Group-20 HMSuite: Final

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Problem Statement

"Hotel Managers find difficulty in storing records of guests offline in registers and entering new check-in to it. They also face the problem in contacting with their staff. They want a medium to take the feedback of the customers for improving their hotel service."

Solution Statement

"A computerized digital system like *HM Suite* can help overcome the problem of storing records of guest offline and reducing communication gap between customer, staff and managers. It will also bring the opportunities for small scale Hotels too."

Prototype Evaluation Feedback Form

Link:

https://docs.google.com/for ms/d/12ObmTAErxnBXctHK 4syMV6nFbCgaRKcTX4btg Mjr_QE/edit

HM Suite

High-Fidelity Wireframe (Clickable)

Link:

https://xd.adobe.com/view/8 314d631-45da-4a96-ba06-2e0e8400f853-d647/

HM Suite

Task sequenceCheck-in at Hotel

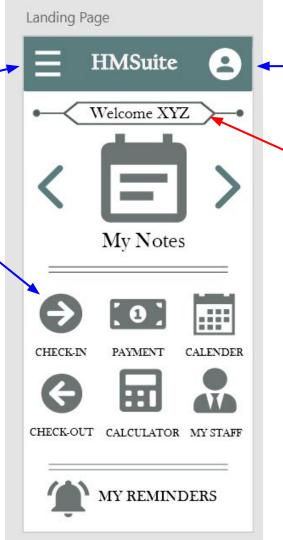
- User (front-desk manager of hotel) clicks on CHECK-IN icon on the home screen.
- User enters the guests' Stay Information. Clicks Next.
- 3. **Sort rooms** window appears. The rooms can be sorted by type, price per day. The available rooms will be shown. Clicks **Next**.
- 4. The user enters the **Guest details** and then clicks **Next**.
- 5. **Payment** is displayed on the next screen, with payment options available.
- 6. Final **Booking details** are displayed on the last screen with a printable receipt.

Click on **Menu**(Not related to Task)

1. Click on Check-In

This is the home screen.
User will start from here.
This screen will contain
various features of the app
in the form of icons. It will
also show the user to view
the user profile.

1. Home Screen



Click on **Profile** (Not related to Task)

Evaluation Feedback

Issue: No need of showing the name of User in the Home Screen.

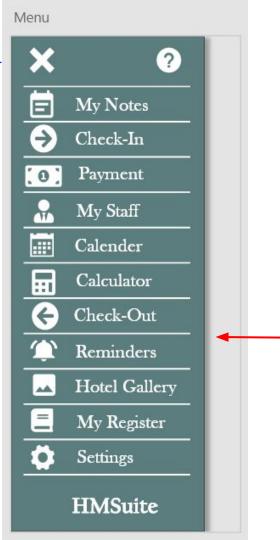
Solution: Instead name of the User's Hotel is more important than name of the User and thus can be displayed.

Otherwise it can be omitted.

Click on X (Not related to Task)

Navigation menu. Every feature available in main-menu is accessible here too. There is also a help option in case user find some issue while using the app.

2. Menu



Evaluation Feedback

Issue: Icons of the low priority are placed at the top.

Solution: Arranging icons according to their usability with high usability icons at the top

Tap on Screen-(Not related to Task)

Account profile related info is visible here. User can view or change account and password from here.

Username Account Details Contact Info **User Gallery HMSuite**

Profile

My Profile

Evaluation Feedback

Issue: Missing a logout option for

the user

Solution: A logout button should

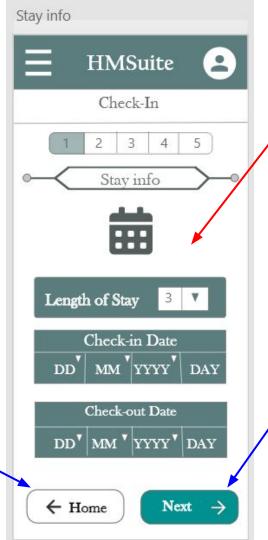
be added

3. Profile

The user will enter the duration of the stay in the hotel. Inbuilt-calendar option will make user to select the date. User can also go back to home in case he\she want it.

Click on **Home** (Not related to Task)

4. Stay Info



Evaluation Feedback

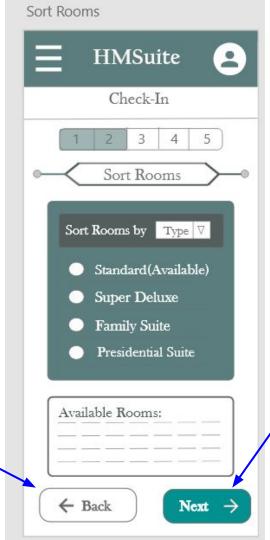
vissue: Time of check-in not asked and shown anywhere.

Solution: Include a mandatory option to ask time of check-in.

Sort Rooms, from the available vacant rooms by type, price per day. "Available rooms" is the list of rooms that come after sorting them.

Click on **Back** (Not related to Task)

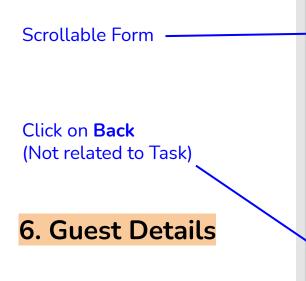
5. Sort Rooms



Evaluation Feedback

No issues reported

The user will enter the guest details in the form. User can select the no. of guests for room booking. The form is scrollable to accommodate all the entries.





Evaluation Feedback

/Issue: Dialog box for confirmation if user wants to undo or edit something is missing.

Solution: Adding confirmation message if user wants to edit the details or proceed further.

Payment window. The last step for check-in. Payment can be done after check-out too. The actual payment task will not be shown in the prototype.

Click on **Back** (Not related to Task)

7. Payment



Evaluation Feedback

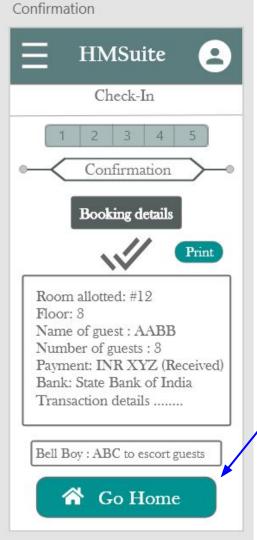
check-out" should be higher, as majority of the payments take place after check-out.

Solution: Maybe putting "Pay at check out" with a bolder colour (or larger size).

The user will be able to see the confirmation at the end of check-in. This screen will also contain the Booking Details which can be printed in form of pdf as receipt.

The bell boy is also assigned and informed to assist the guest.

8. Confirmation Screen



Evaluation Feedback

No issues reported

6. Click on **Go Home**