HotelWala App Design

Vishwajeet Patil

Project overview

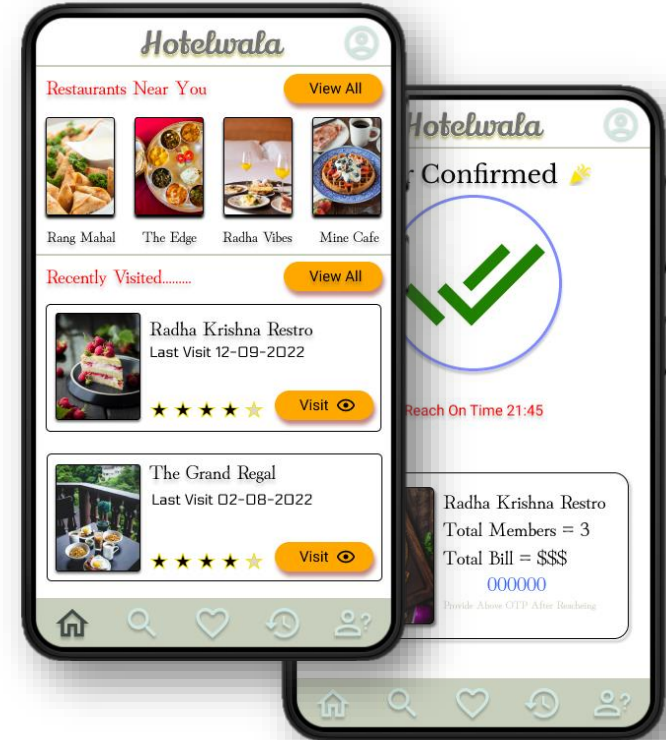### The product:

HotelWala is a mobile app created for these who visit to restaurant. With help of this app, user can save time of waiting time after visiting restaurant.In this app we can book table and order food in advance at restaurant.

Project duration:

November 2022 to December 2022.

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Project overview

The problem:

Busy HouseWife , Collage Students And Working Professionals thinks going restaurant/hotel for meal is time wasteing process. So they avoid Restaurant visits.

The goal:

Design an app for Restaurants that can save users waiting time at restaurant and user can order in advance so time will be saved.

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Project overview

My role:

UX designer designing an app for Restaurant.

Responsibilities:

Conducting interviews, paper and digital wireframing, low and high-fidelity prototyping, conducting usability studies, accounting for accessibility, and iterating on designs.

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Understanding the user

- User research
- Personas
- Problem statements
- User journey maps

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User research: summary

I conducted interviews and created empathy maps to understand the users I'm designing for and their needs. A primary user group identified through research was working adults who don't have time to cook meals.

This user groups thinks that going at restaurant is time wasteing process so with the help of this app we will help this group of users to helm them.

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User research: pain points

1

Time

Working adults, Housewifes And Collage Students are too busy to spend time on meal prep

2

Accessibility

Platforms for Restaurants apps are not equipped with assistive technologies

3

IA

Text-heavy menus in apps are often difficult to read and order from

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Persona: **Snehal**

Problem statement:

Snehal is busy houseWife with family of husband and one child so she need to easy access to book appointment at restaurant.

Snehal

Age: 25
Education: Graduate
Hometown: Pune
Family: Husband and one child
Occupation: housewife

"I Love Cooking But Dinner In Restaurant Is My Hobby"

Goals
- Save time,
- Good service
- Less waiting time
- Fast payment process

Frustrations
- Waiter take too much time for taking order
- Sometimes payment declined while sending money
- Time consuming payment process

Snehal is house wife and she love cooking , but she loves to do dinner in restaurant and she has a littel child.and her husband work in corporate office so someday she does late for dinner so they go at restaurant.

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User journey map

Mapping Snehal's user journey revealed how helpful it would be for users to have access to a dedicated HotelWala app.

Persona: Snehal

Goal: Find a best restaurant for dinner were she can feel satisfied

ACTION	Find best nearest restaurant	Find a best table in restaurant	Check the menu list	Order the food	Ask for Bill	Pay Bill
TASK LIST	Tasks A. Ask her friend for best restaurant B. Find the route to restaurant	Tasks A. Find the calm place in restaurant	Tasks A. Ask for menu list. B. Ask for special menu. C.Search for favourait food	Tasks A. Choose food from list. B. Call the waiter. C.Give the order	Tasks A.Call the waiter B. Ask for bill C.Check the bill.	Tasks A.Ask for payment method . B. If online method is not available then pay through cash.
FEELING ADJECTIVE	• Confused • Alert	• Excited • Hopeful	• Confused • Overwhelmed	• Excited • Glad	• Confused • Alert	• Glad • Alert
IMPROVEMENT OPPORTUNITIES	• List of all restaurant in one app. • Rating for each restaurant.	• Can book table from home using app	• Menu list in app. • Rating for each food.	• No need to call waiter. • Order food through app.	• No need to call waiter. • Bill in app.	• Online payment method available in app. • User can give feedback.

Activate Windows
Go to Settings to activate Windows.

Google

Starting the design

- Paper wireframes
- Digital wireframes
- Low-fidelity prototype
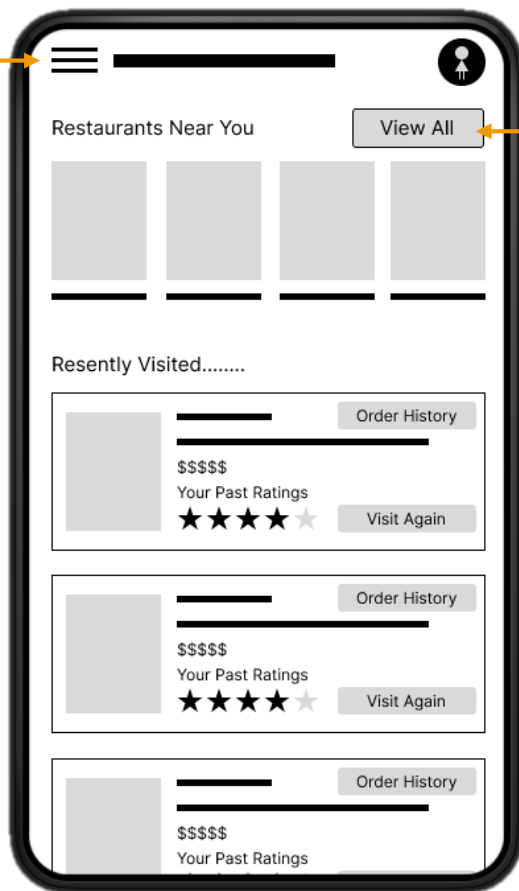- Usability studies

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Paper wireframes

Taking the time to draft iterations of each screen of the app on paper ensured that the elements that made it to digital wireframes would be well-suited to address user pain points. For the home screen, I prioritized a **Nearby Restaurants And Recently Visited Restaurants** to help users save time.
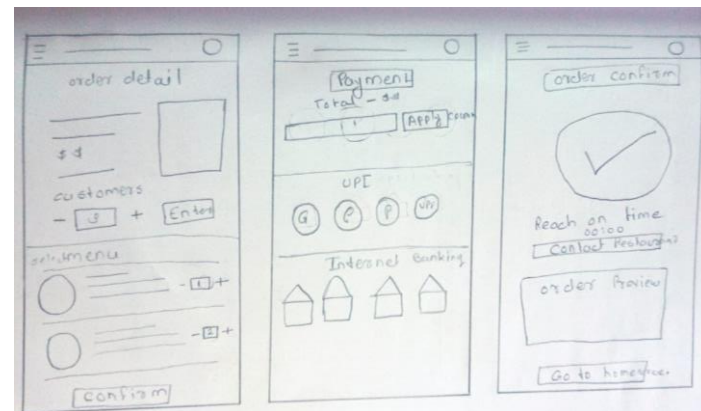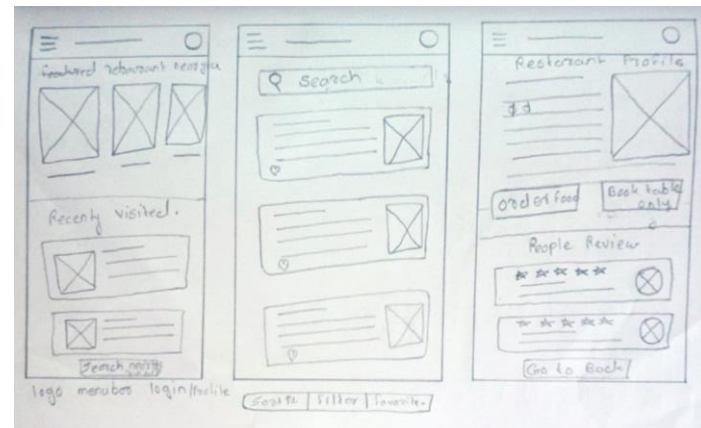
Digital wireframes

As the initial design phase continued, I made sure to base screen designs on feedback and findings from the user research.

This button at the top of the home screen makes it fast and easy To Access all options.

This button provides an easy option To search nearest Restaurants

Restaurants Near You   View All

Resently Visited........

Order History

$$$$$
Your Past Ratings
★ ★ ★ ★ ☆   Visit Again

Order History

$$$$$
Your Past Ratings
★ ★ ★ ★ ☆   Visit Again

Order History

$$$$$
Your Past Ratings

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Digital wireframes

Easy navigation was a key user need to address in the designs in addition to equipping the app to work with assistive technologies.

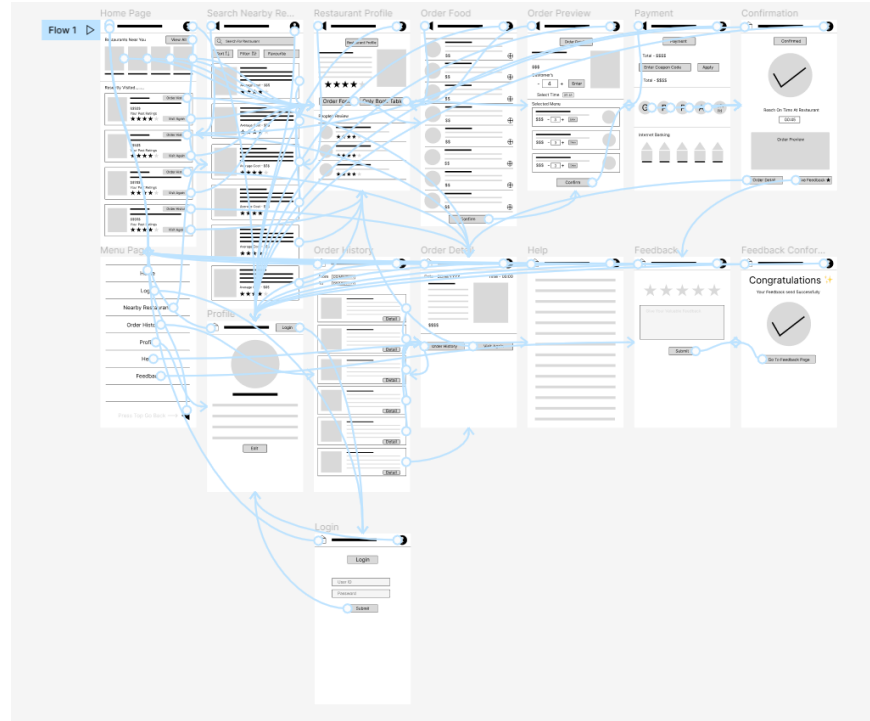Easy access to navigate to all essential options

Home

Login

Nearby Restaurants

Order History

Profile

Help

Feedback

Press Top Go Back ⟶ ◀

Google
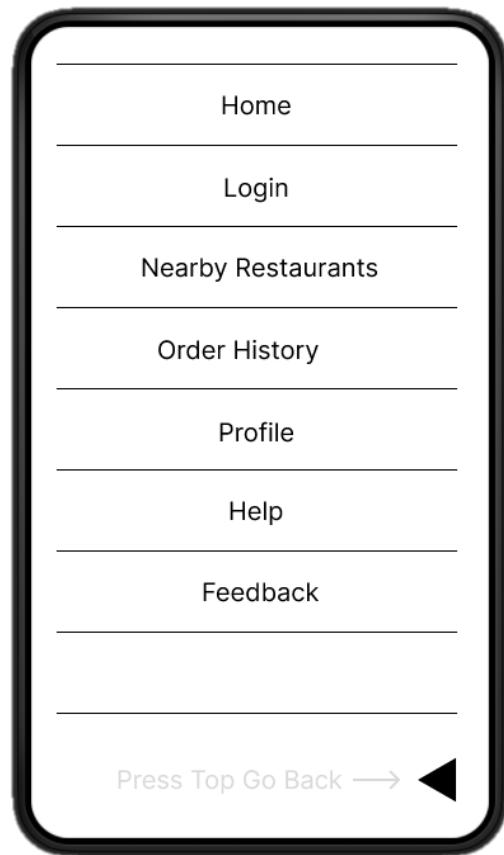
Low-fidelity prototype

Using the completed set of digital wireframes, I created a low-fidelity prototype.So the prototype could be used in a usability study.

View the Hotelwala

[HotelWala Lo-Fi Prototype](#)

Usability study: findings

I conducted two rounds of usability studies. Findings from the first study helped guide the designs from wireframes to mockups. The second study used a high-fidelity prototype and revealed what aspects of the mockups needed refining.

Round 1 findings

1. Users want to Book Table At Restaurant quickly

2. Users want Easy Navigation options

3. Users want a heart icon on restaurant profile to add restaurants in favoraits

Round 2 findings

1. The Add Manual Location

2. Login Button At Profile Page

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Refining the design
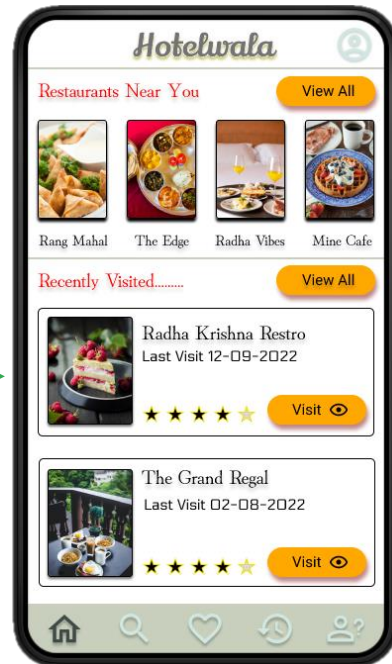
- Mockups
- High-fidelity prototype
- Accessibility

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Mockups

Early designs allowed for
some customization,
but after the usability
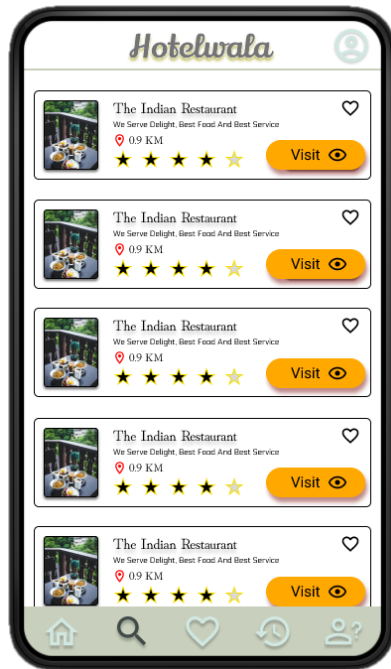studies, I added Navigation
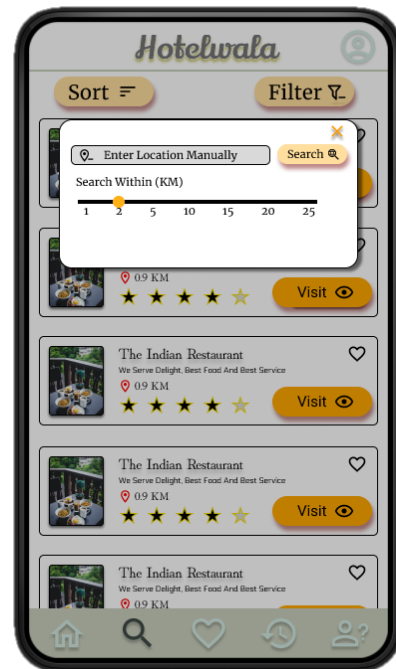options at bottom.

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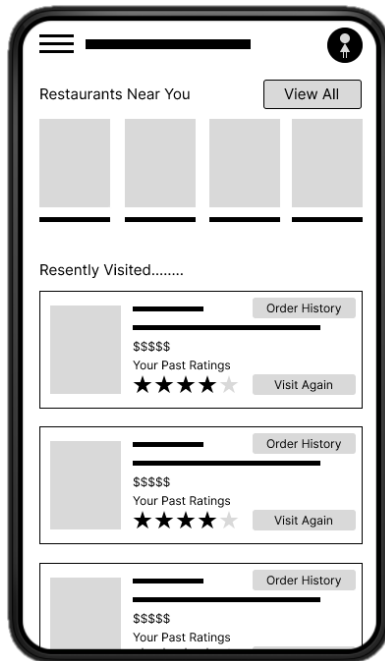
Mockups

The second usability study revealed frustration with the checkout flow. to streamline this flow, I consolidated the "Current order" and "Checkout screens" to **one "Order summary" screen**.
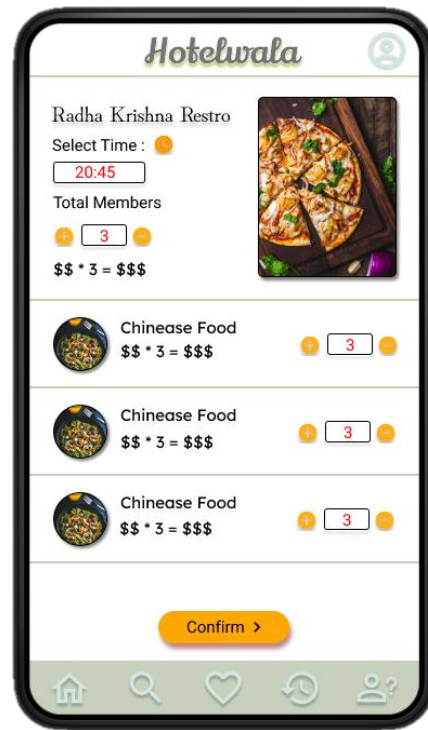
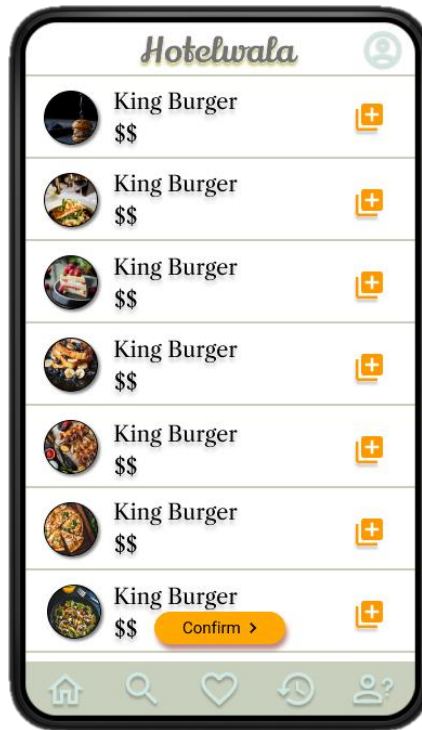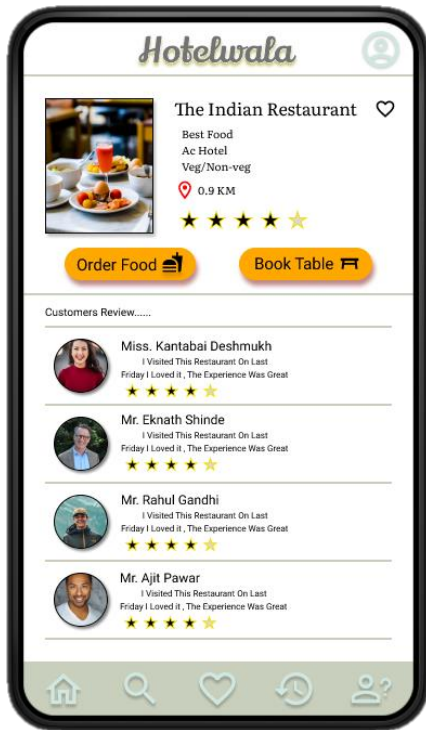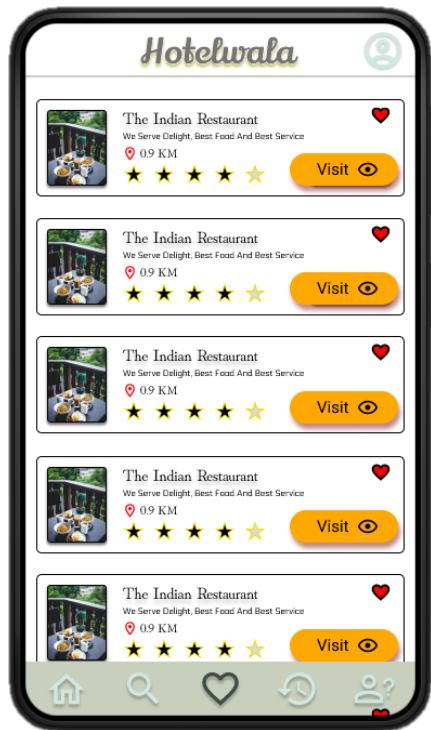I also added the **pickup or delivery option** to this screen.

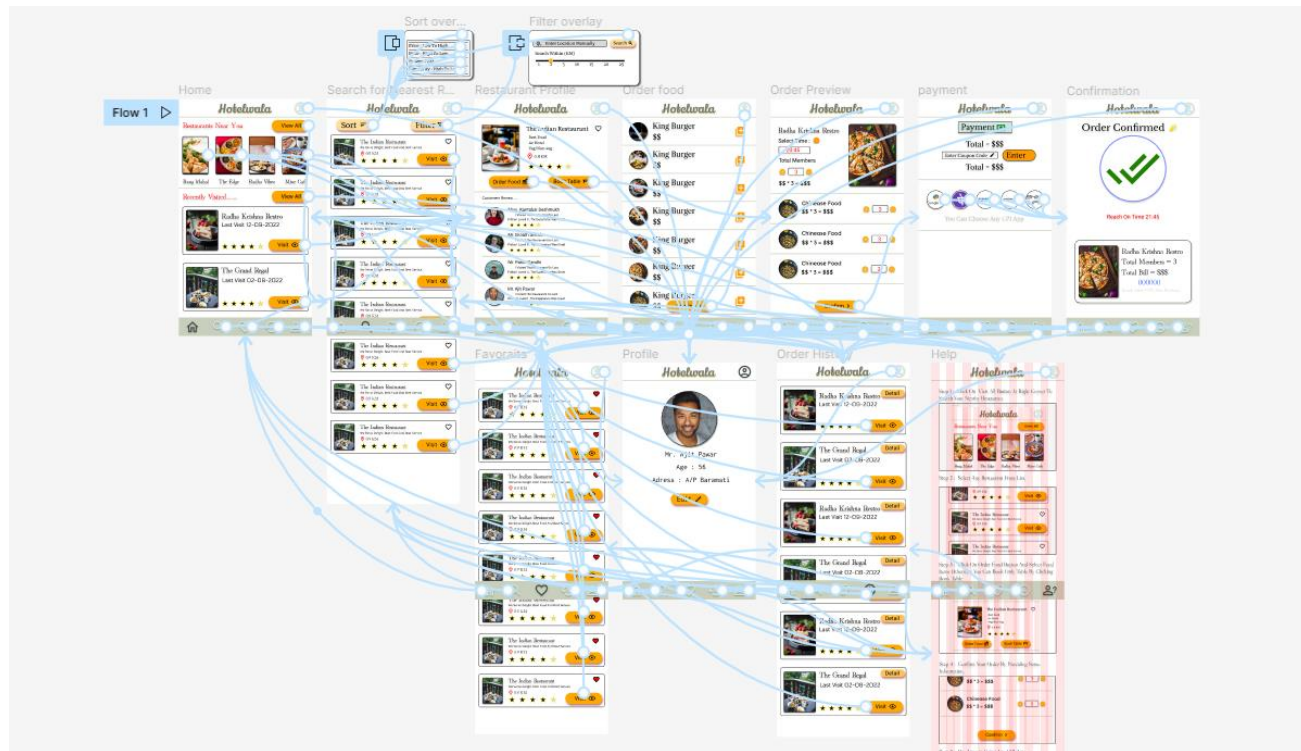Before usability study 2

After usability study 2

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Key mockups

High-fidelity prototype

The final high-fidelity prototype presented cleaner user flows for Booking a Restaurant and checkout. It also met user needs for a easy navigation and filter option.

High Fedility Prototype

[Hotelwala Hi-Fi Prototype](#)

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Accessibility considerations

1

Used icons to help make navigation easier.

2

Used detailed imagery for **Restaurant And Food Menus** to help all users better understand the designs.

Going forward

- Takeaways
- Next steps

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Takeaways

Impact:

The app makes users feel like **HotelWala** really thinks about how to meet their needs. How to save users time.The app make users experience great.

What I learned:

This is my first UX Desigh project.While designing the **HotelWala** app, I learned that the first ideas for the app are only the beginning of the process. Usability studies and peer feedback influenced each iteration of the app's designs.

Next steps

1

Conduct another round of usability studies to validate whether the pain points users experienced have been effectively addressed.

2

Conduct more user research to determine any new areas of need.

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Let's connect!

Thank you for your time reviewing my work on the **HotelWala** app! If you'd like to see more or get in touch, my contact information is provided below.

Email: Official.vishupatil@gmail.com

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Thank you!

Google