visit with the expectation of experiencing the best that the island has to offer. There are numerous locations/sites that these visitors place on their bucket list. However, most of these sites are not very well documented. Consequently, to be able to truly experience this destination necessitates that you register for guided tours.

Spice Isle Tours (SIT) provides some of the best guided tours on island. They have recently experienced exponential growth and demand for their services due to their very experienced tour guides and the rave reviews they receive. With such business growth, and they have hired you to develop an information system to assist them.

The following describes the company's operations:

- SIT offers many different tours. For each tour, the tour name, approximate length (in hours), and fee charged is needed.
- Every tour must be designed to visit at least three locations. For each location, a name, type, address, and official description are kept. Some locations are visited by more than one tour, while others are visited by a single tour. All locations are visited by at least one tour. The order in which the tour visits each location should be tracked as well.
- Guides are identified by an employee ID, but the system should also record a guide's name, home address, and date of hire.
- To ensure a quality tour experience, each guide must pass a test for each destination to be certified for that destination. The certification lasts for three years after which they must be recertified by sitting another exam. It is important to know which guides are qualified for which location and the date that they completed each qualification test. A guide may be certified for many different locations. A location can have many different qualified guides. New guides may or may not be qualified for any location just as new locations may or may not have any qualified guides as yet.
- When a tour is actually given, that is referred to as an "outing." SIT schedules outings well in advance so they can be advertised and so employees can understand their upcoming work schedules. A tour can have many scheduled outings, although newly designed tours may not have any outings scheduled. Each outing is for a single tour and is scheduled for a particular date and time. All outings must be associated with a tour.
- All tours at SIT are guided tours, so a guide must be assigned to each outing. Each outing has one and only one guide. Newly hired guides may not have ever been scheduled to lead any outings. A guide must be certified for each location in an outing to be assigned to that outing.
- Tourists, called "clients" by SIT, pay to join a scheduled outing. For each client, the name, telephone number and email are recorded. Clients may sign up to join many different outings, and each outing can have many clients. Information is kept only on clients who have signed up for at least one outing, although newly scheduled outings may not have any clients signed up yet. Upon finishing each outing, clients are asked to leave a rating (out of five) and a review.

These are collected to inform management decisions about profitable tours and also to measure employee performance.

Possible Specifics of the Project

- Payroll
- Tour performance
- Employee appraisals