

Name of the client: Fimala Maulidia

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Place: Face-to-face meeting at client household

1: Interviewer

2: Client

Interview 3 Transcript:

1: Hi again, it's been a while.

2: Hi, yes, nice to talk to you again.

1: Ok, so after some time, I've finally finished the web application for your cat hotel business. I'm going to showcase the product right now and you can give me some feedback based on the success criterias we have discussed from before.

2: Oh that's very nice, I can't wait to see it.

[Showcasing of product]

1: Alright now that I have shown you the web application, I want you to give me some honest feedback. I'll go through each success criteria and you can decide whether I have achieved it or not ok?

2: Ok.

Success criteria 1:

The website has a home page.

2: I think you did a good job in creating this home page. I really like it and it has a very playful feel to it with all the images and colours. And like a home page, you can access it immediately when you enter the web application which is nice and easy for the users. So yes, you have met this criteria.

Success criteria 2:

Home page promotes different types of rooms and services available.

2: The images and panels make it really playful and give a good vibe to the website. I really like how you've neatly placed the buttons according to its category and it's definitely helpful as to how you made it interactive. These features definitely make the website easier to use and are more appealing to the eyes which I have high hopes in being able to make customers feel more welcomed. Overall, I think you have achieved this criteria.

Success criteria 3:

Have a separate section for customers and admin.

2: Oh yes, this criteria is definitely met. The separate admin and customer section is just like what I wanted. I like how you have added a new feature by adding in a login page. The separate sections are both very user-friendly and I think my project partners won't have a hard time using this admin section so thank you for that.

Success criteria 4:

Have buttons to redirect to different pages (e.g. room types, services, admin login).

2: For me, the buttons on the navigation bar at the top are very clear to locate and it does its job perfectly. However, I do wish that it could have a bigger font and maybe place them inside a small box thingy? Of course, this is not a big problem, just a slight tweak I would like to make. But yes, you have achieved this criteria.

Success criteria 5:

A page where customers can request a booking.

2: Yes you have met this criteria as the booking page is solely dedicated for booking a room. It doesn't quite look the best I have to admit but it does its job. I love how you have made it so that each booking request automatically updates the data inside the admin section because this can really save us from needing to manually sort things out ourselves. I'm sure it will help us become more productive!

Success criteria 6:

Web application is connected to a MySQL database.

2: I'm not the most tech-y type of person but I have seen that the website is connected to a database. The database is very organised and I like how you have arranged different sections of the hotel into different tables. I've also seen how it automatically updates information inside the database every time you make a change in the admin section. So this is perfect and you have 100% met this criteria.

Success criteria 7:

Program refers to the database in order to check for room availability and decides whether new booking can be processed.

2: From the booking page testing you showed earlier, I've noticed that new customers cannot request a booking unless there are some empty rooms available. The error message displayed is very clear and concise so thank you for saving us the need of manually checking things out. And yeah I think you have been able to somehow check against the admin section to see if there are any rooms available so this criteria is met for sure.

Success criteria 8:

Flag and update database information for customers who have checked out.

2: Yeah the booking manager inside the admin section has the button to checkout customers and remove them entirely from the page. The checkout button immediately checks out the customer and updates their status to 'checked out'; I also love the colour-coded status thingy cause it makes it clearer to see who is booked in or not. So yes, the criteria is met.

Success criteria 9:

Record how much each customer needs to pay based on length of stay, room type, and service ordered.

2: I think the calculation of the price has been correct from what I have seen and it's good that customers immediately know how much to pay. So in that aspect, this criteria is met although I think it would be much better that the customers pay immediately rather than have the admin go email them about their payment process. Yes, this current system works and I think there is no problem with emailing customers about payments but it would be much more time-saving if they can just pay directly and so we don't have to manually confirm their booking or not.

Success criteria 10:

Give the administrator an overview of the hotel's total revenue on the admin section.

2: I don't have much to say about this but so far the revenue panel on the dashboard is correct and updates according to the status of the customers. So criteria is indeed met for this one.

1: Alright, I guess that concludes it for the product evaluation. Thank you for the feedback, I'll keep that in mind for further development of the web application.

2: Yes haha, thank you to you too. I'm very pleased with what I have seen and this will help us a lot. I think everything is almost perfect, just some few tweaks I think you can make.

1: No worries, I actually enjoyed creating this web application. But yes, I will keep your feedback in mind. Ok right, this is it I guess, talk to you soon.

2: Ok yes, bye bye.

Signature:

A handwritten signature in black ink, appearing to be 'Ahmed', written in a cursive style.