

Bachelor Of Software Engineering
Honours Faculty Of Engineering Technology
The Open University of Sri Lanka
Department Of Electrical and Computer
Engineering
EEI4361 – User Experience Engineering
Mini Project



Group Name : Mad Rats

Table of Content

01. Problem Identification

02. Identified Scenario

03. User and Task Analysis

04. Prototype

05. Heuristic Evaluation

06. Thinking Aloud

07. Results of Heuristic and Thinking Aloud Evaluations

08. Conclusion

RESTAURANT RESERVATION SYSTEM: MOBILE & WEB BASED

PROBLEM

Clients nowadays prefer to make reservations online, but many restaurants still use manual reservation processes, leading to inefficiencies, mistakes, and lost chances. Manual reservation processes can also be time-consuming, leading to long client waits or lost revenue potential. Our solution, "Dine Easy" , an online reservation system will be developed to overcome these problems.

Showing five User Personas from five different perspectives relevant to the above identified problem.

We're going to focus on those individuals who are most touched by the situation we're attempting to resolve. To do that, five user personas based on various viewpoints will be developed. User personas can be thought of as fictional characters that represent our target audience. Goals, challenges ,values, behaviors, and demographic details will vary for each persona.

CUSTOMER PERSONA

"Nothing makes me happier than the smiling faces of my children after work."
- Julia Y.



Julia Yvonne

Receptionist



Age: 32



Children: Two



Employer: LSEG Company



Annual Income: Rs. 100,000

Personal Traits

Patience 90%

Flexibility 40%

Problem-solving 70%

Bio

Occupation: IT Manager. Lifestyle of Julia is a working mother of two young children who values her personal time and likes to dine out occasionally for a break from her busy schedule. She may need to make reservations for family outings, date nights, or business meetings with clients. She values quality food and service and may have dietary restrictions or preferences..

Frustrations

- Working on weekends
- Low income
- Children handling when going out

Needs

- Receive personalized recommendations based on her dining preferences or previous experiences
- Have a seamless and enjoyable dining experience with her family or clients

Free Time

Usually, Julia does not have any free time. Her average free time to herself is 4-5 hours. Sometimes she browse the internet.



Dine Easy

Project : Dine Easy < Restaurant Reservation System

User Persona



Archie Andrews

College Student

The online reservation system would benefit college students like Archie by providing an easy-to-use platform to find and reserve affordable dining options. It would also provide access to online menus and reviews, making it easier for students to find restaurants that meet their dietary restrictions or preferences. Finally, it would provide a way for students to keep track of their dining history.

Bio

Name : Archie Andrews
Age : 20
Gender : Male
Occupation : College Student
Education: Pursuing a Bachelor's degree in Business Administration in NSBM Green University
Location : Colombo 7
Income: Part-time job
Marital Status: Single

Challenges

- Limited budget for dining out
- Limited knowledge of different restaurants in the city
- Limited time to make reservations during busy school schedule
- Difficulty finding restaurants that accommodate dietary restrictions
- Difficulty keeping track of reservations

Need

- To find affordable places to eat out with friends
- To access online menus and make reservations easily
- To get discounts and promotions for eating at certain restaurants
- To discover new and trendy restaurants in the city
- To keep track of reservations and dining history



USER PERSONA

PROJECT : RESTAURANT RESERVATION SYSTEM

NAME : MRS. VELMA FERNANDO

+ DEMOGRAPHICS

Age

40 years old

Gender

Female

Profession

- Professional Marketing Manager
- Student
- Teacher
- Corporate Employee
- Remote Worker

+ LIFESTYLE

Has a busy schedule

Has multiple tasks to attend to any given day

- Location and Region: Dehiwala

+ PAIN POINTS

- Difficulty finding available reservations at popular restaurants during peak hours
- Poor service or food quality at new restaurants she tries out
- Long wait times or delays during her dining experience

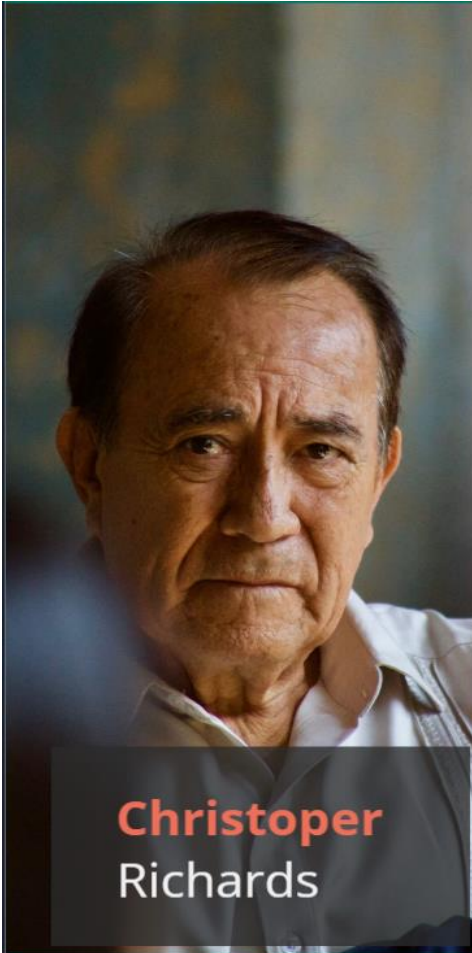
BEHAVIOURAL TRAITS

- Values convenience and efficiency
- Often makes last-minute plans due to her busy schedule
- + Prefers to book reservations online or through an app
- Appreciates personalized recommendations based on her dining preferences
- May need to cancel or modify reservations due to work commitments

GOALS :

- Easily find and book reservations at popular restaurants
- + Receive personalized recommendations based on her preferences
- Quickly modify or cancel reservations if needed
- Have a seamless and enjoyable dining experience

Made with VISME



Christopher
Richards

“ A young man is a theory but an old man is a fact . ”

Bio

Christopher is a retired man who lives in Kelaniya and values social interactions and trying new things. He has a physical disability that requires him to use a wheelchair and needs assistance to get in and out of the car. He enjoys dining out with his family, friends, and caregiver, but needs to make sure the restaurant is accessible and accommodating to his needs.

Age

60 years old

Goals

- Easily find and book reservations at accessible restaurants
- Receive personalized recommendations based on his accessibility and dietary needs
- Have a seamless and enjoyable dining experience with his family, friends, and caregiver
- Find healthy meal options or accommodate dietary restrictions
- Prefers to make reservations in advance to ensure accessible seating and accommodations

Pain Points

- Difficulty finding accessible restaurants or confirming their accessibility features
- Inconvenient reservation policies, such as requiring a phone call or in-person visit
- Limited menu options or difficulty accommodating dietary restrictions
- Poor service or lack of staff assistance when navigating the restaurant or accessing facilities



Introvert



Extrovert



Thinking



Perceiving

Made with VISME



DEMOGRAPHICS

- Age : 46
- Gender : Female
- Career : Software Engineer, Traveller, Corporate Employees
- Industry : IT and Environmental Science



VALUES

- Quality time with family
- Delicious food and good service
- Convenience and ease of use



TOURIST CUSTOMER USER PERSONA

Restaurant Reservation System - Dine Easy



PAIN POINTS

- Limited time to research and make a reservation due to work and family responsibilities.
- Concerns about the cost of the meals.
- Difficulty finding a restaurant that meets his dietary restrictions and preferences.



CUSTOMER BEHAVIOUR

- Prefers to make reservations online
- Will read reviews and ratings before making a decision
- Will prioritize restaurants that offer online menus and options for dietary restrictions
- Will appreciate any special offers or promotions that can help save money
- Will expect prompt confirmation of his reservation and clear communication from the restaurant.

Usage Analysis

The following procedures must be taken by users of the proposed restaurant reservation system:

Step 1

The first message the system will display to the user when they access the system will ask them to log in if they already have an account or to register if they do not.

Step 2

The right username and password must be entered in the designated sections, and if the user is an existing one, they must also click the login button to gain access to their account. The system will generate an error notice if the entered information is inaccurate.

Step 3

If the user is a first-time user, they must click the sign-up button and follow the prompts to complete the necessary data to set up an account. They can select the sign-up option after completing all the fields to create their account and access the system.

After that, users will be able to navigate the system and do the tasks listed below.

a) The client (the user of the system)

- The system requires users to log in or sign up first.
- The system should then present a list of the available restaurants along with information about their location, kind of cuisine, menu, prices, and reviews.
- Consumers must be able to reserve a table at their chosen restaurant for a particular day and time.
- After the reservation is verified, the system ought to send a confirmation message to the client's email or mobile number.
- Clients should have access to a dashboard or calendar view of their reservation information.
- Options for adding unique demands or requirements for the restaurant should be available in the system.
- If necessary, customers should be able to change or cancel their appointments.
- Customers should be able to check their past reservation history and out-of-home dining bills on the system.

- For any problems or questions, users ought to be able to message the system administrator.

b) Restaurant

- The system should transmit reservation information to the restaurant, which should then get ready for the customer's arrival.
- If necessary, the restaurant should have access to the system to change or cancel the reservation.
- Any specific demands or requirements from the customer should be reported to the restaurant through the system.

c) System Admin

- The system administrator should make sure that only authorized staff have access to the customer's personal and financial information.
- The administrator is responsible for responding to client questions and resolving any problems that may occur.
- In the event of any unwanted access to the user's account or data, the system should notify them via a security alert.
- To enhance system performance and user experience, the administrator should be able to examine consumer data related to costs, reservations, and feedback.

The user should follow the general instructions given below :

STEPS:

- 1.** Find the restaurant: The first step is to conduct a search for the eatery you wish to reserve a table at. Search engines of the system can be used for this.
- 2.** Choose the day and time: After locating the restaurant, you must select the day and time for which you wish to make a reservation. This will depend on the restaurant's capacity as well as your personal timetable.
- 3.** Decide how many people will join you for dinner: You must decide how many people will join you for dinner. By doing this, you'll assist the restaurant be ready for you and make sure there are enough chairs and employees for your group.
- 4.** Add your contact details here: Your name, phone number, and email address are required so that we can contact you regarding the status of your reservation.
- 5.** Confirm your reservation: You must confirm your reservation after providing all the required information. To let you know that your reservation has been properly made, the restaurant might send you a confirmation email or text message.
- 6.** Change or cancel the reservation: You can usually do this online using the same reservation system if you need to make any changes to your reservation or cancel it entirely. Just be careful to cancel within the timeframe specified in the restaurant's cancellation policy to avoid paying any fees or penalties.

The restaurant reservation system should be created to lead the user through each stage of the process in order to guarantee a positive user experience. To assist the user, the system must present clear instructions and feedback to make the user's reservation as quick and painless as possible. The system should also be developed to manage any mistakes or problems that may occur during the reservation process.

Task Analysis

Three users are involved in the proposed restaurant reservation system, and their respective roles are as follows:

Customers:

The technology will be used by customers to make reservations at restaurants. Customers should conduct a search for the restaurant they want to reserve before selecting a time and date, the number of guests, and their contact information. The system will then confirm the booking and provide users the option to modify or cancel it as needed.

Restaurant manager /staff:

The system will be used by the staff to manage bookings and make sure the restaurant has enough staff and is ready for incoming customers. They should frequently check the reservation system for fresh bookings, update staff and table availability, and get in touch with clients as required.

System admin:

The system administrator is in charge of maintenance and seamless operation of the reservation system. They must routinely monitor the system for flaws or faults, make any necessary updates, and offer technical assistance to users who are having issues with the system.

These users and the tasks they may be performing could include:

Identified Scenarios

Student

A young adult who wants to go out to dinner with friends or family could be considered a student in the context of a restaurant reservation system. To reserve a table at a restaurant and keep track of their meal-related spending, they would use the system.

Students might use the system to look up eateries close to their house or college, make reservations for a specific date and time, and specify how many people will be joining them.

The system for making reservations at restaurants might assist students in keeping track of their spending to stay within their budget and managing costs associated with eating out.

Busy Individuals

The restaurant reservation system can be useful for busy people as well because it saves them time and guarantees they can get a table at their preferred restaurant during busy times. The system should be made to be effective and simple to use because these people might only have a short amount of time and need to rapidly make a reservation.

Also, busy people could have certain needs, including the desire for a private dining room or a particular table position. The system ought to be able to fulfill these requests and give the restaurant personnel the relevant data.

Common People

Common people can use a restaurant reservation system to easily make reservations at their desired restaurants. The system should be intuitive, provide clear instructions, and be able to accommodate special requests or requirements to ensure a smooth and enjoyable dining experience.

Tourists

Tourists using a restaurant reservation system may require more guidance and support, multilingual support, real-time availability information, multiple payment options, and options to accommodate dietary restrictions. The system should be designed to be intuitive, user-friendly, and cater to their specific needs to ensure a positive user experience.

Heuristic Evaluation

We used Jakob Nielsen's 10 general principles for interaction design to conduct a heuristic review of our restaurant reservation system. Five usability specialists participated in our review, conducting in-depth testing to compare the system's quality to the 10 criteria.

The following criteria were used by the experts in their evaluation of the restaurant reservation system:

- Visibility of system status: Does the system give the user clear feedback about the status of their reservation and any changes that have been made to it?
- Comparison between the system and the real world: Does the system make use of user-friendly terms and concepts that are simple to comprehend?
- User freedom and control: Can users simply access and modify their bookings without running into problems or restrictions?
- Standards and consistency: Does the system consistently make mistakes?
- Help and documentation: Are they offered in a clear, approachable manner with user-friendly language and formatting?

We will be able to find places where our restaurant reservation system may be enhanced in order to give our clients a better user-friendly experience by doing a heuristic evaluation using these criteria.

| Evaluation | Rating |
|-------------------|---------------|
| Excellent | 5 |
| Good | 4 |
| Average | 3 |
| Fair | 2 |
| Poor | 1 |

Results of the Heuristic Evaluation :

| Principle | Evaluator 1 | Evaluator 2 | Evaluator 3 | Evaluator 4 | Evaluator 3 | Evaluator 5 |
|--|-------------|-------------|-------------|-------------|-------------|-------------|
| Visibility of system status | 5 | 4 | 5 | 5 | 4 | 4.6 |
| Match between system and the real world | 4 | 4 | 5 | 3 | 4 | 4.0 |
| User control and freedom | 5 | 4 | 5 | 4 | 4 | 4.4 |
| Consistency and standards | 5 | 5 | 5 | 5 | 5 | 5.0 |
| Error prevention | 4 | 3 | 5 | 4 | 4 | 4.0 |
| Recognition rather than recall | 5 | 5 | 5 | 5 | 5 | 5.0 |
| Flexibility and efficiency of use | 5 | 4 | 5 | 5 | 4 | 4.6 |
| Aesthetic and minimalistic design | 5 | 5 | 5 | 5 | 5 | 5.0 |
| Help users recognize, diagnose and recover from errors | 4 | 3 | 5 | 3 | 4 | 3.8 |
| Help and documentation | 4 | 2 | 4 | 2 | 3 | 3.0 |

01. Identified Scenario

Our approach to the problems that restaurant owners and customers have with manual booking systems is an online reservation system with the goal of establishing a restaurant booking system that will allow guests to simply reserve tables at a restaurant. Customers will find it convenient to make reservations for tables using this online system from the comfort of their homes or while traveling, while restaurant operators will gain from improved productivity and revenue.

Customers will be able to use the system to check the availability of tables and make reservations, and each online reservation will be linked to an account to assure data accuracy and improve tracking of client behavior. Each user will have a single account, making it simpler for them to manage their reservations and examine their history.

When there are no available tables, customers will also have the choice to sign up for a waitlist, guaranteeing that they will be informed as soon as a table opens up. Customers will also be able to provide feedback on their eating encounters, giving restaurant owners useful information on customer happiness.

The safe online payment feature of the online reservation system will give clients the assurance that their personal and financial information is handled securely. The technology will produce thorough statistics on restaurant revenue, occupancy, and patron behavior, giving restaurant owners information they can use to make wise decisions.

Customers will be able to access and manage their reservations through the system, including making changes and canceling them. The system will be scalable and able to meet the needs of both big and small restaurants because it will be able to handle significant amounts of traffic and booking requests.

Additionally, our online reservation system will offer consumers a safe, dependable, and easy-to-use experience while also giving restaurant owners useful information to help them grow their businesses. It will handle table bookings for parties of all sizes, support numerous languages, and give details about the restaurant's facilities, hours of operation, location, and contact information.

Our online reservation system will, in general, offer a fluid and practical experience for both patrons and restaurant proprietors, addressing the problems with manual booking methods and enhancing the general customer experience.

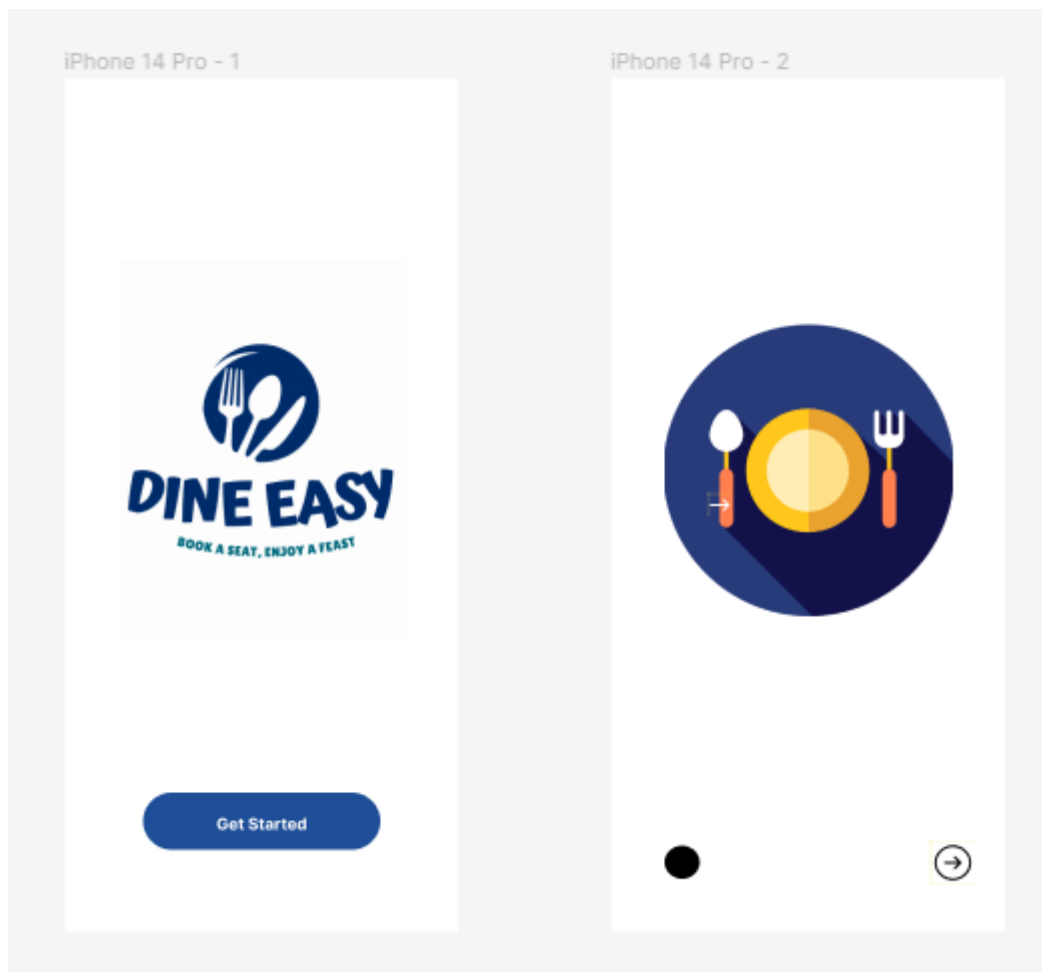
UI for Restaurant Booking System

Figma Link :

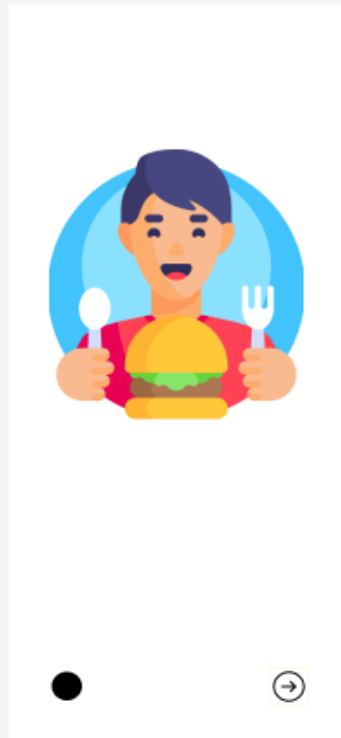
<https://www.figma.com/file/x8rE72Pb2IOUWlfbRYqBgB/Mini-Project?node-id=0-1&t=1c0dZRAZV86PRg7N-0>

Video link :


https://drive.google.com/file/d/1nn4DRJKCWhWOTHDlyqQa-42Q2-5nkff-/view?usp=share_link



iPhone 14 Pro - 3



iPhone 14 Pro - 4



Log into your Account

Email Address

Password

[Forgot Password](#)


Login

Or sign in with

GOOGLE

New Member ? [Sign Up](#)

iPhone 14 Pro - 5



Welcome to Dine Easy

Full Name

Email Address

Password


Register Now

Or sign in with

GOOGLE

Already a member ? [Sign in](#)

iPhone 14 Pro - 6



Forgot Password


Enter your Registered email for verification
we will send the password to your email

Email Address

SEND

CANCEL

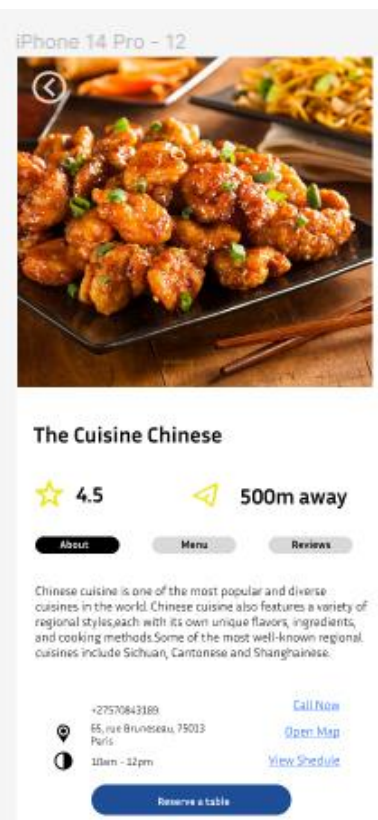
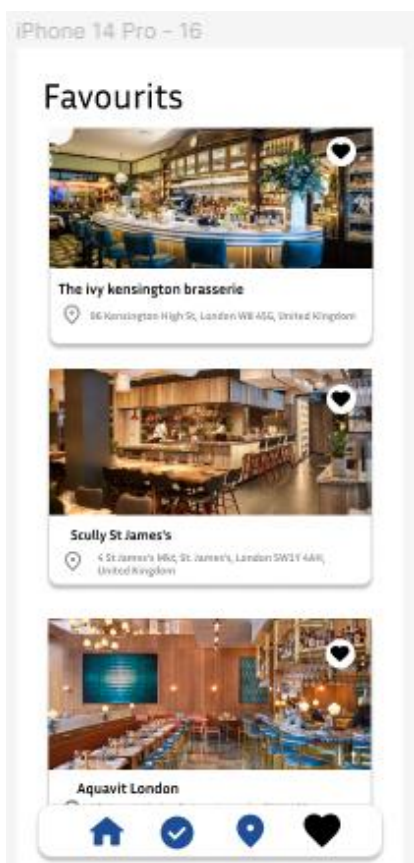
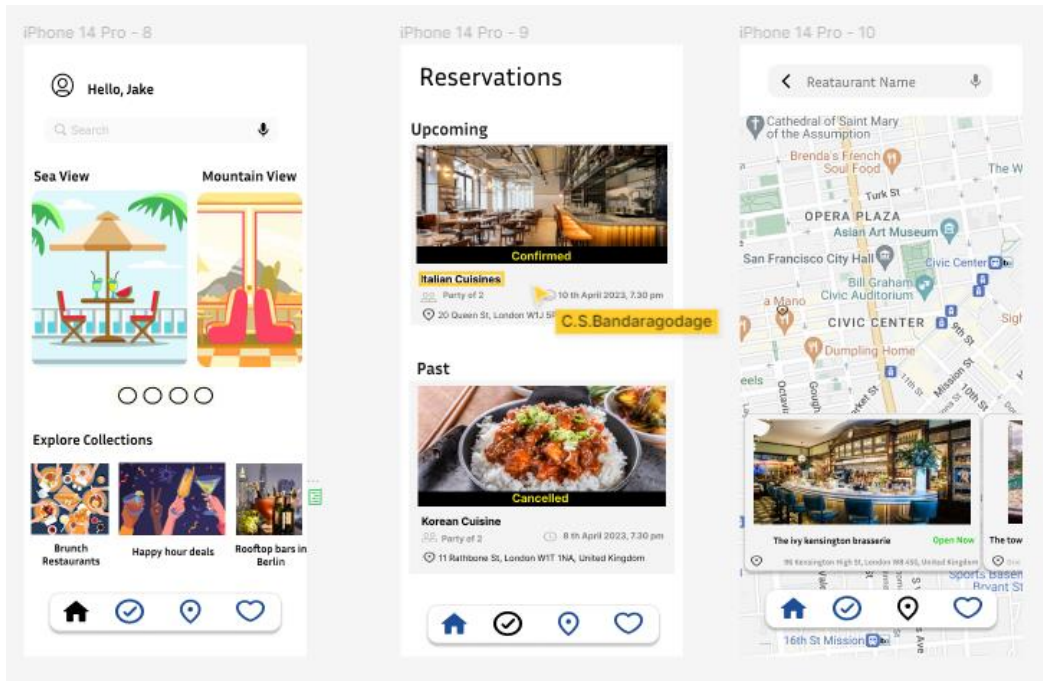
iPhone 14 Pro - 7



Verification

Enter the code sent to your registered email
for verification of your account

VERIFY



iPhone 14 Pro - 13



The Cuisine Chinese

★ 4.5

500m away

About

Menu

Reviews

Menu

Specials

Dumplings

Ma Po Tofu

Boneless Spare Ribs \$6.50 Chicken Finger (8 Pcs.) \$5.75

Fried Wonton (8 Pcs.) \$4.95 Crab Rangoon \$8.25

Reserve a table

iPhone 14 Pro - 14



The Cuisine Chinese

★ 4.5

500m away

About

Menu

Reviews

Reviews(988)

Write a review



Jamie
4.5 (18 mins ago)

322 Reviews

We had an amazing experience in this restaurant. Very friendly servic.....more

Reserve table

iPhone 14 Pro - 15



Book a Table at

The Cuisine Chinese

★ 4.5

Table for?

3



Date and Time?

March 03, 2023
10:00am

Seating Area?

Smoking

No Smoking

Occasion?

Party

Romantic

Reserve a table

iPhone 14 Pro - 11



THANK YOU!

Thank you for Booking

Table for 2 people has been booked on
5th September 2023



Share the code at the reception

My Booking



iPhone 14 Pro - 12



Sorry to see you leave

Table for 6 people has been
cancelled on 28th September
2023

Home

Thinking Aloud Evaluation

We selected five users outside the development team and conducted a thinking aloud evaluation to gather feedback on the user interface of our restaurant reservation system. We gave two users tasks to use the website and three users' tasks to use the mobile app. For website users, we asked them to fill a google form provided by us and share their experience with us through filling out it.

There are questions we have included in the google form.

- 1.How easy was it for you to make a reservation using our system?
- 2.Did you experience any technical issues or difficulties when making your reservation?
- 3.Was the information provided in the booking process clear and helpful?
- 4.Did you receive a confirmation email after making your reservation?
- 5.How far in advance did you make your reservation?
6. How far in advance did you make your reservation?
- 7.Were you able to easily modify or cancel your reservation if needed?
- 8.Did the restaurant staff have all the information they needed about your reservation?
- 9.How satisfied were you with the overall booking experience at our restaurant?
- 10.Would you recommend our restaurant booking system to others?
- 11.Your suggestions for us

1. Evaluator: Yasara Widhyarathne
Undergraduate @ Open University
2nd Year - Software Engineering

1. How easy was it for you to make a reservation using our system? *

| | 1 | 2 | 3 | 4 | 5 | |
|----------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------|
| Not very | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | Very much |

2. How frequently do you dine out or make restaurant reservations? *

- ☐ Several times a week
- ☒ Once a week
- ☐ A few times a month
- ☐ Once a month
- ☐ Rarely
- ☐ This was my first time making a restaurant reservation
- ☐ Other:

3. Did you experience any technical issues or difficulties when making your reservation? *

- ☐ Yes
- ☒ No

If "Yes" Kindly describe your issue here *

No

4. Was the information provided in the booking process clear and helpful? *

- ☒ Yes
- ☐ No

5. Did you receive a confirmation email after making your reservation? *

☒ Yes

☐ No

6. How far in advance did you make your reservation? *

From 2 days

7. Were you able to easily modify or cancel your reservation if needed? *

☒ Yes

☐ No

8. Did the restaurant staff have all the information they needed about your reservation? *

☒ Yes

☐ No

9. How satisfied were you with the overall booking experience at our restaurant? *

Not very 1 2 3 4 5 Very much

☐ ☐ ☐ ☐ ☒

10. Would you recommend our restaurant booking system to others? *

- ☒ Yes, I would definitely recommend your restaurant booking system.
- ☐ I might recommend your restaurant booking system.
- ☐ I'm not sure if I would recommend your restaurant booking system.
- ☐ I might not recommend your restaurant booking system.
- ☐ No, I would not recommend your restaurant booking system.

11. Your suggestions for us *

No suggestions.its perfect

12. Your name *

Yasara widyarathna

13. Your email address *

yasarawidyarathna@gmail.com

2. Evaluator: Udara Senevirathna
Undergraduate Student @ Open University
2nd Year – Software Engineering

1. How easy was it for you to make a reservation using our system? *

| | 1 | 2 | 3 | 4 | 5 | |
|----------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------|
| Not very | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | Very much |

2. How frequently do you dine out or make restaurant reservations? *

- ☐ Several times a week
- ☐ Once a week
- ☒ A few times a month
- ☐ Once a month
- ☐ Rarely
- ☐ This was my first time making a restaurant reservation
- ☐ Other:

3. Did you experience any technical issues or difficulties when making your reservation? *

☐ Yes

☒ No

If "Yes" Kindly describe your issue here *

-

4. Was the information provided in the booking process clear and helpful? *

☒ Yes

☐ No

5. Did you receive a confirmation email after making your reservation? *

☒ Yes

☐ No

6. How far in advance did you make your reservation? *

A week ago

7. Were you able to easily modify or cancel your reservation if needed? *

☒ Yes

☐ No

10. Would you recommend our restaurant booking system to others? *

- ☒ Yes, I would definitely recommend your restaurant booking system.
- ☐ I might recommend your restaurant booking system.
- ☐ I'm not sure if I would recommend your restaurant booking system.
- ☐ I might not recommend your restaurant booking system.
- ☐ No, I would not recommend your restaurant booking system.
- ☐ Other:

11. Your suggestions for us *

-

12. Your name *

Udara Senevirathna

13. Your email address *

udaraasenevirathna@gmail.com

Submitted 4/4/23, 9:34 PM

3. Evaluator: Akila Chandima

Undergraduate Student @ Open University

2nd Year – Software Engineering

1. How easy was it for you to make a reservation using our system? *

| | 1 | 2 | 3 | 4 | 5 | |
|----------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------|
| Not very | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | Very much |

2. How frequently do you dine out or make restaurant reservations? *

- ☐ Several times a week
- ☒ Once a week
- ☐ A few times a month
- ☐ Once a month
- ☐ Rarely
- ☐ This was my first time making a restaurant reservation
- ☐ Other:

3. Did you experience any technical issues or difficulties when making your reservation? *

☐ Yes

☒ No

If "Yes" Kindly describe your issue here *

No

4. Was the information provided in the booking process clear and helpful? *

☒ Yes

☐ No

5. Did you receive a confirmation email after making your reservation? *

☒ Yes

☐ No

6. How far in advance did you make your reservation? *

Yesterday.....

7. Were you able to easily modify or cancel your reservation if needed? *

☒ Yes

☐ No

8. Did the restaurant staff have all the information they needed about your reservation? *

☒ Yes

☐ No

9. How satisfied were you with the overall booking experience at our restaurant? *

Not very 1 2 3 4 5 Very much

☐ ☐ ☐ ☐ ☒

10. Would you recommend our restaurant booking system to others? *

- ☒ Yes, I would definitely recommend your restaurant booking system.
- ☐ I might recommend your restaurant booking system.
- ☐ I'm not sure if I would recommend your restaurant booking system.
- ☐ I might not recommend your restaurant booking system.
- ☐ No, I would not recommend your restaurant booking system.
- ☐ Other:

11. Your suggestions for us *

Nothing

12. Your name *

Akila Chandima

13. Your email address *

akila99x,@gmail.com

Submitted 4/4/23, 10:47 PM

4. Evaluator: Demini Abayasiriwardane
Undergraduate Student @ Open University
2nd Year- Software Engineering

1. How easy was it for you to make a reservation using our system? *

| | 1 | 2 | 3 | 4 | 5 | |
|----------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------------------|-----------|
| Not very | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | Very much |

2. How frequently do you dine out or make restaurant reservations? *

- ☐ Several times a week
- ☐ Once a week
- ☒ A few times a month
- ☐ Once a month
- ☐ Rarely
- ☐ This was my first time making a restaurant reservation
- ☐ Other:

3. Did you experience any technical issues or difficulties when making your reservation? *

- ☐ Yes
- ☒ No

If "Yes" Kindly describe your issue here *

.....

4. Was the information provided in the booking process clear and helpful? *

☒ Yes

☐ No

5. Did you receive a confirmation email after making your reservation? *

☒ Yes

☐ No

6. How far in advance did you make your reservation? *

-

7. Were you able to easily modify or cancel your reservation if needed? *

☒ Yes

☐ No

8. Did the restaurant staff have all the information they needed about your reservation? *

☒ Yes

☐ No

9. How satisfied were you with the overall booking experience at our restaurant? *

| | | | | | | |
|----------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------|
| | 1 | 2 | 3 | 4 | 5 | |
| Not very | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | Very much |

10. Would you recommend our restaurant booking system to others? *

- ☒ Yes, I would definitely recommend your restaurant booking system.
- ☐ I might recommend your restaurant booking system.
- ☐ I'm not sure if I would recommend your restaurant booking system.
- ☐ I might not recommend your restaurant booking system.
- ☐ No, I would not recommend your restaurant booking system.
- ☐ Other:

11. Your suggestions for us *

-

12. Your name *

Demini Abayasiriwardane

13. Your email address *

gtidemini@gmail.com

5. Evaluator: Isuru Dissanayake
Undergraduate Student @ Open University
2nd Year – Software Engineering

1. How easy was it for you to make a reservation using our system? *

| | 1 | 2 | 3 | 4 | 5 | |
|----------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------|
| Not very | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | Very much |

2. How frequently do you dine out or make restaurant reservations? *

- ☒ Several times a week
- ☐ Once a week
- ☐ A few times a month
- ☐ Once a month
- ☐ Rarely
- ☐ This was my first time making a restaurant reservation
- ☐ Other:

3. Did you experience any technical issues or difficulties when making your reservation? *

- ☐ Yes
- ☒ No

If "Yes" Kindly describe your issue here *

No

4. Was the information provided in the booking process clear and helpful? *

☒ Yes

☐ No

5. Did you receive a confirmation email after making your reservation? *

☒ Yes

☐ No

6. How far in advance did you make your reservation? *

Before three days

7. Were you able to easily modify or cancel your reservation if needed? *

☒ Yes

☐ No

8. Did the restaurant staff have all the information they needed about your reservation? *

☒ Yes

☐ No

9. How satisfied were you with the overall booking experience at our restaurant? *

| | | | | | | |
|----------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------|
| | 1 | 2 | 3 | 4 | 5 | |
| Not very | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | Very much |

10. Would you recommend our restaurant booking system to others? *

- ☒ Yes, I would definitely recommend your restaurant booking system.
- ☐ I might recommend your restaurant booking system.
- ☐ I'm not sure if I would recommend your restaurant booking system.
- ☐ I might not recommend your restaurant booking system.
- ☐ No, I would not recommend your restaurant booking system.
- ☐ Other:

11. Your suggestions for us *

None, the system works just fine and as intended.

12. Your name *

Isuru Dissanayake

13. Your email address *

s92066379@ousl.lk

Submitted 4/4/23, 11:47 PM

6. Evaluator: Diniti Nethmini

Undergraduate Student @ Open University

2nd Year-Engineering Technology

1. How easy was it for you to make a reservation using our system? *

| | 1 | 2 | 3 | 4 | 5 | |
|----------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------|
| Not very | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | Very much |

2. How frequently do you dine out or make restaurant reservations? *

- ☐ Several times a week
- ☒ Once a week
- ☐ A few times a month
- ☐ Once a month
- ☐ Rarely
- ☐ This was my first time making a restaurant reservation
- ☐ Other:

3. Did you experience any technical issues or difficulties when making your reservation? *

- ☐ Yes
- ☒ No

If "Yes" Kindly describe your issue here *

no

4. Was the information provided in the booking process clear and helpful? *

☒ Yes

☐ No

5. Did you receive a confirmation email after making your reservation? *

☒ Yes

☐ No

6. How far in advance did you make your reservation? *

before 5hours

7. Were you able to easily modify or cancel your reservation if needed? *

☒ Yes

☐ No

8. Did the restaurant staff have all the information they needed about your reservation? *

☒ Yes

☐ No

9. How satisfied were you with the overall booking experience at our restaurant? *

| | | | | | | |
|----------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------|
| | 1 | 2 | 3 | 4 | 5 | |
| Not very | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | Very much |

10. Would you recommend our restaurant booking system to others? *

- ☒ Yes, I would definitely recommend your restaurant booking system.
- ☐ I might recommend your restaurant booking system.
- ☐ I'm not sure if I would recommend your restaurant booking system.
- ☐ I might not recommend your restaurant booking system.
- ☐ No, I would not recommend your restaurant booking system.
- ☐ Other:

11. Your suggestions for us *

no

12. Your name *

Dinithi Nethmini

13. Your email address *

dinithinetmini@gmail.com

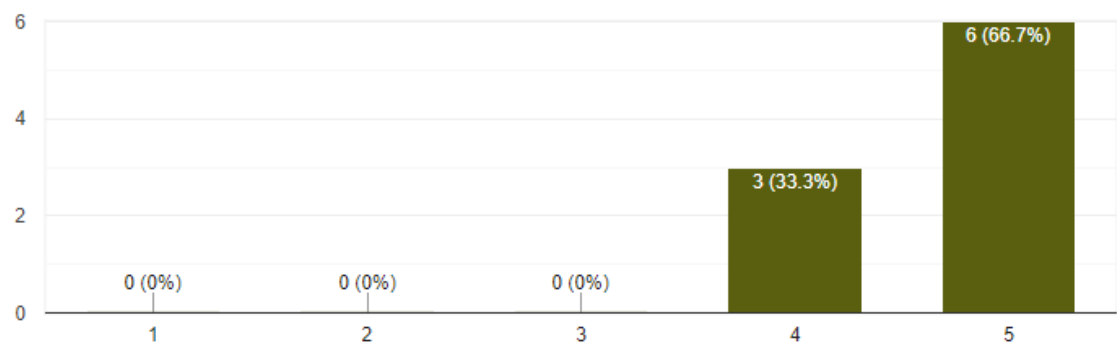
Submitted 4/4/23, 9:52 PM

Overall feedback of users

1. How easy was it for you to make a reservation using our system?

 Copy

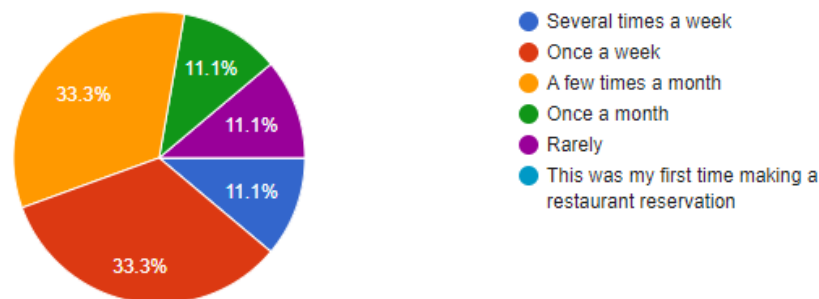
9 responses



2. How frequently do you dine out or make restaurant reservations?

 Copy

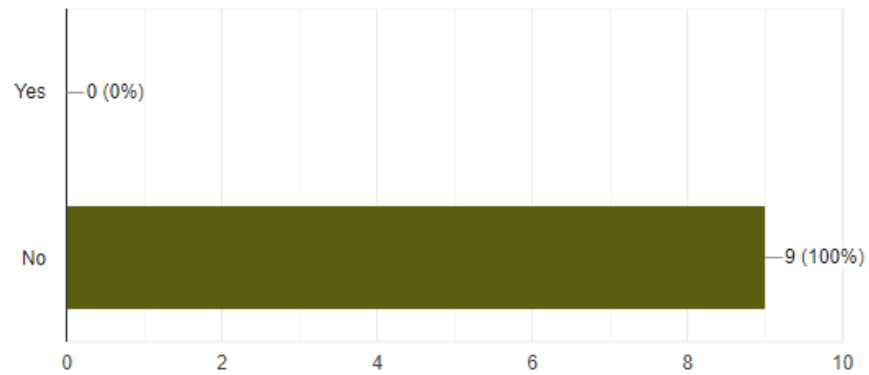
9 responses



3. Did you experience any technical issues or difficulties when making your reservation?

 Copy

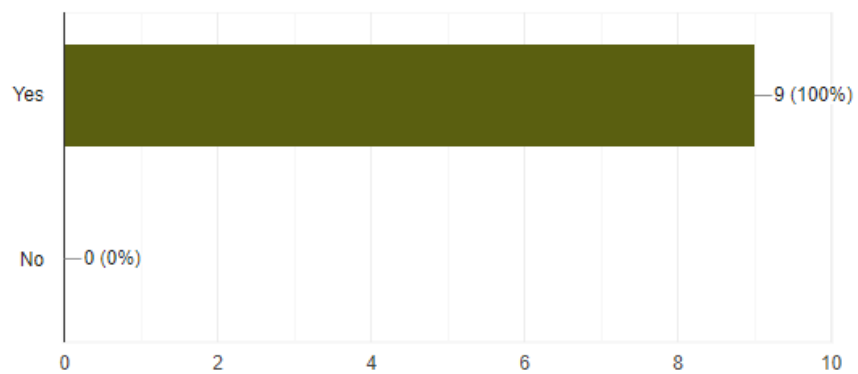
9 responses



4. Was the information provided in the booking process clear and helpful?

 Copy

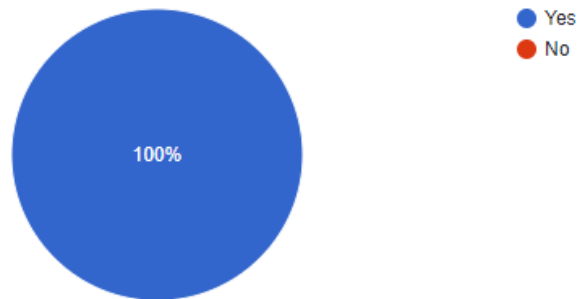
9 responses



5. Did you receive a confirmation email after making your reservation?

 Copy

9 responses



6. How far in advance did you make your reservation?

9 responses

From 2 days

A week ago

before 5hours

few hours ago

Before a week

Yesterday

-

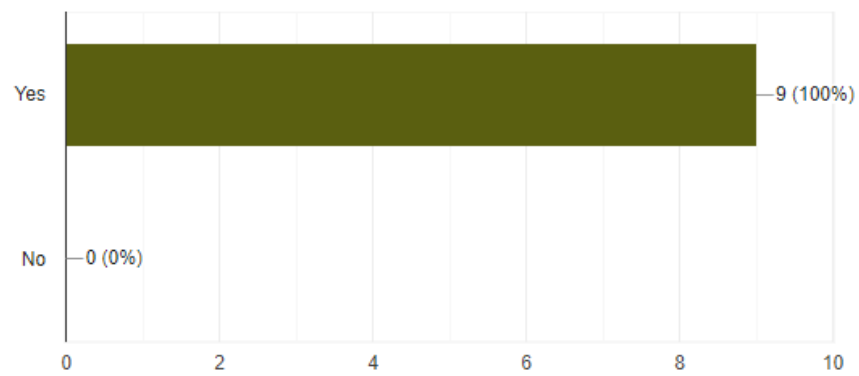
Good

Before three days

7. Were you able to easily modify or cancel your reservation if needed?

 Copy

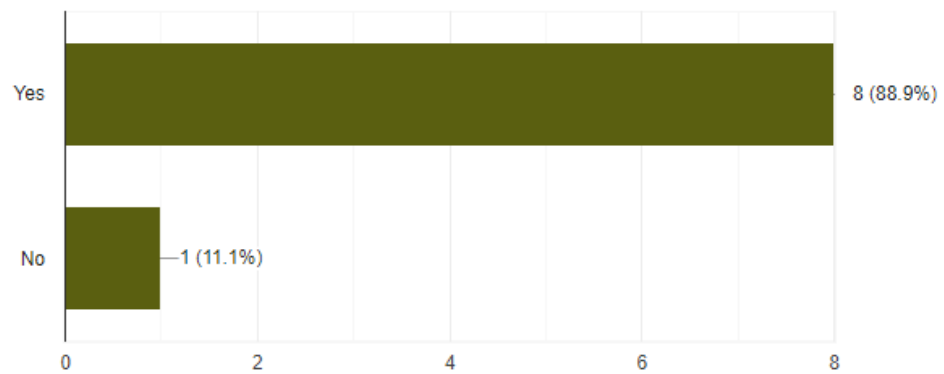
9 responses



8. Did the restaurant staff have all the information they needed about your reservation?

 Copy

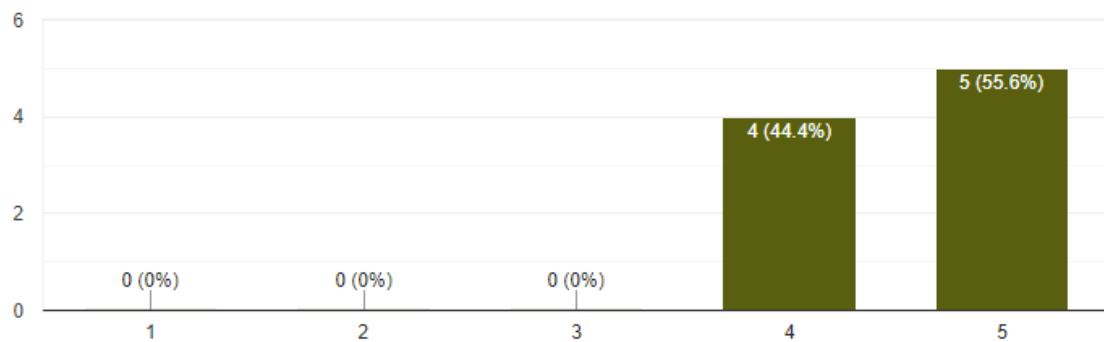
9 responses



9. How satisfied were you with the overall booking experience at our restaurant?

 Copy

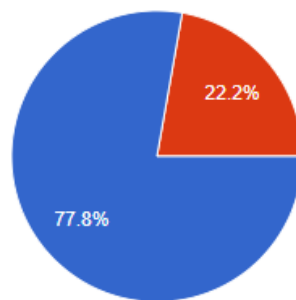
9 responses



10. Would you recommend our restaurant booking system to others?

 Copy

9 responses



- Yes, I would definitely recommend your restaurant booking system.
- I might recommend your restaurant booking system.
- I'm not sure if I would recommend your restaurant booking system.
- I might not recommend your restaurant booking system.
- No, I would not recommend your restaurant booking system.

11. Your suggestions for us

9 responses

-

No suggestions.its perfect

no

no suggestions

From using this app, we can easily book reservations in restaurants.

Nothing

You can make it more attractive

12. Your name

9 responses

Yasara widyarathna

Udara Senevirathna

Dinithi Nethmini

semini

T.M.D.Ravihari

Akila Chandima

Demini Abayasiriwardane

Asela

Isuru Dissanayake

13. Your email address

9 responses

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gtidemi@gmail.com

asela9935@gmail.com

Conclusion

In addition to the aforementioned benefits, the restaurant booking system has the potential to drive customer loyalty and engagement. By offering personalized experiences, such as recommended menu items based on past orders or exclusive promotions for frequent customers, restaurants can build stronger relationships with their clientele.

Moreover, the system can be integrated with other technologies, such as social media or customer relationship management (CRM) platforms, to create a seamless and immersive experience across various touchpoints. This can further enhance customer satisfaction and increase brand awareness.

Another advantage of the restaurant booking system is its scalability. As the restaurant grows and expands, the system can easily accommodate the increased demand and complexity of operations. This scalability ensures that the system remains a valuable asset to the restaurant for years to come.

In conclusion, the restaurant booking system is an advanced technology that has the potential to not only improve operational efficiency and customer satisfaction, but also drive customer engagement and loyalty. Its scalability makes it a worthwhile investment for any restaurant looking to future-proof their operations and stay ahead of the competition.

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