

Performance Analysis and Recommendations

Performance Summary:

- "DIRECT ONLINE" Booking type excelled with \$167 million in revenue and a REVPAR of 724, indicating strong performance.
- "TRIPSTER" had the lowest revenue at \$121 million and a realization rate of 69%, suggesting room for improvement.

Recommendations:

1. Pricing and Revenue Optimization:

- a. Maintain stable occupancy rates but aim for slight improvements to boost revenue.
- b. Analyse differences in realization rates and adjust pricing or strategies accordingly.
- c. Assess room demand by journey type and adjust pricing and allocation accordingly.

2. Customer Segmentation:

- a. Segment customers based on preferences to enhance the guest experience and increase revenue.
- 3. Continuous Monitoring:
- a. Continuously monitor revenue and adjust strategies based on data.
- 4. Competitive Benchmarking:
- a. Benchmark against competitors to inform pricing and marketing decisions.

Strategies for "DIRECT ONLINE" Success:

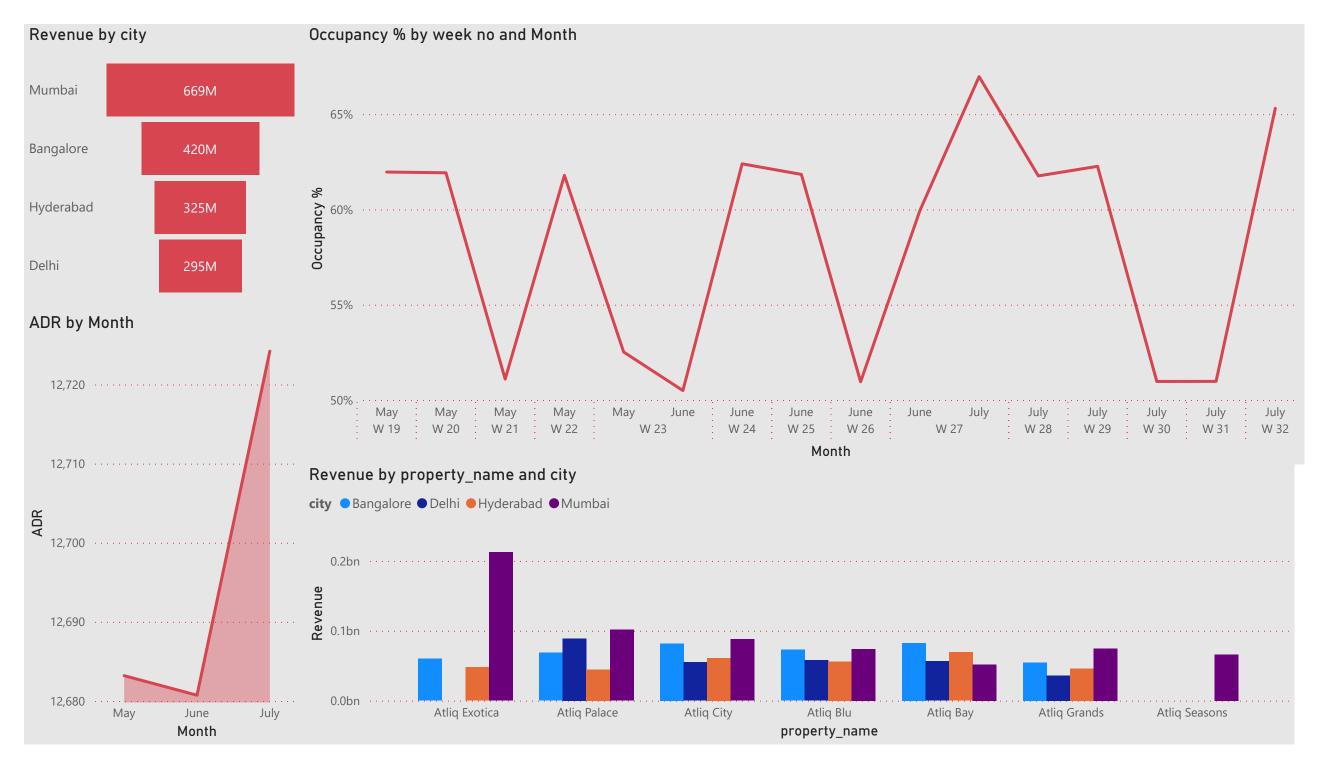
- 1. Replicate successful hotels by investing in online presence and dynamic pricing.
- 2. Implement an Effective Online Presence.
- 3. Develop a Pricing Strategy.
- 4. Tailor Marketing for Market-Specific Audiences.
- 5. Foster Local Partnerships.
- 6. Create Promotions and Packages.
- 7. Enhance the Guest Experience.
- 8. Collect and Act on Customer Feedback.

Strategies for "TRIPSTER" Improvement:

- 1. Tailor marketing and promotions for distinct Mumbai and Delhi markets.
- 2. Enhance the guest experience through feedback and staff training.
- 3. Utilize data for pricing optimization and market analysis.
- 4. Apply Data-Driven Decision-Making.
- 5. Leverage Revenue Management Tools.
- 6. Conduct Market Analysis.
- 7. Strategically Promote High-Performing Hotels.
- 8. Consider Special Recognition for outstanding performance.

Overall Strategy:

- 1. Promote high-performing hotels within the "JOURNEY" category for attention and bookings.
- 2. Collaborate with industry peers, share best practices, and monitor performance for long-term success.



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