

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

10

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

10

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

6

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

9

Autoresponse for chatroom make sense

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

8

Other comments:

Website works well and design is good.
