

Example of Data Dictionary Entries Based on Hotel Problem Statement

Term	Definition
Room Number	A number that uniquely identifies a room within a <i>lodging property</i> .
Basic Rate	The per day price for a room without any additional <i>in-line charges</i> or <i>promotions</i> .
Room Name	Some rooms, including conference rooms and bed and breakfast lodging rooms, are identified by a name instead of a number. For example, the five conference rooms at the executive retreat are: the Tahoe room, the Yosemite room, the Kings Canyon room, the Mono Lake room, and the Redwood room.
Maximum Occupancy	The specific number of guests that a room can safely and comfortably accommodate.
Room Type	A room type indicates the number of beds and configuration of the room. Room types are: single (one queen-size bed), double (two queen-size beds), suite (two queen-size beds, a small kitchen, and living area).
Occupancy	The total number of <i>guests</i> that can be staying at a given lodging property.
Check In	The event of the <i>guest</i> arriving at the lodging property and requesting one or more rooms. These rooms might have been reserved at an earlier date or might be requested on the spot by a <i>walk-in customer</i> .
Check Out	The event of the <i>guest</i> paying the bill and leaving the lodging property.
Receptionist	A member of the lodging property's staff specifically responsible for checking in guest and checking out guests.
Walk-in Customer	A customer who walks into a <i>lodging property</i> , without having made a prior <i>reservation</i> , and is wanting one or more rooms.
Customer	A person who purchases the use of one or more rooms at a <i>lodging property</i> .

Prerelease – Read Only

Term	Definition
Lodging Property	A term encompassing all types of lodging, including hotels, motels, executive retreats, bed and breakfasts. The owners of the Bay View bed and breakfast also own the Sanoma bed and breakfast and the Sierra Madre Executive Retreat.
Booking Agent	A member of the lodging property's staff specifically responsible for taking reservations over the phone.
Reservation	An allocation of a specific number of rooms, each of a specified <i>room type</i> , for a specified period of days.
Held Reservation	An allocation of a specific number of rooms, each of a specified room type, for a specified period of days. These rooms will be "held" (allocated to the customer) for a period of time ranging from 24 hours to 1 week. The reservation will be canceled and the rooms will be made available to other <i>customers</i> if the customer does not confirm the reservation by demonstrating that he or she has the funds to pay for the rooms (usually by providing a credit card number or deposit).
Confirmed Reservation	An allocation of a specific number of rooms, each of a specified <i>room type</i> , for a specified period of days. These rooms have been "confirmed," meaning that the <i>customer</i> has provided proof of available funds or a deposit. The rooms will not be allocated to another customer unless (a) the customer cancels the reservation or the customer does not check in during the <i>check in period</i> indicated on the <i>reservation</i> .
Check in Period	A period of time that the <i>customer</i> can engage in the check in process. Usually between 11:00 am and 2:00 pm of the arrival day.
Arrival Day	The day that the customer will arrive to the <i>lodging property</i> as requested by the customer when the reservation is made.
Departure Day	The day that the <i>customer</i> will <i>check out</i> and depart the lodging property as requested by the customer when the reservation is made.
Check out time	A time of day on the <i>departure day</i> that the <i>customer</i> must engage in the <i>check out</i> process. Usually 11:00 am.
Manager	An employee of a <i>lodging property</i> who oversees all other employees and performs basic <i>receptionist</i> duties.
Event Coordinator	An employee of a lodging property who coordinates <i>conference events</i> , including rooms and food service.

Term	Definition
Receipt	A document given to the <i>customer</i> at time of <i>check out</i> . A receipt contains customer information and a summation of all of the charges incurred during the customer's stay at the property. Charges include room charge, taxes, and <i>line-item charges</i> such as <i>movies-on-demand</i> , room service, and long-distance phone calls.
Conference Event	An allocation of a specific number of conference rooms for a specified period of days for a group function. Conference events also include catering.
Payment	Monetary compensation for service or product. Payment may be in the form of cash, credit card, or check.
Survey	A questionnaire sent to <i>customers</i> 1 week after check-out (either via email or US mail) whose purpose is to gather feedback on the customer's experience at a <i>lodging property</i> .
Room Schedule	A mechanism for tracking room allocation (reserved rooms, unreserved rooms, occupied rooms, and so on).
Conference Schedule	A mechanism for tracking conference room allocation (reserved rooms, unreserved rooms, occupied rooms, and so on).
Promotion	A discount or upgrade offered to the <i>customer</i> in hopes of selling a particular service or product. A discounted room rate for weekday customers is an example of a promotion used to get more business during days when there is customarily low <i>occupancy</i> .
Line-Item Charges	Charges incurred by a <i>customer</i> as a result of using special services offered by a property. For example, <i>line-item charges</i> occur when customers make long-distance phone calls, view <i>movies-on-demand</i> , or order room service.
Movies-on-Demand	A service available in each room allowing <i>customers</i> to select, preview, and watch premium (newly released on video or DVD) movies. A 5.00 line-item charge is made to the customer each time a movie is started and watched for at least 10 minutes.
Guest	A <i>customer</i> who is currently staying at a <i>lodging property</i> .

