

Oasis Spacebar

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Overview of the Problem

Booking systems for luxury resorts like Oasis Spacebar currently come in two main forms: manual and potential automated systems. Manual systems rely on traditional, in-person interactions, providing guests with personalized service and direct engagement with staff members. While these systems excel in handling unique requests and fostering a sense of trust through human interaction, they are often plagued by drawbacks such as time-consuming processes, susceptibility to errors, and limited accessibility.

In contrast, potential automated systems offer a more modernized solution, providing guests with quick access to availability, easy comparison of options, and secure online payments. However, these systems may introduce their own set of challenges, including user confusion, a perceived lack of personal touch, and potential technical issues. Despite these drawbacks, automated systems offer undeniable efficiency and convenience, particularly appealing to tech-savvy users and streamlining the booking process.

To address the shortcomings of both manual and automated systems, a hybrid approach could be explored. By combining the personalized service of manual systems with the efficiency and convenience of automated systems, this approach aims to provide a seamless booking experience. Guests could initiate bookings online for convenience while still having the option to engage with staff for personalized

assistance or finalize bookings in person. Such a hybrid model offers flexibility, catering to diverse user preferences, and ultimately enhancing the overall booking experience for guests at Oasis Spacebar.

Solving the Problem:

A multifaceted approach is essential to address the inefficiencies in luxury resorts' existing booking systems. This involves developing a user-friendly mobile application that simplifies booking, allowing users to quickly check availability, compare options, and make smartphone reservations. Integrating automation features, such as real-time availability updates and secure payment processing, can enhance efficiency and reduce errors. However, maintaining personalized service is crucial, with options for direct communication with staff members to address specific needs. Adhering to accessibility standards ensures inclusivity, while continuous feedback collection enables iterative improvements to the booking experience. By implementing these strategies, luxury resorts can enhance guest satisfaction and streamline the booking process.

The Application

- **Application name:** Oasis SpaceBar
- **What it is:** It is a mobile application designed to simplify and streamline the reservation process for luxury resort stays. It provides users with a convenient platform to browse available dates, explore room options, make reservations, and manage their bookings seamlessly from their mobile devices.
- **Features:**
 - **Availability Checker:** Users can easily check the availability of rooms for their desired dates.
 - **Room Comparison:** The app allows users to compare different room types, amenities, and prices.

- **Secure Booking:** Users can make secure online reservations and receive instant confirmation.
- **Special Requests:** Spacebar accommodates special requests and preferences, allowing users to personalize their stay.
- **Booking Management:** Users can view, modify, or cancel their bookings directly from the app.

- **Questions about the Application:**
 - **Who are the potential Users?**
 - Individuals and families planning luxury resort stays.
 - Travelers seeking a convenient and user-friendly booking experience.
 - **What tasks do they perform?**
 - Checking room availability for desired dates.
 - Comparing room options, amenities, and prices.
 - Making secure reservations online.
 - Adding special requests or preferences.
 - Managing bookings, including modifications and cancellations.
 - **What Functionality should any system provide to these users?**
 - Easy access to availability information.
 - Intuitive room comparison tools.
 - Secure online booking and payment processing.
 - Options for adding special requests or preferences.
 - User-friendly booking management features.
 - **What constraints will be placed on your eventual design?**

- Technical constraints: Ensuring app compatibility with various devices and operating systems.
- Security constraints: Implementing robust measures to protect user data and payment information.
- Regulatory constraints: Complying with legal requirements related to data protection and online transactions
- **What criteria should be used to judge whether your design is successful?**
 - User Satisfaction: Users are happy with the app.
 - Task Completion Time: Users complete booking tasks quickly.
 - Error Rate: A few mistakes happen during booking.
 - Accessibility Compliance: The app is usable by everyone, including those with disabilities.
 - Performance Metrics: The app loads fast and works smoothly.
 - Retention and Repeat Usage: Users keep using the app and book again.
 - Security: User data and payments are safe.
 - Support and Responsiveness: Customer support is helpful and quick.

Simple Structured Task Analysis

1. Search for Dates:

- Open the app
- Enter preferred dates
- View available options

2. Select Room:

- Browse room types
- Compare amenities and prices
- Select the desired room

3. Book Room:

- Enter personal and payment information
- Review booking details
- Confirm reservation

4. Add Special Requests:

- Go to the special requests section
- Enter specific requests (e.g., dietary needs, accessibility requirements)
- Save and confirm

5. Manage Booking:

- Access booking history
- Modify or cancel reservation
- Receive confirmation

Analysis of the Existing System

Manual Systems:

Good Points:

- **Personalized Service:** Customers receive direct interaction and personalized assistance from staff members.
- **Handling Unique Requests:** Staff can accommodate special requests and preferences effectively.
- **Direct Interaction with Staff:** Customers can communicate directly with staff members, fostering a sense of trust and reassurance.

Bad Points:

- **Time-Consuming:** The booking process can be slow and labor-intensive, requiring customers to visit in person.
- **Prone to Errors:** Manual systems are susceptible to human errors, such as incorrect booking details or missed requests.
- **Limited Availability and Accessibility:** Customers may face limitations regarding available booking times and accessibility to the booking location.

Automated Systems: N/A

Social and Technical System

The Oasis Spacebar reservation system connects with:

- **Social System:** The app should be user-friendly for different social groups, considering user preferences, cultural norms, and accessibility needs.
- **Technical System:** The app must work well with hotel management systems, payment systems, and customer support, ensuring data security and smooth performance.

Usability Criteria

1. **Ease of Use:** The app should be simple and easy to navigate.
 - User testing sessions measuring task completion time and user satisfaction surveys.
2. **Accessibility:** The app should be usable by people with disabilities.
 - Compliance with WCAG standards and feedback from accessibility-focused users.
3. **Performance:** The app should load quickly and work efficiently.
 - Performance testing under different network conditions and user load.
4. **Reliability:** The app should work correctly without crashing.
 - Monitoring uptime and error reports user feedback on stability.

5. Security: User data and payment information should be safe.

- Security audits and user trust ratings.

Criteria for Judging Success

1. User Satisfaction: Users are happy with the app.
2. Task Completion Time: Users complete booking tasks quickly.
3. Error Rate: A few mistakes happen during booking.
4. Accessibility Compliance: The app is usable by everyone, including those with disabilities.
5. Performance Metrics: The app loads fast and works smoothly.
6. Retention and Repeat Usage: Users keep using the app and book again.
7. Security: User data and payments are safe.
8. Support and Responsiveness: Customer support is helpful and quick.

Discussion of Implications

Understanding the problem and user needs shows that the app must be user-friendly and reliable. Beyond usability, factors like user trust, brand reputation, and the overall booking experience are crucial. The app should work well and provide a delightful experience that reflects the brand's luxury image. Regular updates and user feedback will help keep the app high-quality and relevant in the competitive market.