# Part 1: Database Planning

## Section A

Mission of The Hearth Fire Hotel.

The mission of our hotel is to provide outstanding lodging facilities and services to our guests. Our hotel focuses on individual business and leisure travel, as well as travel associated with groups meetings. We emphasise high quality standards in our rooms and food and beverage divisions. We provide a fair return on investment for our owners and recognise that this cannot be done without well trained, motivated and enthusiastic employees.

Objectives of the Hotel.

* Increase the occupancy level of the hotel.
* Increase satisfaction of the guests living in the hotel.
* Decrease employee turnover.
* Reduce the check-in and check-out times.
* Increase the rating of the hotel to world class.

## Section B

The database needs to help the sales department to maintain any transactions that bring in income to the hotel. This areas are the bar and restaurant, giftshop and the reception where the check-in and check-out. The database should contain a list of all guests and rooms. The items from the restaurant, bar and giftshop and the orders from the three location. The management will require access to room occupancy and orders made, income received and the stock level of the gift shop, bar and restaurant.