**UNIVERSITY OF DAR ES SALAAM**



**IS 264**

**PRINCIPLES OF DATABASE SYSTEMS**

**GROUP 09 PROJECT**

**WEEK 13**

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***Mamaland International Hotel Management System***

# **PROJECT SCENARIO**

*Briefing about what the database project is about.*

The Mamaland International Hotel is a hotel located in Arusha, a city in Tanzania well known for its tourist attractions together with the nearby cities. As a five-star hotel not only do tourists come to the hotel but even locals come to the hotel for the various services they offer and can only access these services through reservation. These include accommodation which includes access to laundry service and transport while in Arusha, restaurant, swimming pool, safari tours, sports and games, conference halls, social halls for events such as weddings and photoshoots, spa and sauna and medical. The hotel is also known for their customer service hence the employee’s attendance is monitored.

**The Scenario(s).**

To maximize the performance in operations by having proper records of payments, avoiding losses from errors made due to the current paper-hand manual system and having a shortage of employees to cater for customer needs. The system also helps customers at the Inquiry desk to have access to up to date information regarding various facilities. Hence to manage the hotel facilities they are automating their reservations, bookings for these activities and monitoring employee’s attendance and availability. This will be helpful especially during tourist seasons as it will reduce operational costs and know when they have to outsource. The following are requirements of the management system the hotel is considering.

***Below are relations to be considered between these entities’ requirements are as follows.***

* **Bookings and reservations:**

Customers can make bookings and participate in one or more activities offered by the hotel. Bookings and reservations can be made online through the hotel’s website so the information automatically enters into the system. They may also be placed by a phone call to the reception or personally at the front desk /reception of the facility office whereby the details from both methods will be filled into the system manually by the receptionist.

* A customer may register for one or more activities in these facilities.
* Each facility has one to three employees managing the system daily and more employees working in performing other tasks. An employee may only work in one facility.
* Restaurants and Bars may be reserved for events and paid by the customer in advance. This is included in the Conference and Events Center. Only one customer can book the space at the given time period. The facility allows the customer to accommodate as many other guests as the space would allow. The restaurant and bars may be reserved but one of each left to accommodate other customers and guests. They also allow tour companies to make orders for food and drinks packages for tours, trips and camping.
* The medical facility is available to all employees and customers. There are medical physicians in each facility in case of emergency and to provide first aid.

**Employee:**

Each of the facilities has one or more employees working and managing the system. However, an employee can only work on one of the services offered. The number of employees on each service depend on the tasks and demand of the activity. The system should have records of the employee’s address, first name, last name, Employee Id, phone number (if any), position and check if they are present or absent. Since some employees have sick days, leaves and emergencies if the employee is absent it will be recorded why they are absent and that would help in finding people to fill in for them.

**Accommodation:**

Customers may make bookings for one or more rooms as shown above. The employees managing accommodation want guest information such as their full name, phone number, email address, type of accommodation, payment, room number and the date they check in and expected to check out of their rooms. The rooms offered are single, double and family (which can accommodate 5 people in one room). Residents have access to laundry services and room service from the restaurants regardless of the type of accommodation. The prices of accommodation differ from the type (plain room or self-contained), space and added features of the rooms.

**Laundry services:**

Laundry services can only be offered to residents of the hotel. Hence the information collected consists of the name, room number, payment made, type of cloth material and type of laundry (wash, iron).

**Restaurant:**

It includes the catering services that the hotel renders to the customers with events and tours and those that are checked in or made reservations. For checked in customers the hotel usually provides room services to its customers, that is provision of meals to guests in their rooms. The room services charges are usually a certain percent of the charge of the meal. Hence information gathered here include: meal costs, table number, meal type, meal quantity. The meals have constant prices such that they are like buffets regardless of what meal the user chooses inside. These include brunch, breakfast, lunch, room service and drinks type.

**Transport facility:**

The transport services rendered by the hotel are at an extra cost and the charging depends on the type of the vehicle the customer chooses to use. Transportation offered is for trips around the city, shuttle to and from the airport and safari vehicles for adventures. Hence the necessary records include: date when the service was offered, customer Id, first name, surname, payment, date, charges and the vehicle used.

**Tour facility:**

Since Mamaland International Hotel is known for attracting tourists and handing tour trips to areas nearby Kilimanjaro region. The tour facility works with the restaurants to order packages for their safaris. They use the transportation offered by the hotel and can use more than one vehicle. The hotel works with tour companies’ agents that help provide this service. The type of vehicle and transport and food packages costs are included in the tour packages. As a result, this information is automatically filled in the system and the only other information added is room numbers, full names, group number of people, tour package, duration, payment, total amount, contacts of tour guides.

**Conference and event center.**

Mamaland International Hotel offers conference rooms, social halls and garden areas (which may be used for photoshoots) to its customers where meetings and other events are conducted. The system keeps track of the room in use and the amount of people generated per meeting. The details under this category include: type of room or location, date issued, duration that is days to be used, charges, payments and the customer's phone number, full name, email address, number of people expected to hold and collaborating facilitiess.

**Swimming Pool facility:**

The swimming pool is available for residents and non-residents. The area can also be used to host events such as competitions. There are times where there are many guests visiting the swimming pool apart from the daily people who go for recreation and fitness. Therefore, records of the swimming pool area made include full name, number of people the payment includes, payment made, use of the swimming pool area (such as recreation, gala, training etc), guest type and duration. To avoid re-registering the swimming pool gives a wristband that should be worn during the time spent at the facility.

**Sports and games facility:**

The hotel offers a wide range of sport activities such as football, basketball, tennis, golf, horse riding and gym. There are also games offered indoors and outdoors. Therefore, the hotel wants to record information such as name, group number, payment, if the guest has a membership, date, time period for the membership, facility, duration, number of games or sports registered, room number and type of guest.

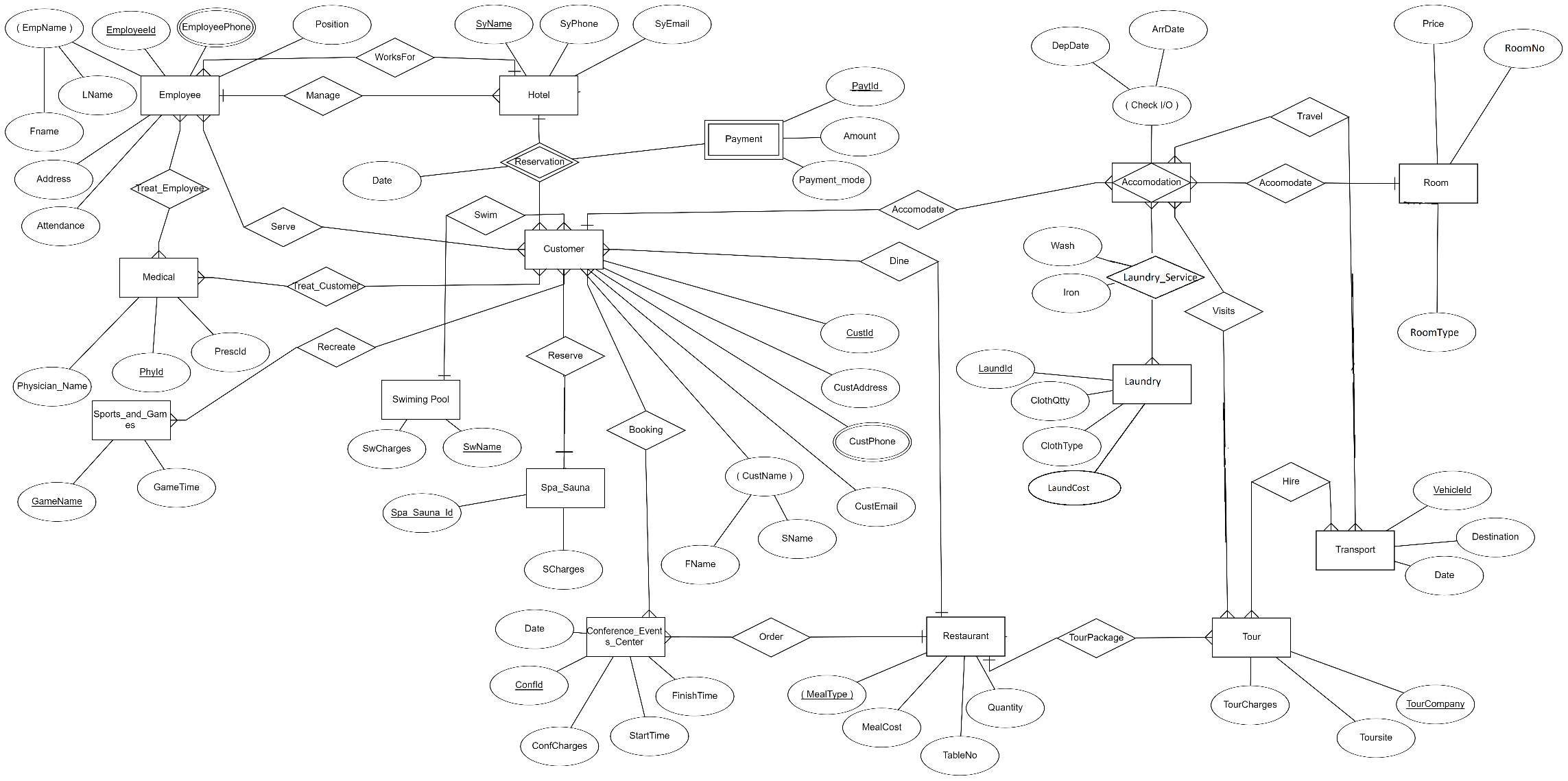
**Spa and Sauna:**

Mamaland International Hotel being known for its services include the spa and sauna among others in this facility. The customers may make reservations for a space to avoid finding the area full. The facility needs records of the name of customer, room number (if any), phone number, email address, the employee’s names and IDs (who are attending the customer needs), type of service offered, duration, payments and date.

**Medical Facility:**

The hotel understands that sometimes accidents happen such as injuries and allergic reactions. The hotel provides an ambulance if the patient is in need to go to the hospital and nursing wards for patients who need monitoring or dressings. The medical facility also has a small pharmacy due to the various activities’ customers may be doing and for first aid kits storage.  The facility needs to monitor the services offered and to whom for safety hence records of the customers full name, name(s) of nurse(s) attending and their Id, date and time, payment (if needed), ambulance, prescription.

**MAMA LAND HOTEL MANAGEMENT CONCEPTUAL MODEL (ER – DIAGRAM)**



**MAPPING OF THE MAMA LAND HOTEL MANAGEMENT CONCEPTUAL MODEL (ER – DIAGRAM)**

**ABOVE INTO RELATIONAL SCHEMA.**

Hotel (SyName, SyEmail, SyPhone)

Employee (EmployeeId, Fname, Lname, Position, Address, Attendance, SyName)

EmployeePhone (EmployeeId, Employee\_Phone)

Serve (EmployeeId, CustId)

Manage (SyName, EmployeeId)

Medical (PhyId, Physician\_Name, PrescId)

Treat\_Employee (PhyId, EmployeeId)

Treat\_Customer (PhyId, CustId)

Customer (CustId, Fname, Sname, CustEmail, CustAddress, SyName, Spa\_Sauna\_Id, SwName, MealType)

CustPhone (CustId, CustPhone)

Reservation (CustId, PaytId, Date)

Payment (PaytId, Amount, Payment\_mode, CustId)

Accomodation (CustId, RoomNo, ArrDate, DepDate)

Laundry (LaundId, ClothQtty, ClothType, LaundCost)

Laundry\_Service (LaundId, Wash, Iron, CustId, RoomNo)

Room (RoomNo, Price, RoomType)

Transport (VehicleId, Destination, Date)

Travel (CustId, VehicleId, RoomNo)

Hire (VehicleId, TourCompany)

Visits (CustId, TourCompany, RoomNo)

Tour (TourCompany, Toursite, TourCharges, MealType)

Restaurant (MealType, MealQuantity, TableNo, MealCost, CustId)

Conference\_Events\_Center (ConfId, Date, StartTime, FinishTime, ConfCharges, MealType)

Booking (ConfId, CustId)

Swimming\_pool SwName, SwCharges, CustId)

Sports\_and\_Games (GameName, GameTime)

Recreate (CustId, GameName)

Spa\_Sauna (Spa\_Sauna\_Id, SCharges, CustId)

**NORMALIZATION OF THE MAMA LAND HOTEL MANAGEMENT CONCEPTUAL MODEL**

1. Hotel 1 (SyName, SyEmail, SyPhone)
2. Employee 1 (EmployeeId, Fname, Lname, Position, Address, Attendance, SyName)

Employee 2(EmployeeId, Fname, Lname, Position, Address)

HotelEmp 2(EmployeeId, SyName, Attendance)

1. EmployeePhone1 (EmployeeId, EmployeePhone)
2. Serve 1 (EmployeeId, CustId)
3. Manage1 (SyName, EmployeeId)
4. Medical1 (PhyId, Physician\_Name, PrescId)
5. Treat\_Employee1 (PhyId, EmployeeId)
6. Treat\_Customer1 (PhyId, CustId)
7. Customer (CustId, Fname, Sname, CustEmail, CustAddress, SyName, Spa\_Sauna\_Id, SwName, MealType)

Customer 2(CustId, Fname, Sname, CustEmail, CustAddress)

CustActivity 2(CustId, SyName, Spa\_Sauna\_Id, SwName, MealType)

1. CustPhone 1 (CustId, CustPhone)
2. Reservation 1 (CustId, PaytId, Date)
3. Payment 1 (PaytId, Amount, Payment\_mode, CustId)
4. Accomodation 1 (CustId, RoomNo, ArrDate, DepDate)
5. Laundry 1 (LaundId, ClothQtty, ClothType, LaundCost)
6. Laundry\_Service 1 (LaundId, Wash, Iron, CustId, RoomNo)

Laundry\_Service 2 (LaundId, RoomNo, CustId, Wash, Iron)

laundry\_Detail 2 (LaundId, CustId)

1. Room 1 (RoomNo, Price, RoomType)
2. Transport 1(VehicleId, Destination, Date)
3. Travel 1 (CustId, VehicleId, RoomNo)
4. Hire 1 (VehicleId, TourCompany)
5. Visits 1 (CustId, TourCompany, RoomNo)
6. Tour 1 (TourCompany, Toursite, TourCharges, MealType)
7. Restaurant 1 (MealType, MealQuantity, TableNo, MealCost, CustId)
8. Conference\_Events\_Center 1 (ConfId, Date, StartTime, FinishTime, ConfCharges, MealType)

Conference\_Events\_Center 2 (ConfId, Date, StartTime, FinishTime, ConfCharges, MealType)

Conference\_Events\_Center\_Service 2(ConfId, MealType)

1. Booking 1 (ConfId, CustId)
2. Swimming\_pool 1 (SwName, SwCharges, CustId)
3. Sports\_and\_Games 1 (GameName, GameTime)
4. Recreate 1 (CustId, GameName)
5. Spa\_Sauna 1 (Spa\_Sauna\_Id, SCharges, CustId)

**CREATING TABLES QUERIES OF THE MAMA LAND HOTEL MANAGEMENT CONCEPTUAL MODEL**

Create Table Hotel (SyName VARCHAR (20) NOT NULL, SyEmail VARCHAR (50) NOT NULL, SyPhone VARCHAR (13) NOT NULL, PRIMARY KEY (SyName));

Create Table Employee (EmployeeId VARCHAR (10) NOT NULL, Fname VARCHAR (20) NOT NULL, Lname VARCHAR (20) NOT NULL, Position VARCHAR (20) NOT NULL, Address VARCHAR (20) NOT NULL, PRIMARY KEY (EmployeeId));

Create Table HotelEmp (EmployeeId VARCHAR (10) NOT NULL, SyName VARCHAR (10) NOT NULL REFERENCES Hotel, Attendance VARCHAR (10) NOT NULL, PRIMARY KEY (EmployeeId));

Create Table EmployeePhone (EmployeeId VARCHAR (10) NOT NULL, EmployeePhone varchar (13), PRIMARY KEY (EmployeeId));

Create Table Customer (CustId INT identity (1,1), Fname VARCHAR (20) NOT NULL, Sname VARCHAR (20) NOT NULL, CustEmail VARCHAR (50) NOT NULL, CustAddress varchar (10), PRIMARY KEY (CustId));

Create Table Serve (EmployeeId VARCHAR (10) NOT NULL, PRIMARY KEY (EmployeeId), CustId int REFERENCES Customer);

Create Table Manage (SyName VARCHAR (20) NOT NULL, EmployeeId VARCHAR (10) NOT NULL, PRIMARY KEY (SyName));

Create Table Medical (PhyId VARCHAR (10) NOT NULL, Physician\_Name VARCHAR (20) NOT NULL, PrescId VARCHAR (10) NOT NULL, EmployeeId VARCHAR (10) NOT NULL, CustId INT, PRIMARY KEY(PhyId));

Create Table Treat\_Customer (PhyId VARCHAR (10) NOT NULL, CustId INT NOT NULL, PRIMARY KEY(PhyId));

Create Table CustPhone (CustId int NOT NULL, CustPhone varchar (13), PRIMARY KEY (CustId));

Create Table Reservation (CustId int NOT NULL, PaytId varchar (10) NOT NULL, Date DATE, PRIMARY KEY (CustId, PaytId));

Create Table Treat\_Employee (PhyId VARCHAR (10) NOT NULL, EmployeeId VARCHAR (10) NOT NULL, PRIMARY KEY (PhyId, EmployeeId));

Create Table Payment (PaytId varchar (10) NOT NULL, CustId int REFERENCES Customer, Payment\_mode VARCHAR (10), Amount varchar (10), PRIMARY KEY(PaytId));

Create Table Sports\_and\_Games (GameName VARCHAR (10) NOT NULL, GameTime TIME, PRIMARY KEY(GameName));

Create Table Transport (VehicleId CHAR (8), Destination VARCHAR (10), Date DATE, PRIMARY KEY(VehicleId));

Create Table Accommodation (CustId INT, ArrDate DATE, DepDate DATE, RoomNo VARCHAR (10), PRIMARY KEY(CustId));

Create Table Spa\_Sauna (Spa\_Sauna\_Id VARCHAR (10), CustId INT REFERENCES Customer, SCharges VARCHAR (10), PRIMARY KEY(Spa\_Sauna\_Id));

Create Table Laundry\_Service (LaundId varchar (10) NOT NULL, RoomNo varchar (10) NOT NULL, CustId int REFERENCES Customer, Wash VARCHAR (10), Iron VARCHAR (10), PRIMARY KEY (LaundId, RoomNo));

Create Table Swimming\_pool (SwName VARCHAR (10), CustId int REFERENCES Customer, SwCharges varchar (10), PRIMARY KEY(SwName));

Create Table Travel (CustId VARCHAR (10) NOT NULL, VehicleId CHAR (8) NOT NULL, RoomNo varchar (10) NOT NULL, PRIMARY KEY (CustId, VehicleId, RoomNo));

Create Table Hire (VehicleId CHAR (10) NOT NULL, TourCompany varchar (20) NOT NULL, PRIMARY KEY (VehicleId, TourCompany));

Create Table Visits (CustId int NOT NULL, TourCompany char (20) NOT NULL, RoomNo varchar (10) NOT NULL, PRIMARY KEY (CustId, TourCompany, RoomNo));

Create Table Laundry (LaundId VARCHAR (10), ClothQtty INT, ClothType VARCHAR (10), LaundCost VARCHAR (10), PRIMARY KEY(LaundId));

Create Table laundry\_Detail (LaundId varchar (10) NOT NULL, CustId VARCHAR (10) NOT NULL, PRIMARY KEY (LaundId, CustId));

Create Table Recreate (CustId INT NOT NULL, GameName VARCHAR (10) NOT NULL2, PRIMARY KEY (CustId, GameName));

Create Table Booking (ConfId VARCHAR (10) NOT NULL, CustId INT NOT NULL, PRIMARY KEY (ConfId, CustId));

Create Table Restaurant (MealType VARCHAR (10), MealQuantity INT, TableNo INT, CustId INT NOT NULL REFERENCES Customer, MealCost VARCHAR (10), PRIMARY KEY(MealType));

Create Table Tour (TourCompany VARCHAR (20) NOT NULL, Toursite VARCHAR (20) NOT NULL, MealType VARCHAR (10) REFERENCES Restaurant, TourCharges varchar (10), PRIMARY KEY(TourCompany));

Create table Room (RoomNo varchar (10), Price varchar (10), RoomType VARCHAR (10), primary key (RoomNo));

Create Table Conference\_Events\_Center\_Service (ConfId VARCHAR (10) NOT NULL, MealType VARCHAR (10) REFERENCES Restaurant, PRIMARY KEY(ConfId));

Create Table Conference\_Events\_Center (ConfId VARCHAR (10) NOT NULL, Date DATE, StartTime TIME, FinishTime TIME, ConfCharges VARCHAR (10), PRIMARY KEY(ConfId));

Create Table CustActivity (CustId INT NOT NULL, Spa\_Sauna\_Id VARCHAR (10) REFERENCES Spa\_Sauna, SyName VARCHAR (20) REFERENCES Hotel, SwName VARCHAR (10) REFERENCES Swimming\_pool, MealType VARCHAR (10) REFERENCES Restaurant, PRIMARY KEY(CustId));

**INSERTING INTO TABLES DATA QUERIES OF THE MAMA LAND HOTEL MANAGEMENT CONCEPTUAL MODEL**

insert into Hotel(SyName,SyEmail,SyPhone) values ('restaurant','restaurant@mamaland.com','0743203524'),('Accomodation','accomodation@mamaland.com','0752345678'),('spa\_and\_sauna','spaandsauna@mamaland.com','0789563421'),('laundry','laundry@mamaland.com','0756234738'),('transport','transport@mamaland.com','0654234567'),('tour','tour@mamaland.com','0643299000'),('conference\_and\_event','conferenceandevents@mamaland.com','0763452678'),('sports\_and\_games','sportsandgames@mamaland.com','0789654321');

insert into Employee(EmployeeId,Fname,Lname,Position,Address) values ('M01','angela','Jovin','Manager','Sinai'),('R01','Vivian','Edward','Waiter','Soweto'),('A01','Millen','Anthony','room attendant','makumbusho'),('L01','Tina','Andrew','Cleaner','majengo'),('T01','Emmanuel','Muhale','Clerk','kabwe'),('SG01','Meshack','Mialla','Driver','Arusha Chini'),('LH01','Thony','David','Manager','Sinai'),('RM02','Anna','sanga','Supervisor','Soweto'),('RS01','Chris','Haule','Manager','Ruvu');

insert into Medical (PhyId, Physician\_Name, PrescId, EmployeeId, CustId) values ('MD05','Miriam Titus','P01','M01','1'), ('NS01','Debora Kweka','P02','T01','2');

insert into Customer (CustId, Fname, Sname, CustEmail, CustAddress) values ('','Amos','Mwilawa', 'amosmwilaya@gmail.com','Mbeya'), ('','Annemarie','Assey','annemarieassey@gmail.com','mwanza'),('','Lameck','Joan','lameckjoan@gmail.com','arusha'),('','Amon','Major','amonmajora@gmail.com','Kigoma'),('','Frank','edward','frankedward@gmail.com','Tunduma');

insert into Conference\_Events\_Center(ConfId, Date,StartTime,FinishTime,ConfCharges) values ('Miami','2020-03-15','16:00:00','18:00:00','1000000'),('california','2020-04-05','08:00:00','11:00:00','500000');

insert into Payment(PaytId,CustId,Payment\_mode,Amount) values ('9913208079','5','cash','1000000'),('9913208868','1','SimBanking','200000'),('9913206938','2','E-BAnking','50000'),('9913208270','2','cash','1000000'),('9913209843','3','SimBanking','340000');

insert into EmployeePhone(EmployeeId,Employee\_Phone) values ('M01','0710506808'),('R01','0610200210'),('T01','0728605800'),('A01','0728606537'),('L01','0688888888');

insert into HotelEmp(EmployeeId,SyName,Attendance) values ('R01','Restaurant','present'),('T01','Transport','present'),('A01','Accomodation','present'),('L01','Laundry','present'),('SG01','Sports\_and\_games','absent');

insert into Serve(EmployeeId,CustId) values ('R01','3'),('T01','1'),('A01','2'),('L01','5');

insert into Manage(SyName,EmployeeId) values ('hotel','M01'),('restaurant','RM01'),('accomodation','RM02'),('laundry','LM01');

insert into Treat\_Customer(PhyId,CustId) values ('MD05','1');

insert into CustPhone (CustId,CustPhone) values ('1','0734567890'),('2','0798765444'),('3','0698654446'),('4','0768906089'),('5','0612345678');

insert into Reservation (CustId,PaytId,Date) values ('4','9913208079','2020-03-11'),('2','9913206938','2020-03-29'),('1','9913209843','2020-04-09'),('3','9913208270','2020-04-22');

insert into Treat\_Employee(PhyId,EmployeeId) values ('MD05','M01'),('MD05','T01');

insert into Accommodation(CustId,ArrDate,DepDate,RoomNo) values ('1','2020-04-14','2020-04-19','A1'),('2','2020-03-30','2020-04-14','A2'),('3','2020-04-25','2020-05-03','A4'),('4','2020-03-12','2020-03-23','A3');

insert into Transport(VehicleId,Destination,Date) values ('T123 ABC','Kilimani','2020-04-30'),('T246 VFY','Sinai','2020-03-16'),('T346 NJM','Arusha','2020-04-02');

insert into Sports\_and\_Games(GameName,GameTime) values ('tennis','17:00:00'),('handball','13:00:00'),('Karaoke','10:00:00'),('cricket','16:00:00');

Insert into Travel (CustId, VehicleId, RoomNo) VALUES ('3', 'T123 ABC', 'A4'), ( '4', 'T246 VFY', 'A3'), ( '2', 'T346 NJM', 'A2'), ('1', 'T980 FRT', 'A1');

Insert into CustActivity (CustId, Spa\_Sauna\_Id, SyName, SwName, MealType) VALUES ('1', 'sauna', 'spa\_and\_sauna', 'Mawepool', 'beef'), ('2','spa', 'spa\_and\_sauna', 'kibo\_pool', 'Chicken');

Insert into Spa\_Sauna (Spa\_Sauna\_Id, CustId, SCharges) VALUES ('spa', '2', '50000'), ('sauna', '1', '40000');

Insert into Laundry\_Service (LaundId, RoomNo, CustId, Wash, Iron) VALUES ('LA1', 'A1', '1', 'yes', 'yes'), ('LA2', 'A3', '4', 'no', 'yes');

Insert into Swimming\_pool (SwName, CustId, SwCharges) VALUES ('kibo\_pool', '2', '5000'), ('mawepool', '1', '5000');

Insert into Hire (VehicleId, TourCompany) VALUES ('T123 ABC', 'HKAdventures'), ('T246 VFY', 'KiliTours'), ('T346 NJM', 'Kiliwonders'), ('T980 FRT', 'kiliadventures');

Insert into Visits (CustId, TourCompany, RoomNo) VALUES ('2', 'HKAdventures', 'A2'), ('4', 'KiliTours', 'A3'), ('3', 'HKAdventures', 'A4');

Insert into Laundry (LaundId, ClothQtty,  ClothType, LaundCost) VALUES ('LA1', '3', 'Cotton', '3000'), ('LA2', '5', 'Silk', '5000');

Insert into  laundry\_Detail (LaundId, CustId) VALUES ('LA1', '3'), ('LA2', '4');

Insert into Recreate (CustId, GameName)  VALUES ('2', 'Handball'), ('1', 'Tennis');

Insert into Booking (ConfId, CustId) VALUES ('California', '2'), ('Miami', '5');

Insert into Restaurant ( MealType , MealQuantity  , TableNo  , CustId,  MealCost ) VALUES ('Buffet', '2', '10', '2', '15000'), ('Beef', '3', '11', '1', '5000'), ('Chicken', '4', '14', '4', '35000');

Insert into Tour (TourCompany, Toursite, MealType, TourCharges) VALUES ('HKAdventures', 'Ngorongoro', 'buffet', '150000'), ('KiliTours', 'Serengeti', 'beef', '200000');

Insert into Room (RoomNo,Price , RoomType) VALUES ('A1', '40000', 'single'), ('A3', '65000', 'Double'), ('A4', '80000','Family'), ('A2', '35000' ,'single');

Insert into Conference\_Events\_Center\_Service (ConfId, MealType) VALUES ('california', 'Buffet'), ('Miami', 'Beef');