

Problem Statement:-

In recent years, City Hotel and Resort Hotel have seen high cancellation rates. Each hotel is now dealing with a number of issues as a result, including fewer revenues and less than ideal hotel room use. Consequently, lowering cancellation rates is both hotels' primary goal in order to increase their efficiency in generating revenue, and for us to offer thorough business advice to address this problem.

Questions:-

- 1) hotel booking cancellation rate in both hotels.
- 2) the cancellation rate in particular hotels.
- 3) Average daily rates in both hotels by the date.
- 4) check the consistency of avg. daily rate
- 5) month wise cancellation rate of hotel booking
- 6) check the avg daily rates by the months.
- 7) country wise hotel booking cancellation ratio.
- 8) Reservation canceled by the Market Segments.

"conclusion"

After the overall analysis we find some issues:

1. we need to focus towards the city hotel because hotels daily rates are not flexible by the time, we need to fix that.
2. the branch of the hotel in PRT country attention must needed, large number of cancellations are having in that country.
3. the service and facilities must be improve because our nearly 50% bookings are online, but 25% from that are canceled these bookings.
4. when our daily rate are high that time multiple peoples are canceled there booking.
5. In January And December shows highest cancellation ratio. its more than the bookings.