Part B: Questionnaire

HVK Questionnaire

Hello and thank you for considering our online kennel services! This questionnaire is all about creating a friendly and convenient experience while you use our online platforms! Your answers will be taken into utmost consideration and will help us provide the best services possible. Once you have completed this questionnaire you will receive a 20% off stay for your pet! Please take a moment to answer all the questions below and once again thank you:

1. **User Information:**

Full Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Number(s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Pet:**

🞆Dog 🞆Cat

1. **Pet size:**

🞆Small 🞆Medium 🞆Large

1. **How many times have you used HVK before?**

🞆Never 🞆1 🞆2-3 times 🞆4-5 times 🞆6+

1. **How early in advance would you reserve your pets stay.**

🞆1 day 🞆1 week 🞆1 month 🞆6+ months

1. **How long does your reservation typically last.**

🞆1 day 🞆1 week 🞆1 month 🞆6+ months

1. **What is your preferred form of communication for updates?**

🞆Email

🞆Phone

🞆Text Messages

🞆Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **How do you prefer to make your reservations**

🞆Online

🞆Call

🞆Email

🞆Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **How often would you like updates on your pet’s status?**

🞆When I ask

🞆Once a week

🞆Everyday

🞆Once in the middle of the stay

🞆Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Would you like the option to book additional services online during your pets stay (example: Grooming)?**

🞆Yes

🞆No

🞆Not Sure

1. **Indicate any other opinions or options you may have to share with us about our future online services:**

|  |
| --- |
|  |

Thank you for your feedback!

If you have any further questions, please contact us:

Phone Number: 123-123-1234

Email: hvk@gmail.com

Part C

5 Non-Functional requirements:

* For the system to be available 24/7 uses for customers to make reservations online. This is an operational requirement since it ensures that customers have access to the service whenever they need making this an operational function of the system.
* For the system to provide staff members with daily information about the pets needing special activities. This is an operational requirement since it enables staff to be able to work effectively and efficiently with their tasks. Knowing exactly what to do each day.
* Invoices should be securely stored within the system for future uses. This is a security requirement since it keeps the user and company information and purchases safe which is sensitive information.
* Customers being able to make reservations for multiple pets at once. This is an operational requirement since it simplifies the process of making the reservations for the user removing hassle and repetitions.
* Staff members being able to calculate discounts based on the number of pets through the system. This is operational requirements it increases efficiency and removes error.

Part D:

1.

Tails and Trails (<https://www.tailsandtrails.ca/>)

Tails and Trails is a pet boarding service for dogs and cats. It is separated in multiple different types of services such as Dog boarding, Dog Daycare, Grooming, Cat Boarding, and In-House treats. Dog and cats are separated and are given individual care that is given to them by the owner.

The services are very similar to Jim and Sally’s:

For the Dog boarding they have daily on-Leash walks, individual care, Customized Routine, Individual Kennels, add on treat options, and large outdoor fenced yards. For the cats they also have free roaming time, nighttime privacy, monitored feeding, separate space from dogs, free routines. When boarding your pet, they ask for very similar information such as the pet’s behaviour, experience in kennels and general information. They do take discounts based on the number of pets you have brought. The routine just like the HVK is very similar that each pet is given individual care and services, but they are missing some added services that Jim and Sally asked for.

Such as:

* Different level of cat suites.
* Specialized Dog Kennels for dogs based on their behaviour.
* This one has a lack of discounts based on pet delivery.
* Missing information about the owner’s pets being separated.
* Unable to book far in advance.
* Mentions of specific vaccinations required.

For things that Jim and Sally could add would be:

* Giving information based on training.
* Information commands that the dog knows.
* Information dogs’ behaviour such as attitude during playtime or experience with a kennel or other dogs.
* Added treat services that can be given to your pet during their stay.
* Added grooming for cats such as brushing and nail trimming.

2.

River Runs Kennels (<https://www.riverrunkennels.ca/>)

River Runs Kennels only take dogs and provide all the standard kennel services. It deals with dogs of all sizes (small to XL) and give them all different treatment based on their requirements. The pricing differs on the number of dogs and size as well. They have a boarding and daycare services. They do the normal routine of having daily walks, eating and playtimes for the dogs. They require vaccinations of specific types such as rabies and optional ones as well for safety. The kennel provides training services for the dogs and mentions what they will be doing in the process so the owner can learn as well.

The services are very similar to Jim and Sally’s with the dogs:

They both have day routines with walks involved. They both add additional services to their kennel such as grooming. The vaccinations are both requirements for both dogs and they have behavioural options for the kennels. The dog size is also mentioned and are both taken into consideration with the added size kennels and food amounts. This kennel has a lot going for it, but it is missing some services that Jim and Sally have.

Such as:

* Options for other animals (I know that this is a dog kennel, but the added options would be nice.)

For things that Jim and Sally could add would be:

* Additional services for dogs of XL sizes. By separating the sizes more they could give better services and estimates if unsure what to do with a dog a larger size.
* Training services.
* For staff safety and compensation, they should add fee for biting and for badly matted coats (if not specified by owner)
* Create a big description of the daily routine of the kennel for customers.

3.

Oak Meadows (<https://theoakmeadowspetresort.ca/>)

Oak Meadows offers cat and dog daycare and boarding. It can take multiple pets at once with discounts at different number of pets. They accommodate for sizes with kennels and provide “Kongs” (dog toys) with different sizes as well. They have grooming services that include bathing and nail trimming as added services. They also include a common question board at the bottom of the website home page.

The services are very similar to Jim and Sally’s with the dogs:

They provide many services similar services for cats and dogs with having the discounts of size and added grooming. They provide walks and other daily activities of free time and food. They encourage that food be brought for the dog but can also provide if necessary. Also, vaccination is mandatory for both. While they do have the basics of each other they are missing on a couple of things.

Such as:

* More options for the cats such as cattery
* They do not have a built-in walk option instead a daily pay.
* They do not have an account system to save information online.
* Missing a lot of information about the accommodation for pets with special needs. It is mentioned but not followed up further.

For things that Jim and Sally could add would be:

* Add a frequent question board to resolve any confusion.
* Senior discounts 65+.