

Storage & Retrieving Data

MASTER'S DEGREE PROGRAM IN DATA SCIENCE
AND ADVANCED ANALYTICS

Chain Hotel Booking System ERD

Group 42

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Introduction

This report presents the definition of the business process of a Hotel Chain Booking System and visual representation that depicts the relationships between structured data groups that are the backbone of a hotel reservations system. It consists of subject areas such as customers, reservations, rooms, and payments, along with their data types, attributes, and properties.

The Business Process

- Customers can book one or more rooms at each time, from several hotels belonging to three different Hotel Chains.
- In order to book a room, customers need to provide their full names, phone numbers, date of birth, email, city and country of origin.
- Customers can select what Hotel they wish to stay at, at a specific rate.
- For a room to be booked the customer needs to select the period of their intended stay.
- When a room is booked the time and date of the reservation made is stored.
- After checkout customers may give a rating from 1 to 5 regarding their stay and leave a comment about it.
- Payments may be made by cash, card or bank transfer.
- Rooms differ on price, floor number it is located at, type and commodities available.
- At the time of the booking, the prices for each room may vary with the rate period or discounts applied.
- Invoices and booking confirmation are sent to the customers by email.

The Entity Relationship Diagram