



User Experience Design

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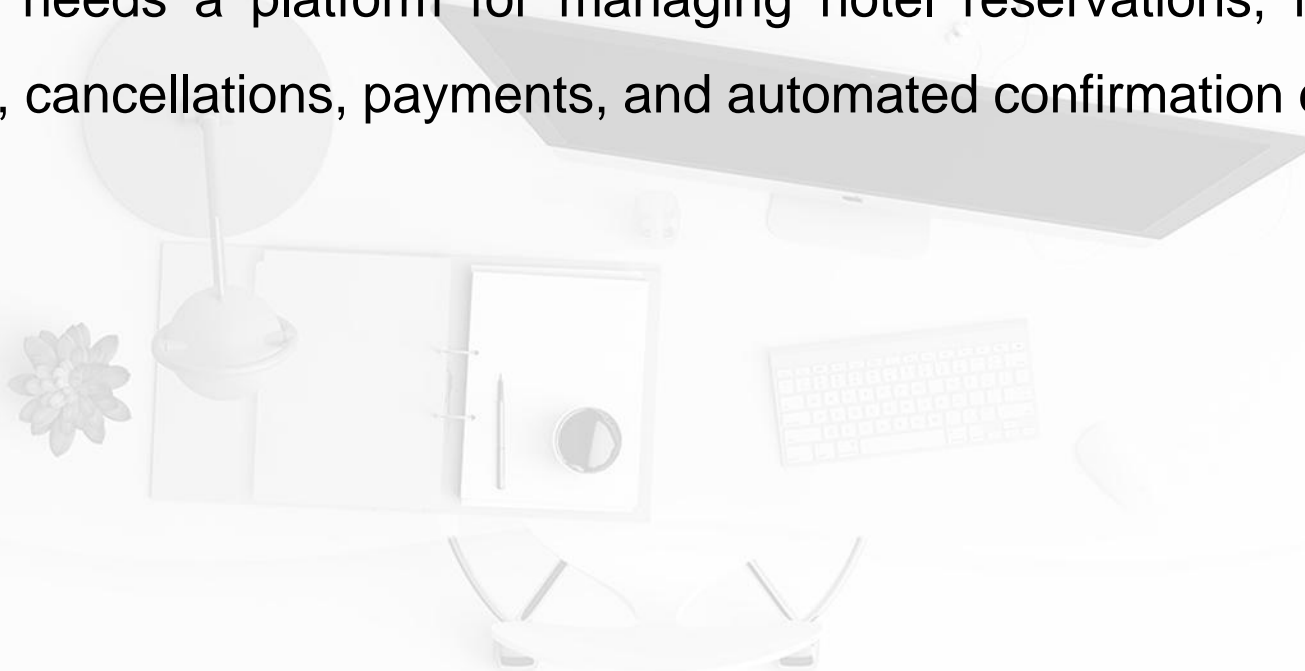


Lab 2

User Flow and Wireframe

Project Description

A client needs a platform for managing hotel reservations, including booking, cancellations, payments, and automated confirmation emails.



Project Analysis

Pages for client

| Pages | Features |
|------------------------------------|--|
| Home page | Quick search; Navigation to login/register, about, and contact,...; Overview of hotel, rooms, and services; Promotion; Testimonials or guest reviews; News |
| Room Listing / Search Results Page | Displays a list of rooms, services; Filter (price range, amenities, services,...); Sort (price); Pagination; |
| Room Detail Page | Room gallery; Description and amenities; Booking options; Room-specific reviews |
| Reservation Page | Selected room infoGuest details formOption to add extras (car, motorbike rental)Summary and "Continue to Payment" |
| Payment Page | Payment methods (credit card, bank transfer,...); Billing info; Booking summary; Confirmation button |
| Booking Confirmation Page | Booking ID, summary; Email confirmation sent automatically; Download receipt |

Project Analysis

Pages for client

| Pages | Features |
|---|---|
| Booking Confirmation Page | Booking ID, summary; Email confirmation sent automatically; Download receipt |
| My Bookings / Account Page | View and manage reservations; Cancel or reschedule; <i>Add extra services</i> ; Update profile |
| Login / Register Page | Simple sign up/sign in; Password reset |
| <i>Extra Services Page (Car & Motorbike Rental)</i> | <i>List available vehicles; Rental pricing and availability; Add rental to existing booking</i> |
| News Category Page | |
| News Detail Page | |
| About / Contact | |

Project Analysis

Pages for Administrators

| Pages | Features |
|---|---|
| Admin Dashboard | Booking stats (current occupancy, revenue); Vehicle rental overview; Upcoming arrivals/departures |
| Booking Management | View, edit, or cancel bookings; Check-in/out status; Assign vehicle rentals to bookings |
| Room Management | Add/update room types; Set room rates and availability; Upload images and amenities |
| Service Management (Car & Motorbike Rentals) | Add/edit vehicle types; Set rental rates and availability; Track current rentals |
| User Management | View guest accounts; Booking history; Contact guests if needed |
| Admin Login Page | |

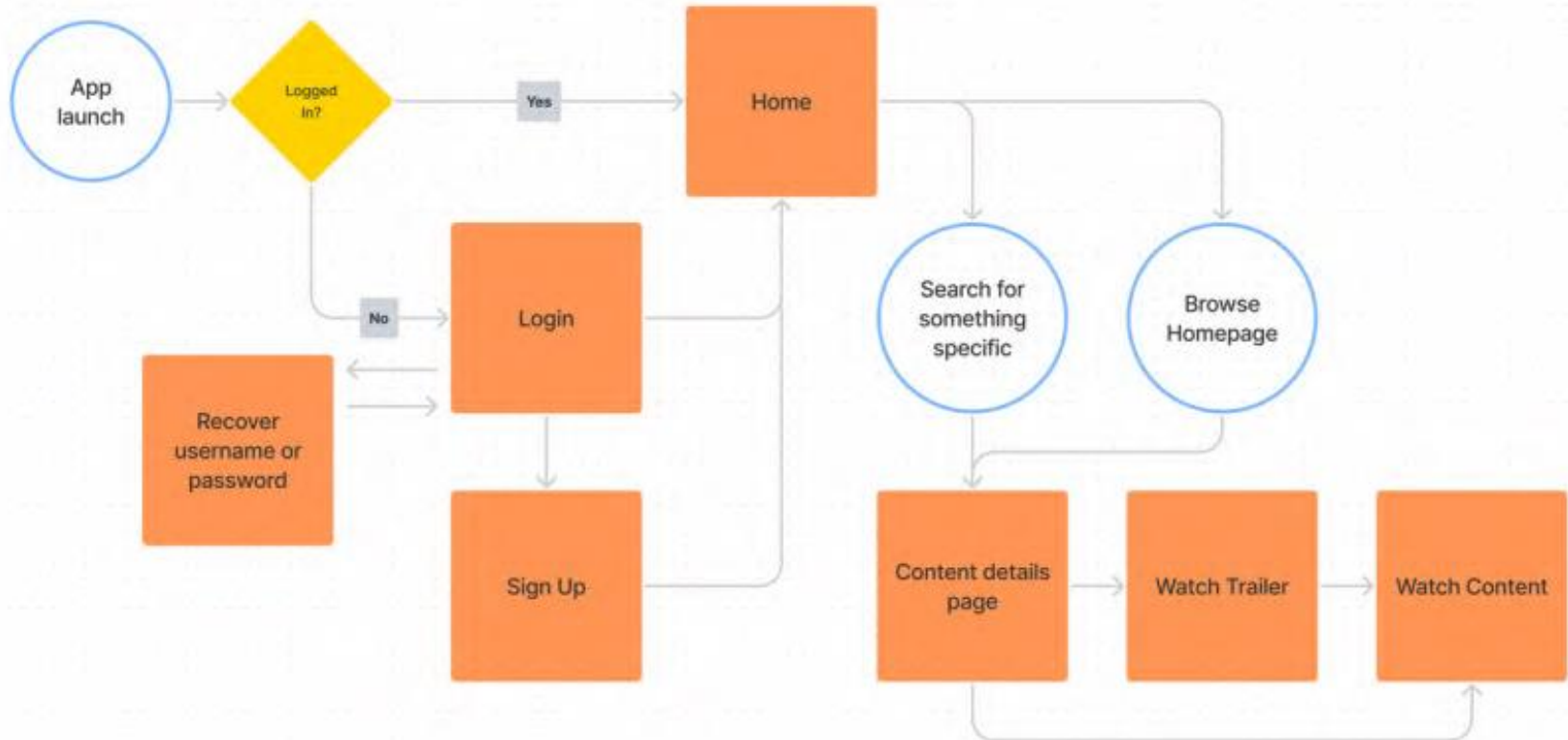
Assignment 1

Build the user flows.



Assignment 1

Example

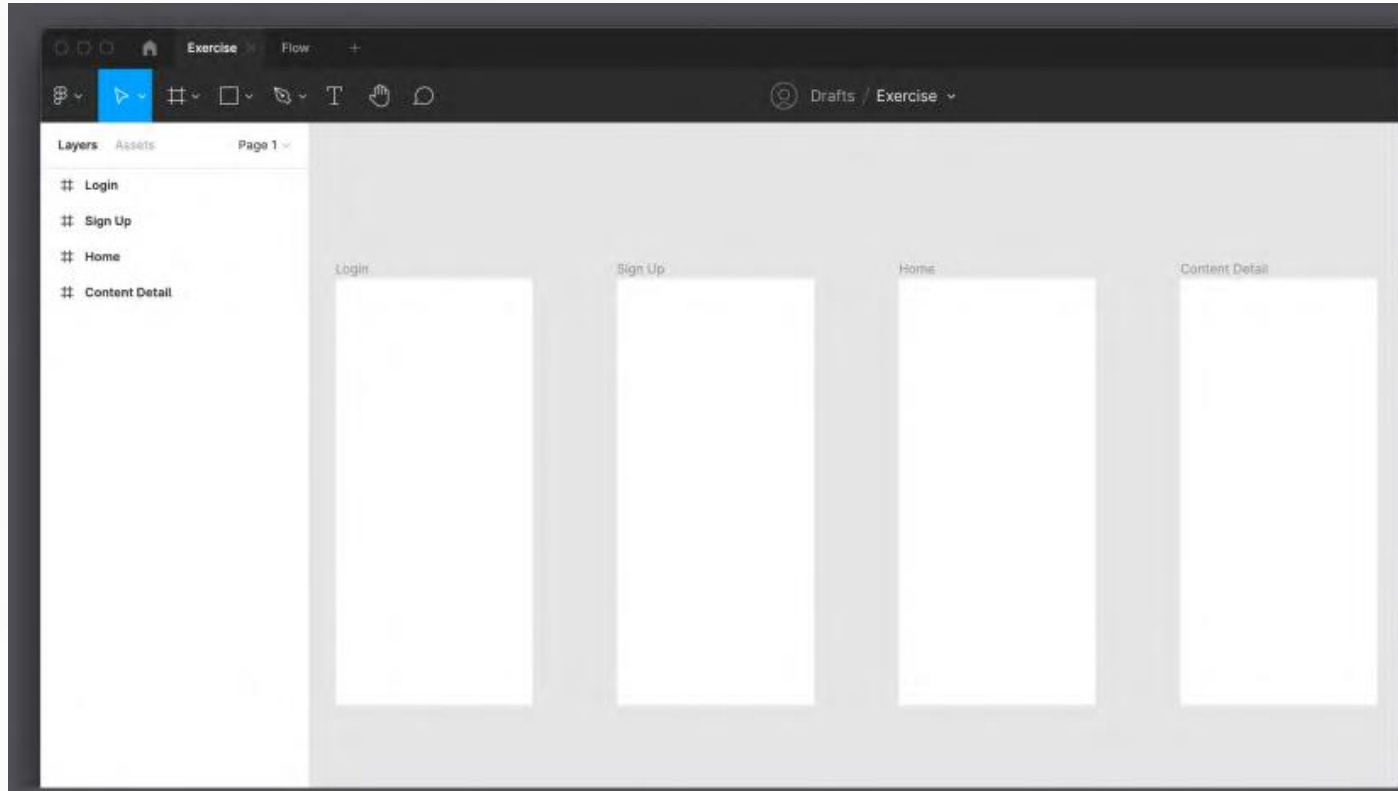


Assignment 2

Create wireframes for the following pages:

- Home page
- Room Listing / Search Results Page
- Room Detail Page

Flow to skeleton



Wireframe Example

