

The harjass hotel



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**Introduction**

The Harjass Hotel project is the project that determines the database of people who uses the hotel and how they wanted to use it again based on satisfaction, customer statistic and the income per month. We create a dashboard to make things easier for manager to look at the board and instantly know what the user needs from the summery that we give and what the current income is comparing to the past to see the improvement of the company.

The main goal of this project is to give the outlook of which type of room, in which season and where gives the most profit while knowing what to improve and what to keep in the company.

Contents

[Contents 3](#_Toc430813)

[The Statistic 3](#_Toc430814)

[Summary of the Income 3](#_Toc430815)

[Income per Category 4](#_Toc430816)

[Bookings 4](#_Toc430817)

[Customer Satisfaction 5](#_Toc430818)

[Difficulties and Solutions 5](#_Toc430819)

[Conclusion 6](#_Toc430820)

[References 7](#_Toc430821)

# Contents

## The Statistic

Our group does the statistic based on the customer counts and the main country they come from. The country with most visitors will also be mentioned into additional bar to be seen easier on which country they came from. As for the reason they stay here, we create the chart showing how our customer find us whether it’s by ads, friend referral, search engine or other kind of stuffs. We also give the amount of room type available in the hotel to show which room is available right now making it easier for the manager to know which room type is the most popular at that moment. For the last of the statistic, we gave out the promotion codes whether it’s for referral, long time stay or a long-time customer. The code will be given and noted into our database so we can know which coupon type we gave so we can take the cost into account.

## Summary of the Income

For the manager, this is the most important thing that they would want to know. We set the hotel month and year and the information of each month in the area of income, spending and the total profit of that month or year into the line graph. The importance of this graph is the manager would know which month invested the most benefit, which month have the least profit or even a profit loss and which month is in the middle between growing and declining. Our focus is the three big numbers on the top showing the income, spending and the profit from each month, making it easy for the manager to see the total amount of money. As for the graph, it was used to show exactly on which month we gain the most money and which month we lose the most, allowing the manager to improve the hotel in order to gain more customers.

## Income per Category

Just a total income is not enough to be shown that the hotel is doing fine. Continuing from the previous category which we give a summary of in which area our hotel was gathering the most money out of it, we sort them into category here.

First, we investigate the average and the highest. We came up with five categories which is Customer bookings, souvenir shop sales, the hot spring spa and others (Misc). In each of the category, we give the average income per month showing which category gathered how much money and compare them to the first and previous month to see if we are making a profit or a loss. As for average spending, we have the same mechanic by setting the category on the chart, putting number on it and show the spending comparing to the last month and the first month.

Next, we put the total income per category. As for average we only do month to month, we are doing a yearly summary on the total. We make the number easier to see by setting it left to right and top to bottom, allowing the manager to see what is the area which gathered the most money and which is the area which took the most money. The one which is the main area for the income could be used for improvement as it shows that they are the area customer loves and the area which make more loss than money could use less spending as it seems that customers does not get an interest in those areas.

## Bookings

For the hotel, booking is the most important area as they are the indicator of the customer coming to your service and ensuring money whether they are coming or not as they already put the money into the hotel to book a room already. The room that we offered are single, double, suite and twin rooms. For the information, we set it as usual by giving it a yearly summary of the number of room being booked and a bar chart showing the booking of each months, making it easier to see which month there is the most customer and which month there is the least amount of customer.

## Customer Satisfaction

Just like the university having evaluation system, we also have satisfaction system. Our system surveys the customer in an easy way by asking the customer to rate between one to five, from lowest to highest on the staff service, room cleanliness, facility cleanliness, staff friendliness, food quality and the number of services (facility) availability and as usual, they are rated monthly and yearly (or overall if nothing is checked).

More than just a customer satisfaction in an average star, we also sort total score by category to know which of the thing about the hotel that the customer like the most and which of the thing that the customer like the least. The area the customer like most could be kept that way while what the customer like the least must be improved immediately.

# Difficulties and Solutions

Just like any other stuffs, we have difficulties and some of them have solution to it. The first area is the limited information that we can get, we tried to find the data and extract them off the information getting the most reportable information as possible. Second is the booking area, the hotel no longer has the information of which rooms are being booked so we could not find the information to get. Our solution is we leave the chart as same color as we have no idea how many rooms were booked at that moment, which can be changed later if the manager sees the worth of the chart and demand a record of the room types in booking.

# Conclusion

The project was not easy as our source of information relies on one internship student. We created a dashboard according to the information we gained by using customer number per month, the money in and out and the satisfactory into many factors and ended up with the information we have presented right now. As for the summary of the dashboard, we have the dashboard working fine and if the manager would like to see the exact number in each stuff, they could hover their mouse over to the place they wanted to see, and the number will show for them. The number was made in million because if there would be anything to present, it would be easier for the presenter to present in million rather than exact numbers and would also save time.

# References

Ugale, A. (2019, January 12). The Hotel Information. (P. Tanupatrasakul, Interviewer)