**Use and context analysis of Hotel Website**

**Intended Users:**

People who are looking on this website will most likely be looking to book a holiday. For these people it is important that the booking system is easily accessible which it is, it is on multiple of the web pages.

Additionally, some people may be looking to book a meeting room, there is also a web page for these people to browse this content.

Employees will also be able to access two sections, reception and housekeeping. These are only accessible through specific urls so that customers cannot access them.

**Tools for Users:**

Simple booking system that shows the alternative rooms if all options are booked. Clear directions to other sections of the website such as the Gym and Restaurant. Ability to browse the meeting rooms available if required.

**Tools for Employees:**

Reception staff are able to change the status of rooms so that clients can be checked in and out.

Housekeeping staff will be able to see the status of rooms so that they know whether they are able to clean the rooms or if they’re unavailable for cleaning.

**“Quality of Life”:**

Human error was removed from the booking process by automatically updating the database and preventing bookings with erroneous dates or double bookings.

It is important that for each booking, the payments are logged for tax reasons.

It is also important that only the essential information about clients is kept to comply with GDPR.

**Strengths**

Very simple booking system that is easy to understand.

Easy navigation about the site.

Auto updating databases.

Sleek and simple design.

Not too busy web pages.

**Weaknesses**

Potential to struggle with a high quantity of customers.

Slight challenge of consistent layout when changing dimensions.