

Datenbankprojekt : Reisebüro/Travel agency

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May 17, 2021

Project description

Our project aims to implement a (very) simple customer relationship management database for a travel agency. Several travel agencies employ collaborators. These employees sell trips to customers. In our example, the trips are organized trips. They also have a begin date, a duration, a price and a category. The category can be e.g. cruise, road trip, safari, ...

Queries examples

Christian

1. make a list of all employees.
2. make a list of all employees working for a particular agency.
3. count the number of trips sold by an employee.
4. which employee has sold the highest number of trips.
5. sum the sales made by an employee
6. make a list of the clients.
7. determine the preferred paiement method of the clients.
8. determine the preferred contact method of the clients.
9. make a list of the trips.
10. make a list of the trips for a particular category.
11. make a list of the clients who have reserved a trip.
12. for each category, list all the reservation made by clients.
13. determine for a sale, if the paiement is complete.

Oliver

1. Make a list of all trip themes (e.g. mountains, city, beach, countryside)
2. Make a list of all destination countries = locations (e.g. Switzerland, Spain, Italy, France, USA)
3. Make a list of all trips suited for a specific customer group (e.g. families, couples, singles)
4. Make a list of all accomodation types (e.g. hotel, vacation homes)
5. List all destinations (e.g. Mallorca, London, Turkey, Florida) sorted by popularity
6. List all employees and the number of trips they have sold in the last 12 months
7. List number of trips sold online and offline (i.e. sold in a travel agency)

8. List most popular months of travel (e.g. more trips in July than in November)
9. List popular destinations per month of travel (e.g. July: Spain, Italy; December: Switzerland)
10. What is average duration/price/number of persons of a trip?
11. What type of accommodation/transport/activity types are most popular?
12. Do more experienced employees sell more trips?
13. What is the preferred type of payment for trips?

Rachid

1. Wer hat wie viele Reisen gebucht?
 2. Welche Übernachtungsmöglichkeit ist in welcher Saison beliebt bzw. unbeliebt?
 3. Häufigste Zahlungsmethode?
 4. Welcher Angestellter hat am meisten Reisen verkauft?
 5. wie viele Reisen wurden durchschnittlich in jeder Saison gebucht?
 6. Welche Kunden sind säumige Zahler?
 7. Welches Transportmittel wird am meisten/wenigsten benutzt?
 8. Welches Reiseziel ist das beliebteste/unbeliebteste?
 9. Alle Kunden, die in der selben Saison dasselbe Reiseziel haben.
 10. Alle Reisen, die entweder ohne Transportmittel oder Übernachtung gebucht worden sind.
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On the next page, you find the ER-Diagram of this project.

ER-Diagram

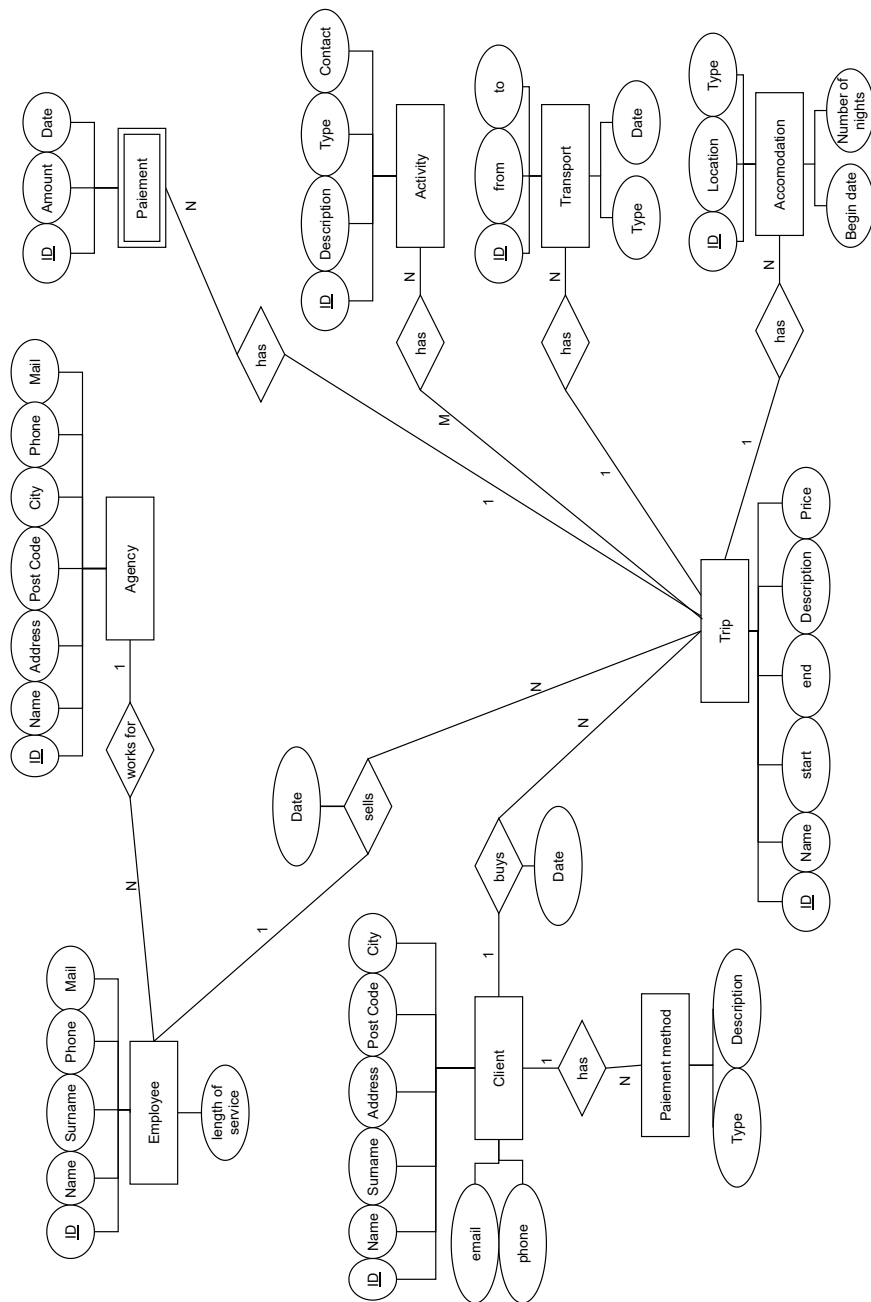


Figure 1: Travel agency ER-Model