

Group-20

HMSuite: Final

Aaryan Raj Saxena : 2020004

Vaibhav Joshi : 2020145

Prakhar Rai : 2020099

Keshav Goel : 2020512

Deepanshu Aluria : 2020051





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

HM Suite

Link :

https://docs.google.com/forms/d/12ObmTAErnxnBXctHK4syMV6nFbCgaRKcTX4btgMjr_QE/edit



High-Fidelity Wireframe (Clickable)

HM Suite

Link :

<https://xd.adobe.com/view/8314d631-45da-4a96-ba06-2e0e8400f853-d647/>

Task sequence

Check-in at Hotel

-
1. User (front-desk manager of hotel) clicks on **CHECK-IN** icon on the home screen.
 2. 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.

Check-In at Hotel

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

Click on **Profile**
(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.

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.

1. Home Screen

Landing Page



Check-In at Hotel

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

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

Check-In at Hotel

Tap on **Screen**
(Not related to Task)

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

3. Profile

Profile



Evaluation Feedback

Issue: Missing a logout option for the user

Solution: A logout button should be added


Check-In at Hotel

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

Stay info



HMSuite



Check-In

1


2

3

4

5

Stay info



Length of Stay

3

Check-in Date

DD

MM

YYYY

DAY

Check-out Date

DD

MM

YYYY

DAY

← Home

Next →

Evaluation Feedback

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

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

2. Click on **Next**

Check-In at Hotel

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

Sort Rooms

HMSuite

Check-In

1 2 3 4 5

Sort Rooms

Sort Rooms by Type ▾

- ☐ Standard(Available)
- ☐ Super Deluxe
- ☐ Family Suite
- ☐ Presidential Suite

Available Rooms:

← Back Next →

Evaluation Feedback

No issues reported

3. Click on **Next**

Check-In at Hotel

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.

Scrollable Form

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

6. Guest Details

Guest Details

HMSuite

Check-In

1 2 3 4 5

Guest Details

No. of Customers: 3

Guest No. 1

John Doe Full Name

8888899999 Contact No.

09/09/1987 Birthday

497 Evergreen Rd. Roseville... Address

Male Sex

Guest No. 2

John Doe Full Name

← Back Next →

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.

4. Click on **Next**

Check-In at Hotel

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

Issue: Hierarchy of “Pay at 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).

5. Click on **Next**


Check-In at Hotel

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

Confirmation



HMSuite




Check-In

12345

Confirmation


Booking details



Print

Room allotted: #12
Floor: 3
Name of guest : AABB
Number of guests : 3
Payment: INR XYZ (Received)
Bank: State Bank of India
Transaction details

Bell Boy : ABC to escort guests

 Go Home

Evaluation Feedback

No issues reported

6. Click on **Go Home**