

HCI score card

**Mark "X" on appropriate box

Total Score

85.00%

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 |

9

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 |

9

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 |

9

Booking conditions and offerings could be easily understand

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

9

Booking confirmation response on reasonable time

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

7

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:
