

UX Feedback Report for



Booking platform

-Semester 3 Individual Project-

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General

Login/Registration

User 1

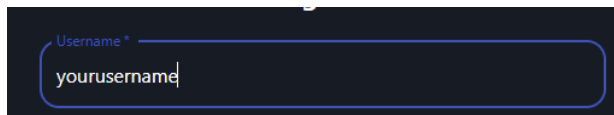
While interacting with the long/registration forms, the user was satisfied with the design of the form, and says he especially liked the label transition of the inputs:

Before:



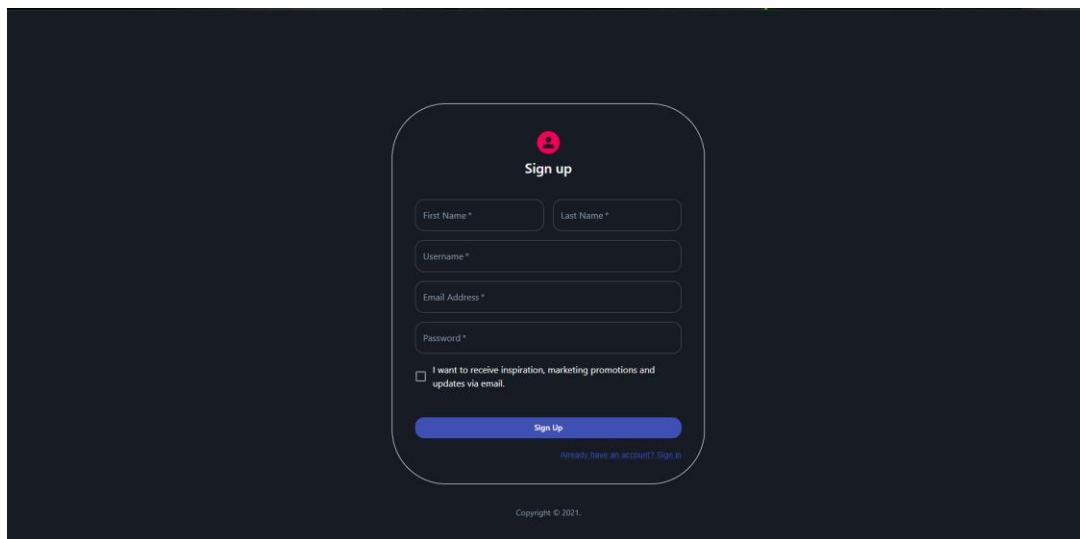
Username *

After:



Username *
yourusername

Overall, he thinks that the interface is good, and the only thing it is missing is a logo, as now it looks oversimplified and monotone.



Sign up

First Name * Last Name *

Username *

Email Address *

Password *

☐ I want to receive inspiration, marketing promotions and updates via email.

Sign Up

Already have an account? Sign in

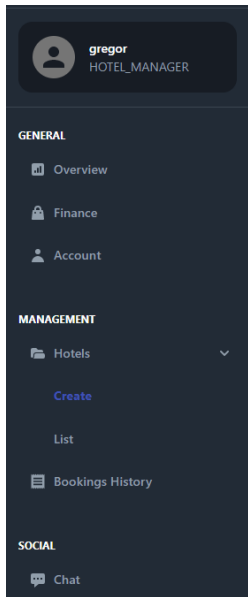
Copyright © 2021

User 2

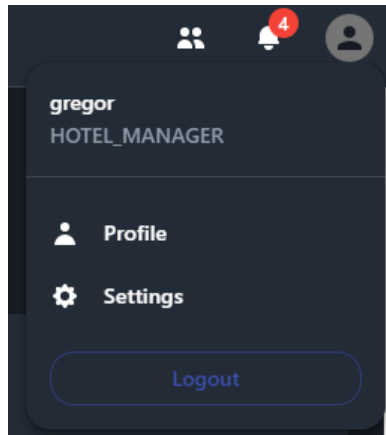
The opinion of the second user is similar to the first. He also made a remark that a logo should be present, as well as some kind of small intro of the application above the form.

Dashboard

User 1 & 2



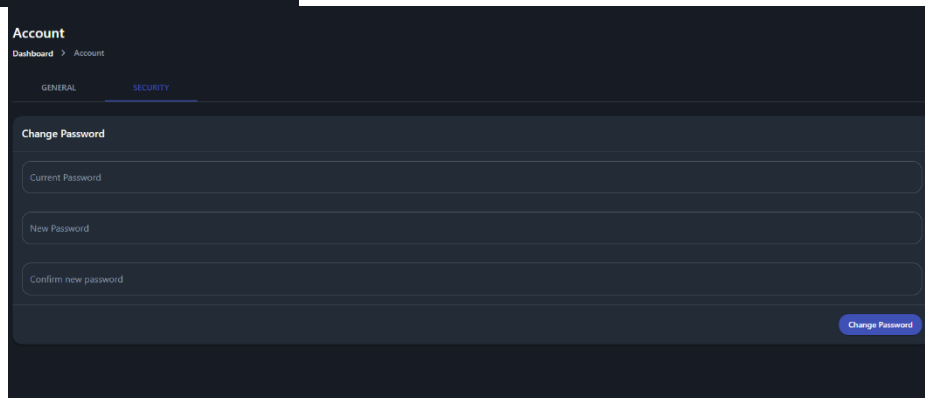
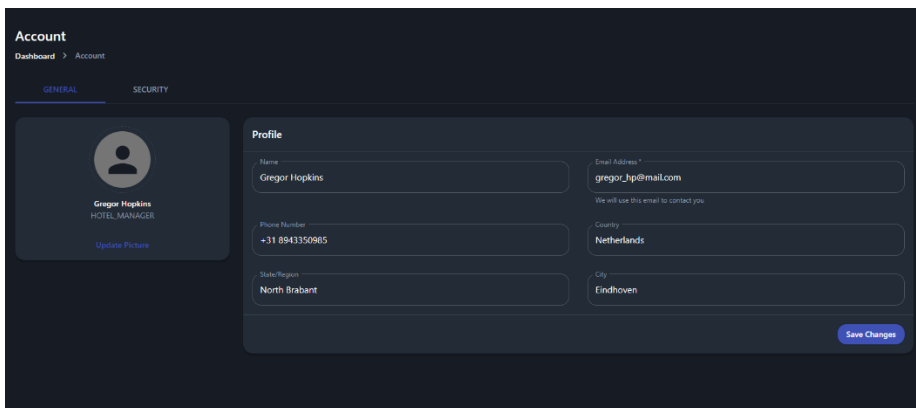
The first impressions of both users were good, they really liked the dark design and the dashboard sidebar, as well as the account popup at the upper right corner.



Account

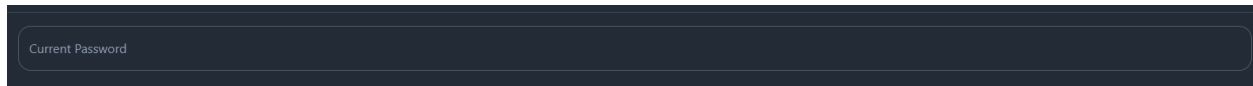
User 1

The user was also impressed by the structure of the Account page, he really liked the toggling between the General and Security tabs



User 2

The second user only had a remark about the size of the textboxes in the Security tab. He thinks that they should be adjusted, as it doesn't seem appropriate for a text field



Chat

User 1 & 2

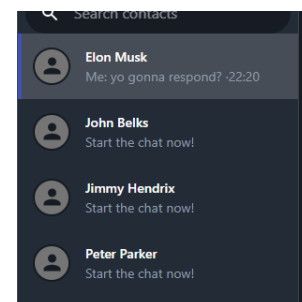
The users didn't have good impression at first hand, as they would have expected to see something more than a contact list and big empty field



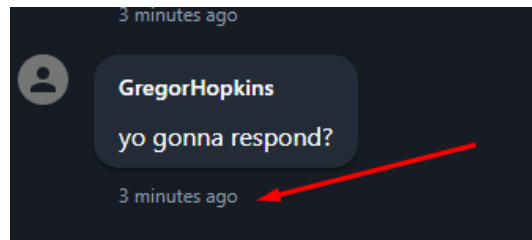
After User 1 and User 2 tested the chat with each other, they were really impressed



User 1 said he likes the most how the active chat thread looks like



User 2 liked the most the timestamp below the messages

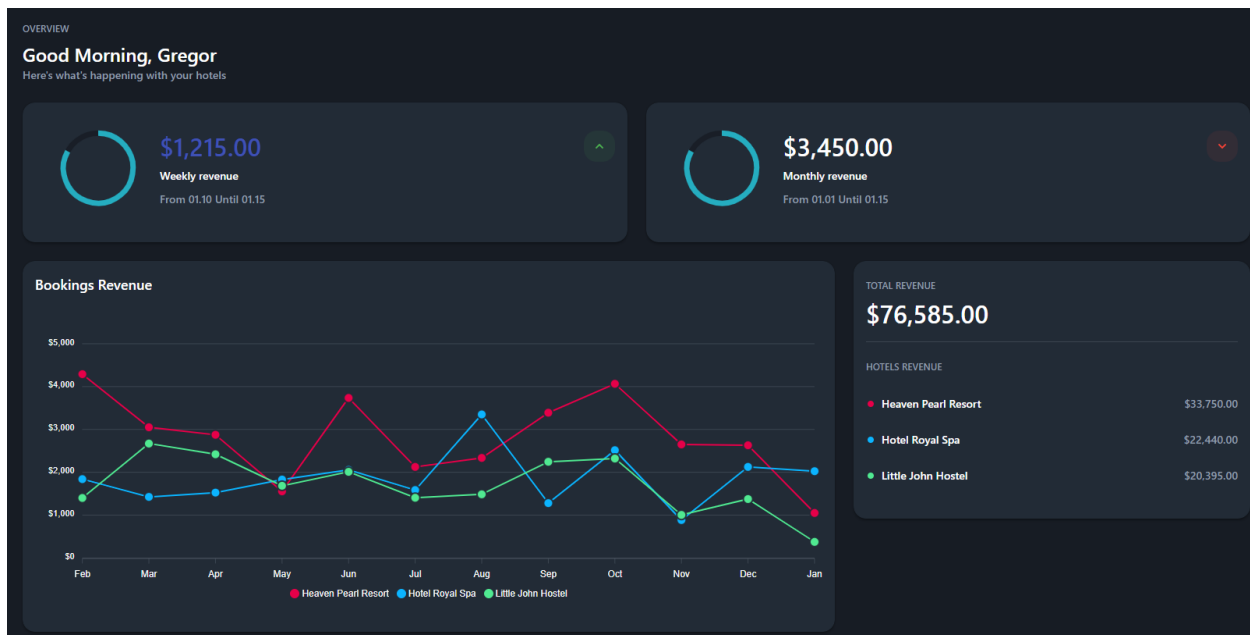


Hotel Manager

Overview

User 1

The first impression of the user was good, he especially liked the 'Bookings Revenue' diagram and thinks the information is easily readable and would be helpful in real-care scenario



Scrolling down to the latest bookings, the user had no remarks as well

Latest Bookings		
JAN 14	Hotel Royal Spa, Deluxe Double Bedroom (9 nights) Booker: Peter Parker	+ \$585.00 USD
JAN 11	Little John Hostel, Couples Room (7 nights) Booker: Peter Parker	+ \$175.00 USD
JAN 10	Hotel Royal Spa, Basic Double Bedroom (2 nights) Booker: Peter Parker	+ \$90.00 USD
JAN 9	Little John Hostel, Couples Room (2 nights) Booker: John Belks	+ \$50.00 USD
JAN 9	Hotel Royal Spa, Single Bedroom (9 nights) Booker: Peter Parker	+ \$315.00 USD

User 2

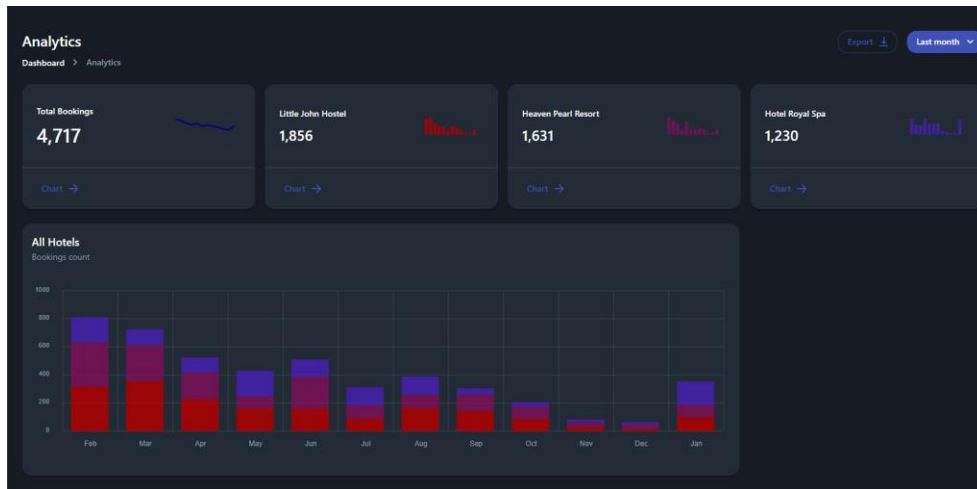
The second user also gave appraises to the diagrams and the way the information is organized, but he suggested it would be good to have a break-down of the total revenue by rooms at the ‘Total Revenue’ group list

TOTAL REVENUE	
\$76,585.00	
HOTELS REVENUE	
● Heaven Pearl Resort	\$33,750.00
● Hotel Royal Spa	\$22,440.00
● Little John Hostel	\$20,395.00

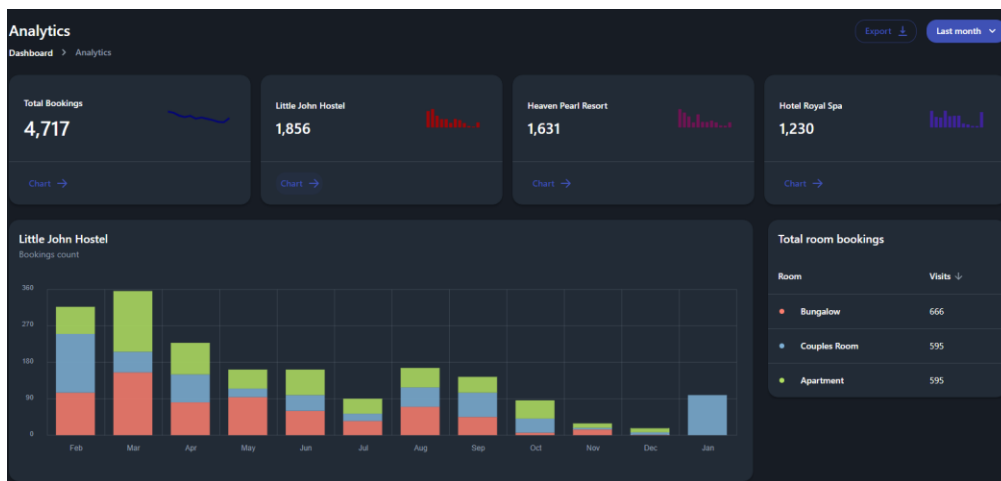
Analytics

User 1

The user really liked the colors that are being used to display the data



Clicking on the hotels, the user was a bit confused because 'there is no emphasis on which hotel's data is the information'. He suggested to have a big label at the top of the page which is changing based on the selected chart



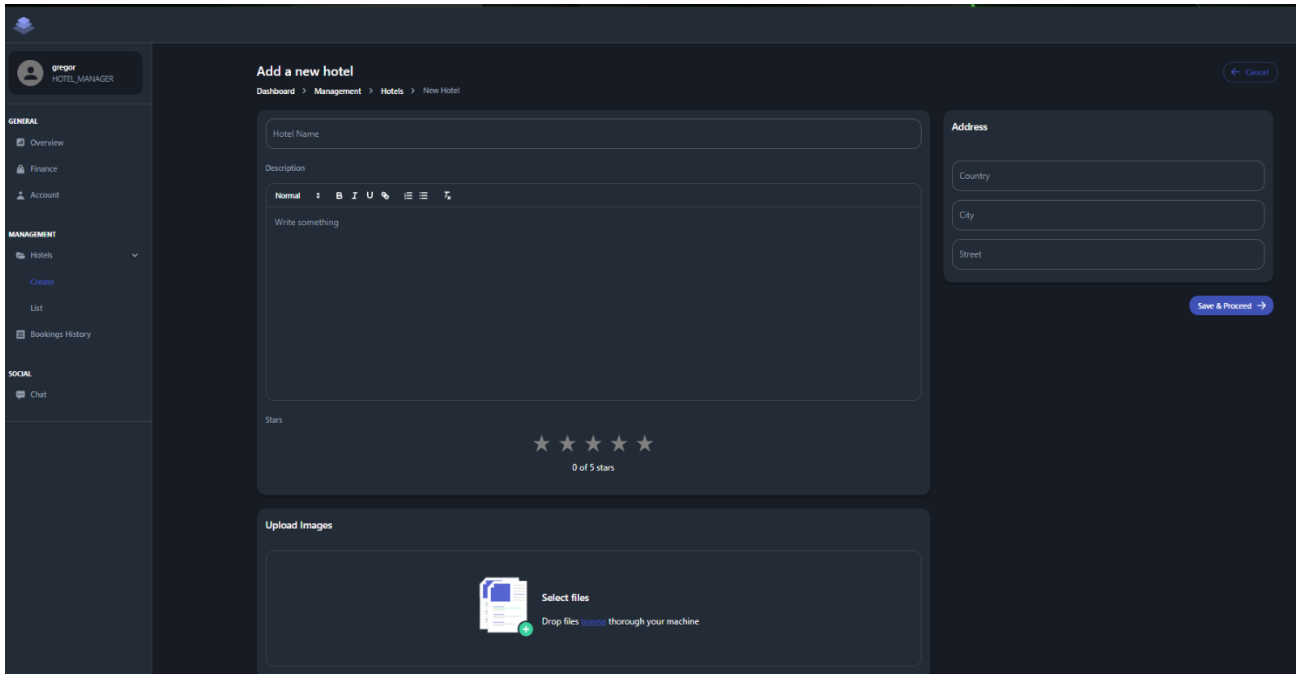
User 2

The second user liked the design as well, he only gave a tip that it would be nice to have a 'Latest Bookings' group list below for each chart, similarly to the Overview page.

Create Hotel

User 1

The first user didn't have any remarks for the page, thinks it is well organized and it is easy to navigate through the form

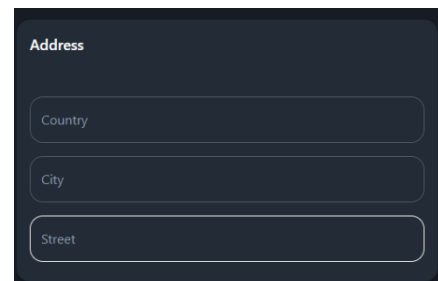


The screenshot shows a web application interface for adding a new hotel. On the left is a sidebar with a user profile 'gregor HOTEL_MANAGER' and navigation links under 'GENERAL' (Overview, Finance, Account), 'MANAGEMENT' (Hotels, Create, List, Bookings History), and 'SOCIAL' (Chat). The main content area is titled 'Add a new hotel' with a breadcrumb trail 'Dashboard > Management > Hotels > New Hotel'. The form includes a 'Hotel Name' input field, a 'Description' text area with a rich text editor toolbar (Normal, Bold, Italic, Underline, Link, Unlink, Bulleted List, Numbered List, Indent, Outdent, Undo, Redo), and a 'Stars' section with five star icons and '0 of 5 stars' text. Below the description is an 'Upload Images' section with a file upload icon and text 'Select files' and 'Drop files here through your machine'. On the right, an 'Address' section contains three input fields for 'Country', 'City', and 'Street'. At the top right of the form is a 'Cancel' button, and at the bottom right is a 'Save & Proceed' button.

User 2

The feedback of the second user was again similar, but he had an extra remark that it would be better if the picture boxes in the 'Hotels List' page are slightly bigger.

For the 'Hotel Create' page, he also added that the inputs doesn't seem relevant to him, as some different addresses might not follow the same annotation.



This is a close-up of the 'Address' section from the form. It features three stacked input fields with labels 'Country', 'City', and 'Street' on the left side of each field. The fields are rounded rectangles with a light gray border and a subtle shadow.

Add Room

Users 1 & 2

Proceeding with the adding of a room, the both users were also satisfied with the organizational components of the form, especially giving appraises to the Facilities component:

The screenshot shows a web application interface for a hotel manager. On the left is a dark sidebar with a user profile 'UPPER HOTEL_MANAGER' and a menu with sections: GENERAL (Overview, Finance, Account), MANAGEMENT (Hotels, Create, List, Bookings History), and SOCIAL (Chat). The main content area has a breadcrumb trail: Dashboard > Management > Hotels > New Room. A 'Save and Return' button is in the top right. Below the breadcrumb is a 'Hotel info' table with the following data:

ID	#1
Name	Royal Spa Helmond
Stars	★★★★☆
Rooms	

Below the table is the 'Add a new room' section, which includes three main form areas:

- General:** Fields for 'Room type', 'Season', and 'Inventory status'.
- Facilities:** A search bar 'Enter a facility' with an 'Add' button. Below it are tags for 'Garden view', 'Free WiFi', and 'Terrace'. A dropdown menu shows 'Electronics', 'View', and 'Other'.
- Organize:** Fields for 'Total rooms', 'Total rooms available in this hotel', and 'Price' (with a subtext 'The room price per night').

At the bottom of the form is an 'Upload images' section with a 'Select files' button. An 'Add room' button is located at the bottom right of the 'Organize' section.

After adding one room, the users gave remarks that he expected a confirmation pop up, instead of only adding the room to the hotel information:

This is a close-up of the 'Hotel info' table from the previous screenshot. A red arrow points to the 'Rooms' row, which contains the text 'King Bed - 4'.

ID	#1
Name	Royal Spa Helmond
Stars	★★★★☆
Rooms	King Bed - 4

The users also noted it would be good to be able to click on the room and edit/review it directly before clicking the button “Save and Return”.

Hotel List

Users 1 & 2




For the Hotel lists page, they didn't have any remarks and considered the displayed overview information to be enough.

Hotel List


[Dashboard](#) > [Management](#) > [Hotels](#)

[Import](#) [Export](#)

Sort By
Bookings (highest first)

Name	Location	Stars	Total Bookings	Created At:	Actions
 Royal Spa Helmond	Netherlands, Helmond	★★★★☆	0		<div> </div>

Rows per page: 10 1-1 of 1

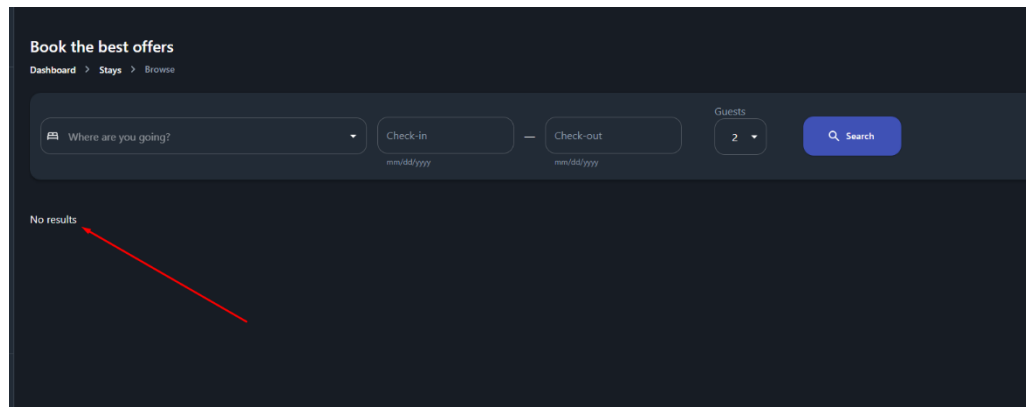
After clicking the edit  button, the same page as the hotel create is loaded, but with prefilled information of the selected hotel. The users had no complains about this.

Booker

Search Stays

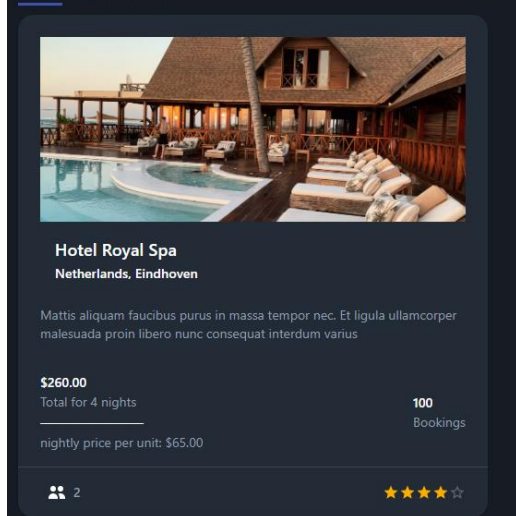
User 1

The user liked the search bar, but he expected some suggested offers, instead of showing a simple 'No results' label



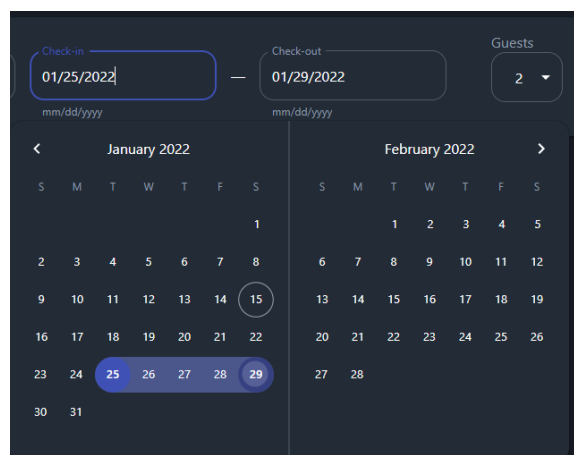
When he filled in the information and got a result, he was impressed with how the information was organised

Showing 1 properties



User 2

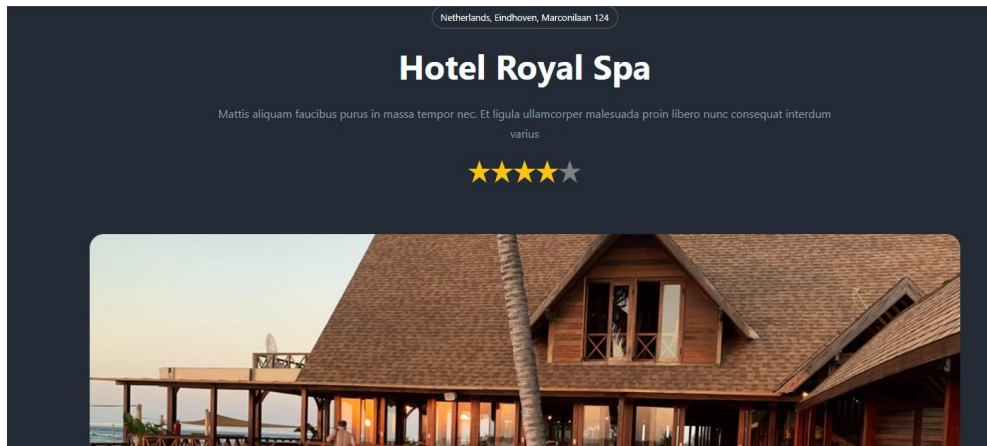
The second user didn't complain for anything, and he was the most impressed by the check in/out calendar



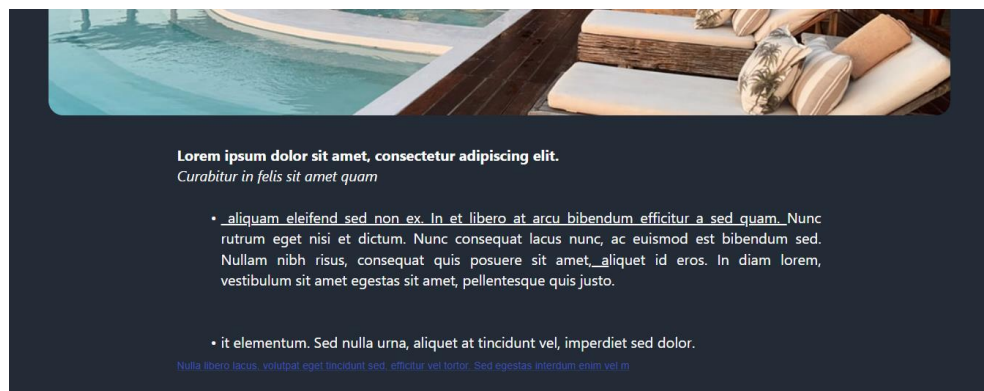
Reservation

User 1 & 2

Both users liked the introduction of the hotel, but didn't like that the picture was taking that much space in the screen



Scrolling down to the description of the hotel, they didn't have any complains either



For the available room offers, user 1 added that the way the dates are shown is a bit confusing, at it would be better if I change it to show the name of the month instead

Available rooms: 01/25/2022 - 01/29/2022				
Deluxe Double Bedroom 2 • Booked 36 times	ONLY 3 LEFT	\$65.00 Price per night	\$260.00 Total price (4 nights)	Reserve
Basic Double Bedroom 2 • Booked 30 times	ONLY 2 LEFT	\$45.00 Price per night	\$180.00 Total price (4 nights)	Reserve
Singe Bedroom 1 • Booked 34 times	ONLY 3 LEFT	\$35.00 Price per night	\$140.00 Total price (4 nights)	Reserve

Other than that, the users didn't have any complains.

The same remark about the dates was made from both users for the reservation pop-up

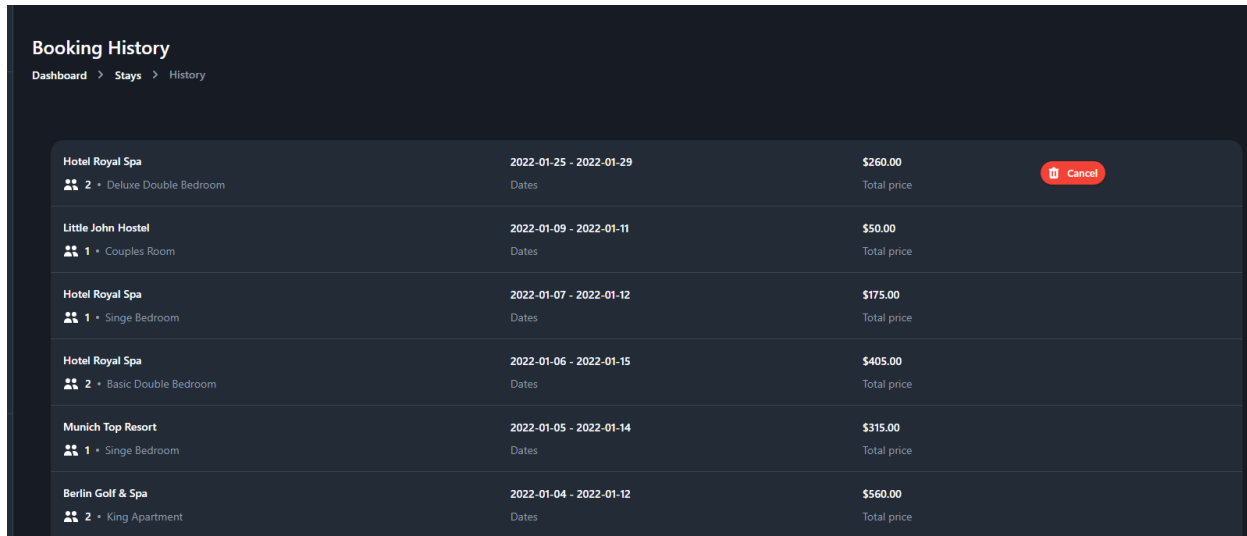
Reservation	
Dates:	01/25/2022 - 01/29/2022 (4 nights)
Hotel:	Hotel Royal Spa
Location:	Netherlands, Eindhoven, Marconilaan 124
Room:	Deluxe Double Bedroom
Guests:	2
Total price:	\$260.00
Confirm	

Booking History


User 1 & 2

After making a reservation, the users were redirected to the Booking History page, where both of them weren't impressed.

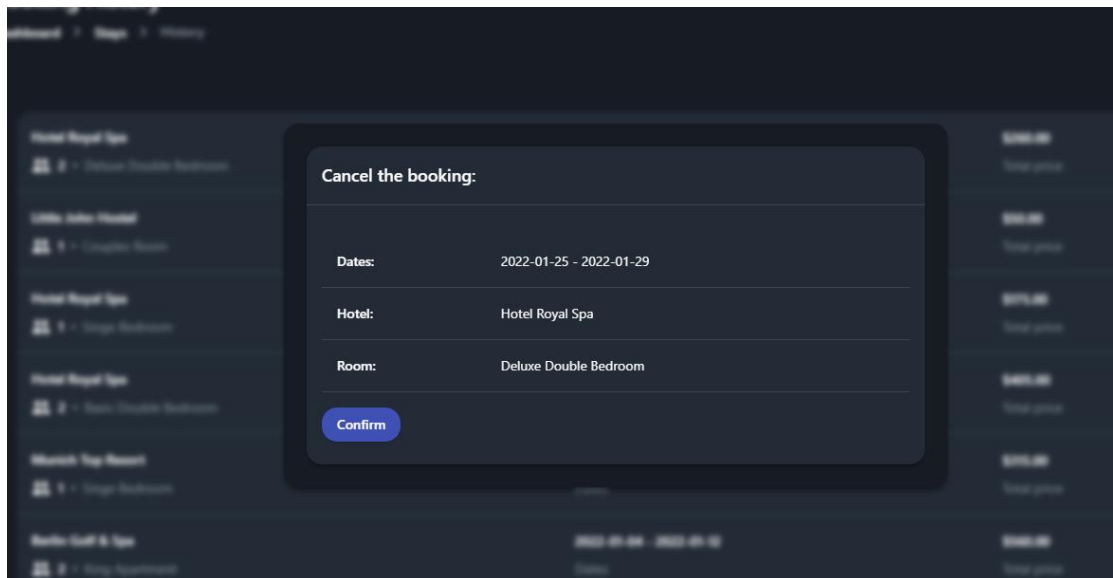
They alerted that the way the information is displayed isn't fitting an actual booking history



Booking History
Dashboard > Stays > History

Hotel Royal Spa 2 • Deluxe Double Bedroom	2022-01-25 - 2022-01-29 Dates	\$260.00 Total price	
Little John Hostel 1 • Couples Room	2022-01-09 - 2022-01-11 Dates	\$50.00 Total price	
Hotel Royal Spa 1 • Single Bedroom	2022-01-07 - 2022-01-12 Dates	\$175.00 Total price	
Hotel Royal Spa 2 • Basic Double Bedroom	2022-01-06 - 2022-01-15 Dates	\$405.00 Total price	
Munich Top Resort 1 • Single Bedroom	2022-01-05 - 2022-01-14 Dates	\$315.00 Total price	
Berlin Golf & Spa 2 • King Apartment	2022-01-04 - 2022-01-12 Dates	\$560.00 Total price	

About the pop-up for canceling a booking, the users didn't have any complaints, they liked the blurred background effect



Cancel the booking:

Dates: 2022-01-25 - 2022-01-29

Hotel: Hotel Royal Spa

Room: Deluxe Double Bedroom

Confirm

Conclusion

Improvements for General:

- Login/Registration
 - Include logo and short intro text above the forms.
- Account
 - Shorten textboxes in the Security tab
- Chat
 - Load the first chat when opening the chat

Improvements for Hotel Manager:

- Overview
 - Add breakdown for the rooms in the 'Total Hotel Bookings' detail list
- Analytics
 - Latest bookings tab for the selected hotel's rooms
- Hotel List
 - Make the picture box larger
- Add Room
 - Make the rooms from the hotel intro box in the "Room Create" page clickable and redirecting to the "Room Edit"
 - Add confirmation pop-up where an action was taken, so the user can be notified if it is successful or not.

Improvements for Booker:

- Search Stays
 - Suggested offers instead of label 'no results'
- Reservation
 - Gallery for the hotel pictures instead of displaying it on the whole screen
 - Display date with month's name instead
- Booking History
 - Display more booking data, probably with a grid-card instead of a list item