



UNDERSTANDING HOTEL CUSTOMERS

Created By:

Vedha Priya Kumaresan

Pabitra Kumar Pradhan

Ujwal Kesharwani

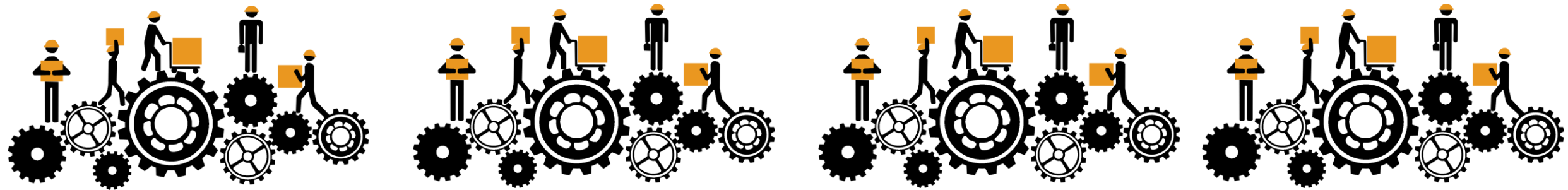
AGENDA

Objective

- Background
- Key Findings
- Recommendations

Appendix:

- Data Attributes
- Data Methodology
- Data Assumptions



OBJECTIVE

- Identify high-potential hosts and target them for acquisition.
- Analyze customer behavior and preferences to identify profitable neighborhoods and properties.
- Develop property adjustment recommendations to improve customer satisfaction and revenue.
- Provide recommendation to various departments to be prepared for the changes post pandemic.

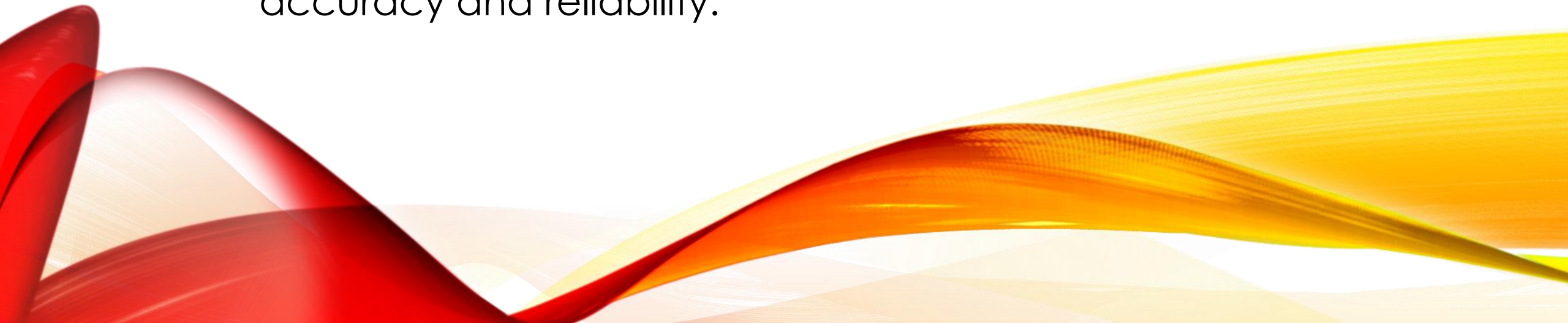


BACKGROUND

- Airbnb has seen a decline in revenue due to the COVID-19 pandemic and reduced travel demand.
- With restrictions lifting and travel increasing, Airbnb wants to prepare for the anticipated demand.
- To achieve this, Airbnb has conducted an analysis of a New York Airbnb dataset to gain insights into customer behavior, property characteristics, and pricing trends that will help them increase revenue and improve customer satisfaction.

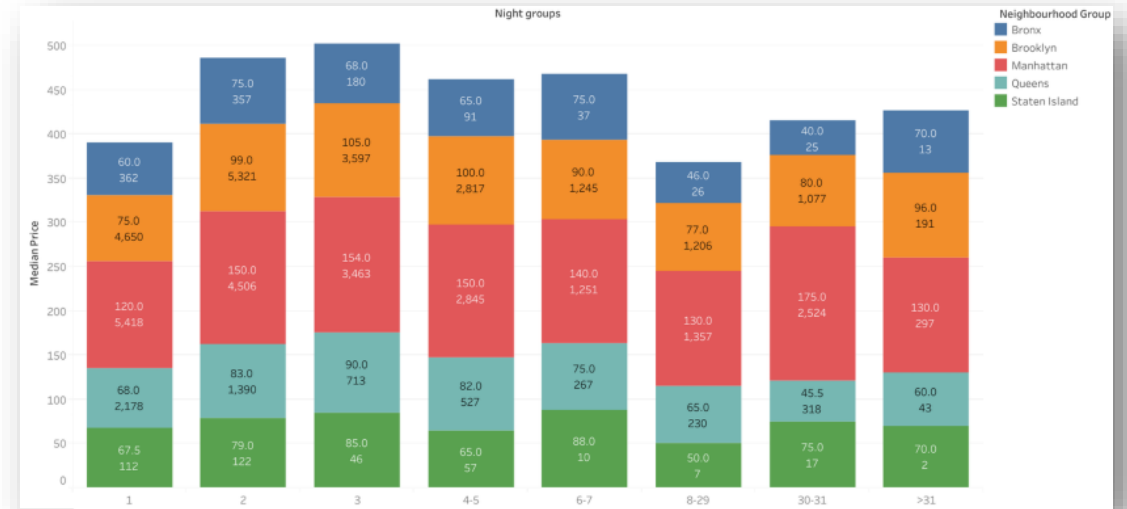
DATA PREPARATION

- Data cleaning was performed to remove missing values and duplicates.
- Insignificant columns were dropped from the dataset.
- Outliers were identified and addressed to ensure data accuracy and reliability.



BOOKING PRICE WITH RESPECT TO MINIMUM NIGHTS

- Data cleaning was performed to remove missing values and duplicates.
- Insignificant columns were dropped from the dataset.
- Outliers were identified and addressed to ensure data accuracy and reliability.
- Data cleaning was performed to remove missing values and duplicates.



- Insignificant columns were dropped from the dataset.
- Outliers were identified and addressed to ensure data accuracy and reliability.

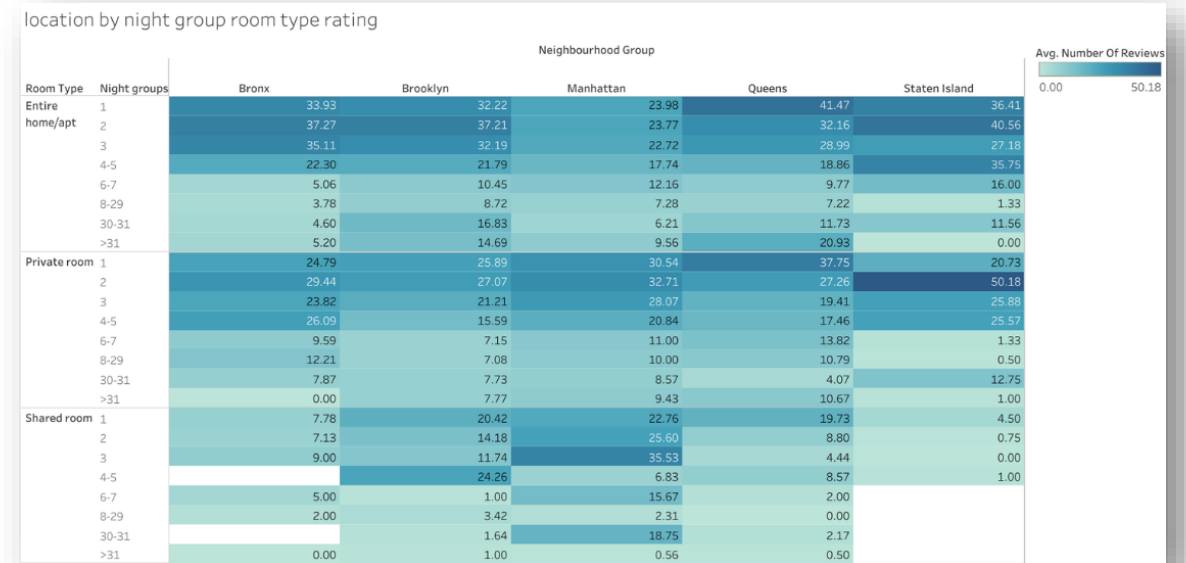
REVIEWS

- We see that Manhattan and Brooklyn has high number of reviews.
- Avg Reviews is 23.2 but when we see Shared room Brooklyn has low reviews and in Manhattan Entire Home has low reviews.
- If we talk about Shared room all location has low reviews.
- Private Room has good reviews in all locations.
- Staten Island and Bronx is not that much famous compare to other locations.



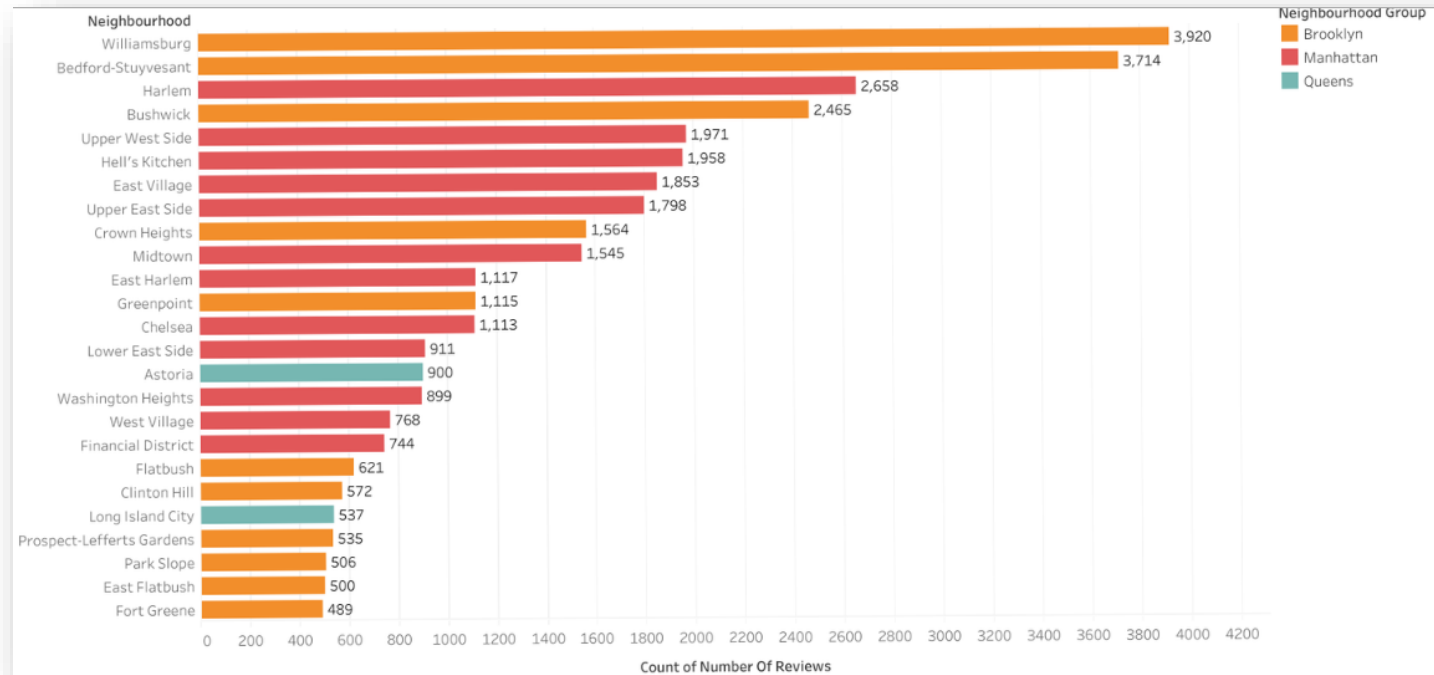
REVIEWS ROOM AND MINIMUM NIGHT

- If we see Shared room minimum night of Queens Staten Island, Bronx all has very low review.
- If we talked about 6+ night stay all Room type and locations has very low reviews.
- Staten Island and Bronx people didn't like to stay 3+ night.



TOP 25 NEIGHBOURHOOD

- All top 25 Neighborhoods all belong to Brooklyn and Manhattan based on reviews.



PRICE VARIATION WITH RESPECT TO GEOGRAPHY

- We see that, Airbnb has good presence in Manhattan, Brooklyn & Queens.
- Listings are maximum in Manhattan & Brooklyn owing to the high population density and it being the financial and tourism hub of NYC.
- Staten Island has the least number of listings, due to its low population density and very few tourism destinations.

