

## HCI score card

\*\*Mark "X" on appropriate box

Total Score

75.00%

### Interface Design

Website interface look and feel is up to standard

Score

Below expectations			Meet expectations						Exceptional
							X		
1	2	3	4	5	6	7	8	9	10

8

Website design is easy to understand and navigation makes sense

Below expectations			Meet expectations						Exceptional
								X	
1	2	3	4	5	6	7	8	9	10

9

Website design could direct me to complete expected purpose

Below expectations			Meet expectations						Exceptional
							X		
1	2	3	4	5	6	7	8	9	10

8

### Booking feature

Booking completion could be done easily with the website

Score

Below expectations			Meet expectations						Exceptional
					X				
1	2	3	4	5	6	7	8	9	10

6

Booking conditions and offerings could be easily understand

Below expectations			Meet expectations						Exceptional
				X					
1	2	3	4	5	6	7	8	9	10

5

Booking confirmation response on reasonable time

Below expectations			Meet expectations						Exceptional
							X		
1	2	3	4	5	6	7	8	9	10

8

### Chatroom feature

Chatroom is usable and able to communicate with hotel staffs

Score

Below expectations			Meet expectations						Exceptional
							X		
1	2	3	4	5	6	7	8	9	10

8

Autoresponse for chatroom make sense

Below expectations			Meet expectations						Exceptional
							X		
1	2	3	4	5	6	7	8	9	10

8

Other comments:

It does not make sense to force register as member before making a booking for one night staying.

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