# Sprint 1B

The purpose of this lab is to create some interview questions for your project so that you can get some ideas of potential users’ responses to what you are proposing to create. See the project document in D2L for a complete description of the project.

## Part A

With your team member(s), create at least ten interview questions that you’ll want to use to ask potential users. Once you have your questions, show your instructor and ask for feedback. Once you finish creating the questions, start interviewing potential users. They can be your instructors, classmates, people around campus, etc.

Go as your group and do this exercise together.

Show your results to your instructor for marks before class end.

1. If you’re in a hotel and there was an app to order services, what features would you expect?
2. What are you feelings about using apps to pay for meals and other services?
3. How would you want the app to look like?
4. What type of transportation would you like to order from the app?(Taxi, uber, limousine)
5. Describe a time you were put on hold, did you end up hanging up?
6. Tell me about a time you had couldn’t get extra service at a hotel?
7. What are your thoughts on hotel valet service?
8. How do you prefer to order food? (By phone, app or other ways)
9. Where do you usually eat breakfast, lunch or dinner while staying at a hotel?
10. What sorts of notifications would you like and how?
11. How often do you have your hotel room cleaned?

**Person 1: Lin**

Sandman air conditioning is bad, holiday inn

Only when you travel twice a year

Hilton hotel was the best

Sandman

Go to order food

Eat at restaurant

By phone call

Yes

Everyday

Point system for going to the hotel

**Person 2: Kelvin**

Escorts, massages

Convenient

Simple colors, kid friendly, filter searches

Taxi

No, but would look for alternatives

No smoking rooms

Convenient if short on time, would use

Application, or drive to pick up

At a restaurant

Call

What hotel is offering for the week (Conferences, Events, Promotions, shows, etc.)

**Person 3: Tanvi**

Hilton, Leela hotel, grand Hyatt

2 months a year

Leela, clean warm welcoming, and huge a chain

Guest, best western, not clean, non-hygienic

Going to the hotel restaurant for food buffets

Hotel restaurant

By phone

Yes lines are busy

Twice a day for a clean room

Translations for hotel guests for service and food items

Tourist attractions and locals

How to get to the locations with mode of transportations

**Person 4: Kundi**

Holiday Inn

Twice a year

Service wasn’t worth price, dirty environment

Good food for breakfast

By application because it’s quicker

At hotel breakfast, lunch at restaurant

Push notifications to application

Never

Everyday

Hotel reviews and rating

**Person 5: Steven**

Easy to use, freebies, deals

Call, security is a concern

Easy to navigate, good UI

Depends on the price, information about the price, car/taxi

If the service is unavailable, anywhere else I would just wait, If I was in a hurry I would show up in person

n/a

Give a call for notifications

Once a day for cleaning, when the service comes

Depends in the hotel, if its provided with the hotel, restaurant that is convenient

Opinion of valet service, rather park by myself, quicker access, would use the service if it saves time

**Person 6: Andrew**

Username given by the hotel matches the one in the hotel database, room service and cleaning

Don’t want to use the app for purchases security is a problem

Car rentals and taxis

Being on hold for phone calls is not really a problem

n/a

n/a

Wants the notifications by the text

n/a

n/a

**Person 7: Douglas**

Food, drinks, specific times I would like the room cleaned, car services

Good if you can use PayPal for secure payment

Not overly complicated, simple and user friendly

Yes

Yes, I was on hold for over 10 minutes

Online, but if I want my order customized, then by phone

McDonalds or other local restaurants

Confirmation of the order and when my services arrive

Free massages

Every 2 days

Free because I don’t want to pay, but basically recommended activities, transportation (bus routes), tourist spots

**Person 8**: **Carey**

Ability to ask for room service and cleaning

Yes if the payment is secure

I want a app that is easy to navigate

Yes

By phone,

Restaurants around the area

I want cleaning of my hotel room every other day

Events around the area and tourist destinations

**Person 9: Sudeep**

Alcohol, food, escorts, cloth, dry cleaning, room service, gaming systems,

Very convenient

Easy to use,

Yeah I would prefer the app

Yes he hung up and would use the app

Online app

Push notifications to my phone

**Person 10: Amit**

Room service through the app

More convenient and fast than talking to someone

n/a

Tourist transportation, bus, local taxi

n/a

n/a

Local restaurant

Call for notifications

Has the room cleaned whenever he is out of the hotel