

APPENDIX

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PART A - PLANNING

A.1 Client Interactions

A.1.1 Email Interaction with the Client: Initial Consultation - 7th June 2021



✉ ...

Hi Mickey,

I hope you are doing well.

Following on from our conversation that occurred at the Clubhouse, I am happy to create the cinema booking system that you desire. I was just wondering would still be of interest to you?

Thanks,
Ruben



✉ ...

Hi Ruben,

I am doing well thanks.

Yes, that sounds great! Having a custom cinema booking system will allow me to organise my bookings better as currently on paper this has put my business in a bit of a pickle!

Thank you,
Mickey

A.1.2 Email Interaction with the Client: Further Requirements - 8th June 2021



✉ ⋮

Hi Mickey,

What are your requirements for the program? Are there any specifics you had in mind for the booking system?

Thank you,
Ruben



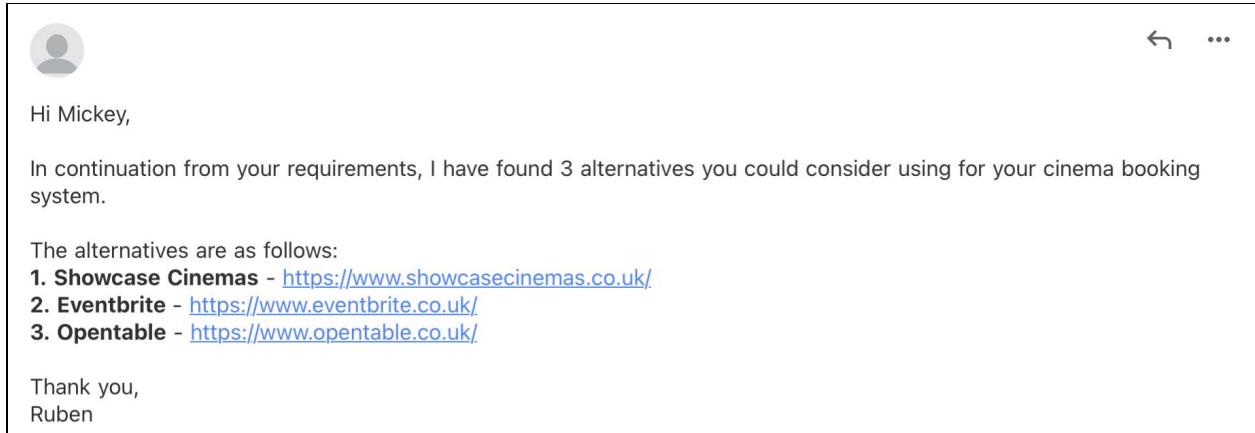
✉ ⋮

Hi Ruben,

As for my requirements for the program, it would be ideal if the program consisted of separate user and employee interfaces so that admin details and user requirements would be held separate from the booking processes done by the user on the interactive interface.

Thank you,
Mickey

A.1.3 Email Interaction with the Client: Alternative Research - 9th June 2021



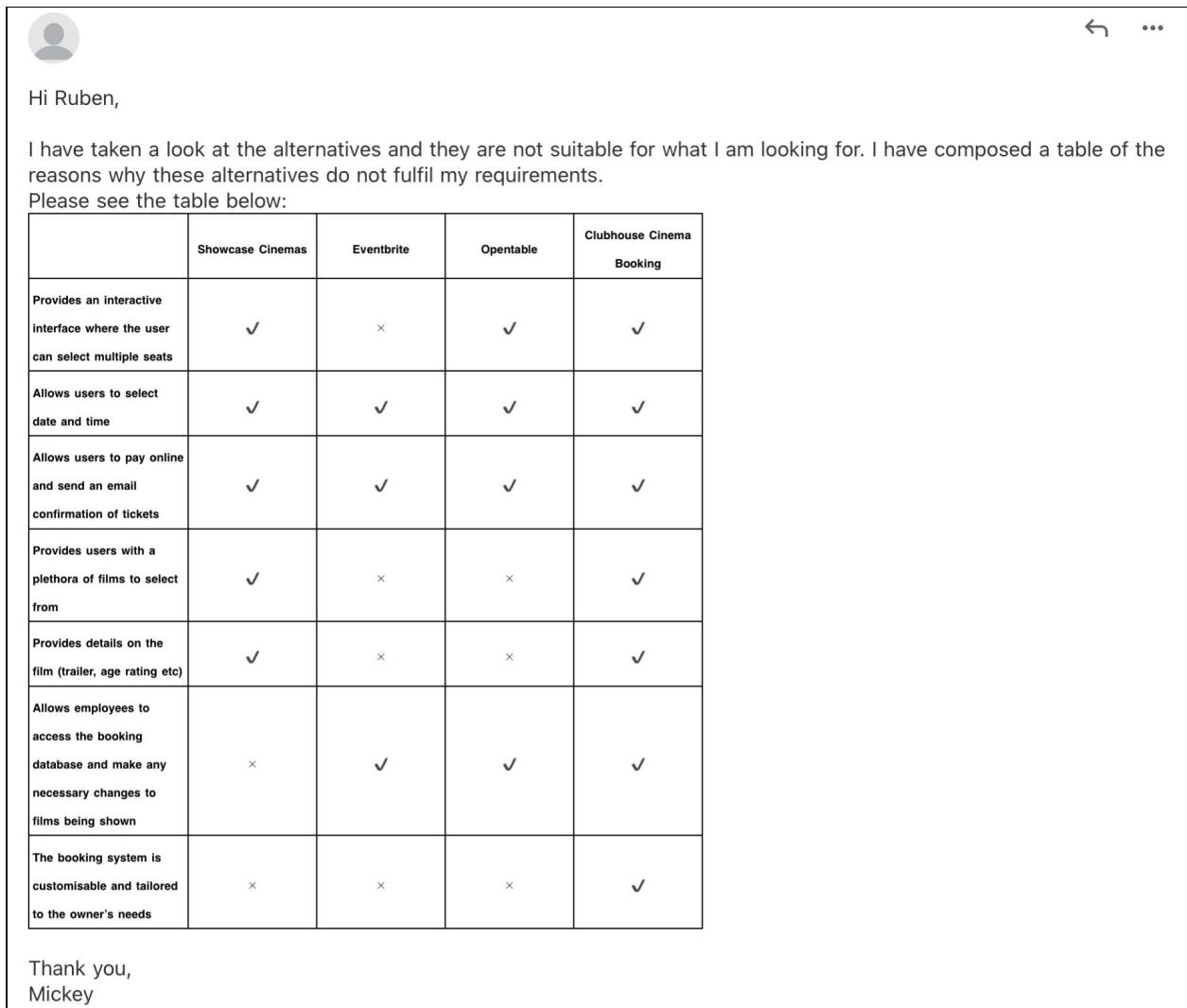
Hi Mickey,

In continuation from your requirements, I have found 3 alternatives you could consider using for your cinema booking system.

The alternatives are as follows:

- Showcase Cinemas** - <https://www.showcasecinemas.co.uk/>
- Eventbrite** - <https://www.eventbrite.co.uk/>
- Opentable** - <https://www.opentable.co.uk/>

Thank you,
Ruben



Hi Ruben,

I have taken a look at the alternatives and they are not suitable for what I am looking for. I have composed a table of the reasons why these alternatives do not fulfil my requirements.

Please see the table below:

	Showcase Cinemas	Eventbrite	Opentable	Clubhouse Cinema Booking
Provides an interactive interface where the user can select multiple seats	✓	✗	✓	✓
Allows users to select date and time	✓	✓	✓	✓
Allows users to pay online and send an email confirmation of tickets	✓	✓	✓	✓
Provides users with a plethora of films to select from	✓	✗	✗	✓
Provides details on the film (trailer, age rating etc)	✓	✗	✗	✓
Allows employees to access the booking database and make any necessary changes to films being shown	✗	✓	✓	✓
The booking system is customisable and tailored to the owner's needs	✗	✗	✗	✓

Thank you,
Mickey

A.1.4 Email Interaction with the Client: Java Justification - 12th June 2021



✉ ...

Hi Mickey,

I understand the issues with those programs, and I am happy to continue with our project.

It would be best if I could code in Java as it is platform-independent, meaning if in the event of a scale-up you can use the same program across many computers, meaning it is not restricted to Windows. I also have plenty of experience with Java and it offers various extended libraries such as JavaFX which can be used for the development of the program.

Thank you,
Ruben



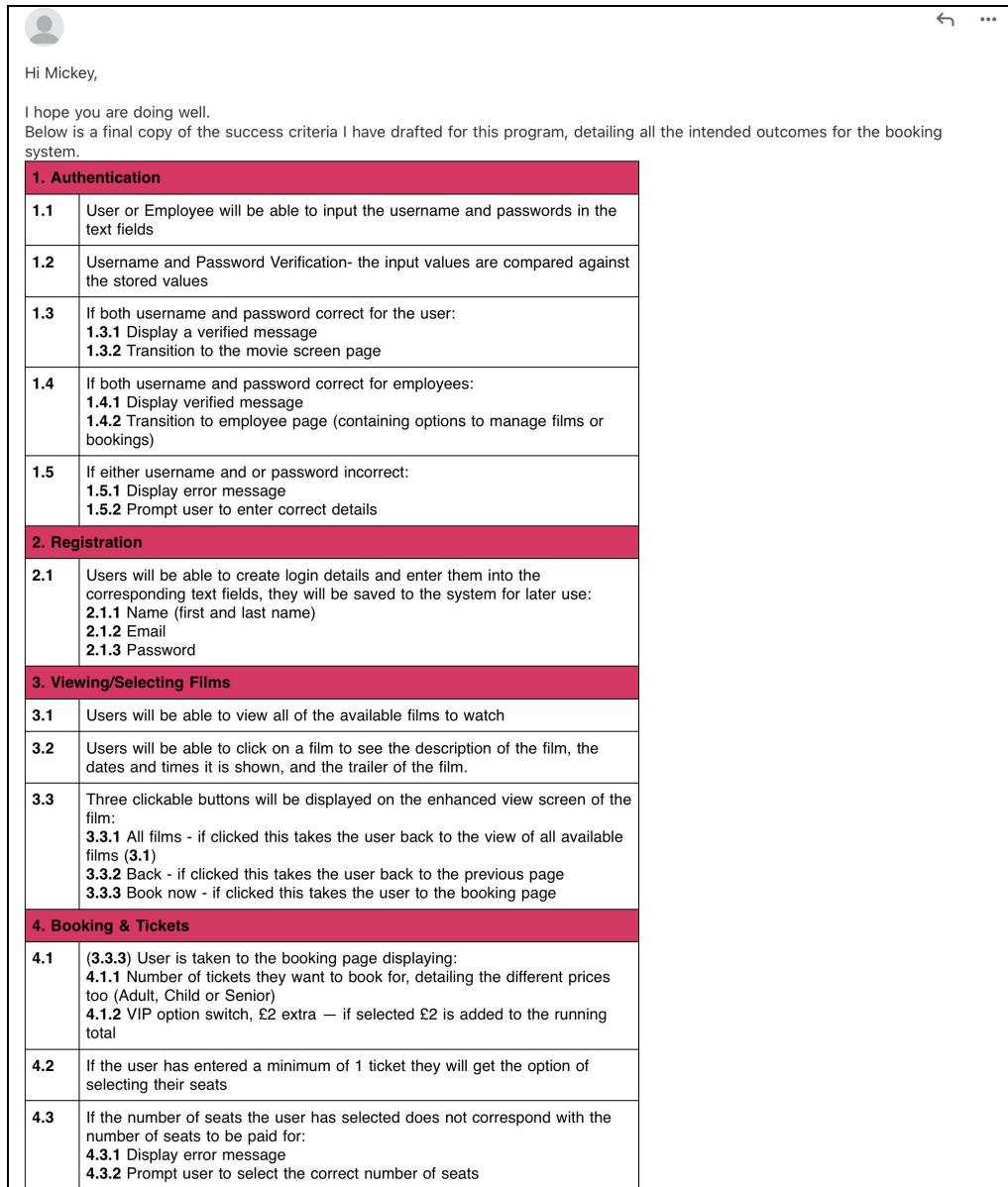
✉ ...

Hi Ruben,

Java sounds great! It seems very flexible, which is what I am looking for.

Thank you,
Mickey

A.1.5 Email Interaction with the Client: Success Criteria - 12th June 2021



The image shows an email interface with a white background. In the top-left corner is a circular profile picture placeholder. To its right are two small icons: a left-pointing arrow and three vertical dots. The main body of the email contains a formal letter and a table of success criteria.

Hi Mickey,

I hope you are doing well.
Below is a final copy of the success criteria I have drafted for this program, detailing all the intended outcomes for the booking system.

1. Authentication	
1.1	User or Employee will be able to input the username and passwords in the text fields
1.2	Username and Password Verification- the input values are compared against the stored values
1.3	If both username and password correct for the user: 1.3.1 Display a verified message 1.3.2 Transition to the movie screen page
1.4	If both username and password correct for employees: 1.4.1 Display verified message 1.4.2 Transition to employee page (containing options to manage films or bookings)
1.5	If either username and or password incorrect: 1.5.1 Display error message 1.5.2 Prompt user to enter correct details
2. Registration	
2.1	Users will be able to create login details and enter them into the corresponding text fields, they will be saved to the system for later use: 2.1.1 Name (first and last name) 2.1.2 Email 2.1.3 Password
3. Viewing>Selecting Films	
3.1	Users will be able to view all of the available films to watch
3.2	Users will be able to click on a film to see the description of the film, the dates and times it is shown, and the trailer of the film.
3.3	Three clickable buttons will be displayed on the enhanced view screen of the film: 3.3.1 All films - if clicked this takes the user back to the view of all available films (3.1) 3.3.2 Back - if clicked this takes the user back to the previous page 3.3.3 Book now - if clicked this takes the user to the booking page
4. Booking & Tickets	
4.1	(3.3.3) User is taken to the booking page displaying: 4.1.1 Number of tickets they want to book for, detailing the different prices too (Adult, Child or Senior) 4.1.2 VIP option switch, £2 extra — if selected £2 is added to the running total
4.2	If the user has entered a minimum of 1 ticket they will get the option of selecting their seats
4.3	If the number of seats the user has selected does not correspond with the number of seats to be paid for: 4.3.1 Display error message 4.3.2 Prompt user to select the correct number of seats

4.4	If the number of seats the user has selected corresponds with the number of seats to be paid for: 4.4.1 Allow user to click the pay button 4.4.2 Transition user to pay page
4.5	Give user payment method of cash
4.6	When the user selects cash: 4.6.1 Display booking confirmation screen 4.6.2 Email booking confirmation to the user containing printable pdf document 4.6.3 Add details to booking file
4.7	If the user doesn't want to go through with the booking: 4.7.1 Allow users to cancel the booking before they have paid
5. Employee Management System	
5.1	(1.4) If manage films is selected: 5.1.1 Allow the employee to add or delete films from the film view
5.2	If the employee chooses to add a film, the following sections must be completed: 5.2.1 Image, trailer, title, description, date and time upload 5.2.1.1 If a section is not completed: 5.2.1.1a Display error message 5.2.1.1b Prompt employee to complete correct fields 5.2.2 Display added message
5.3	If employees choose to delete a film: 5.3.1 Remove film from employee page and user page 5.3.2 Display deleted message
5.4	(1.4) If manage bookings are selected: 5.4.1 Allow the employee to delete old bookings from the booking file 5.4.2 Allow the employee to export the booking file

Thank you,
 Ruben



← ...

Hi Ruben,

I am doing well thanks.
 The success criteria are exactly what I am looking for in this program. All aspects are covered and nothing seems to have been missed out.

Thank you,
 Mickey

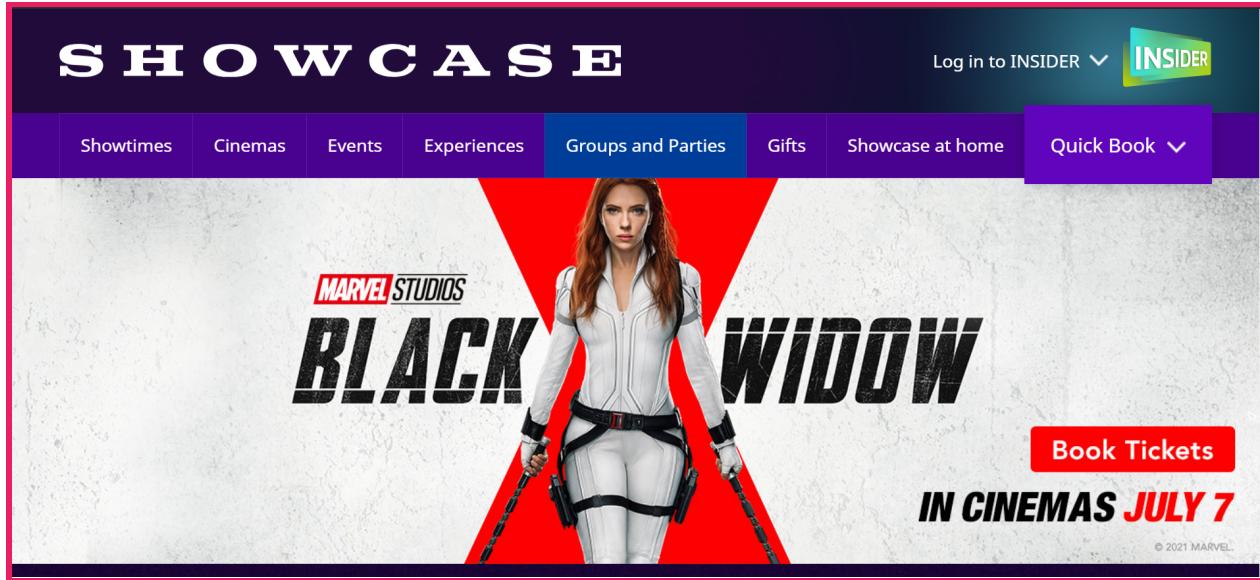
A.2 Alternatives Discussions

A.2.1 Showcase Cinemas

Source: <https://www.showcasecinemas.co.uk/>

Description: An online booking platform for Showcase Cinemas.

Screenshot:



Why does it not fulfil the client's requirements:

Showcase Cinemas completes the majority of the client's requirements but does not allow access to the booking database and the option to make any necessary changes to films being shown. This is because the booking system is not customisable and tailored to the client's needs.

My program:

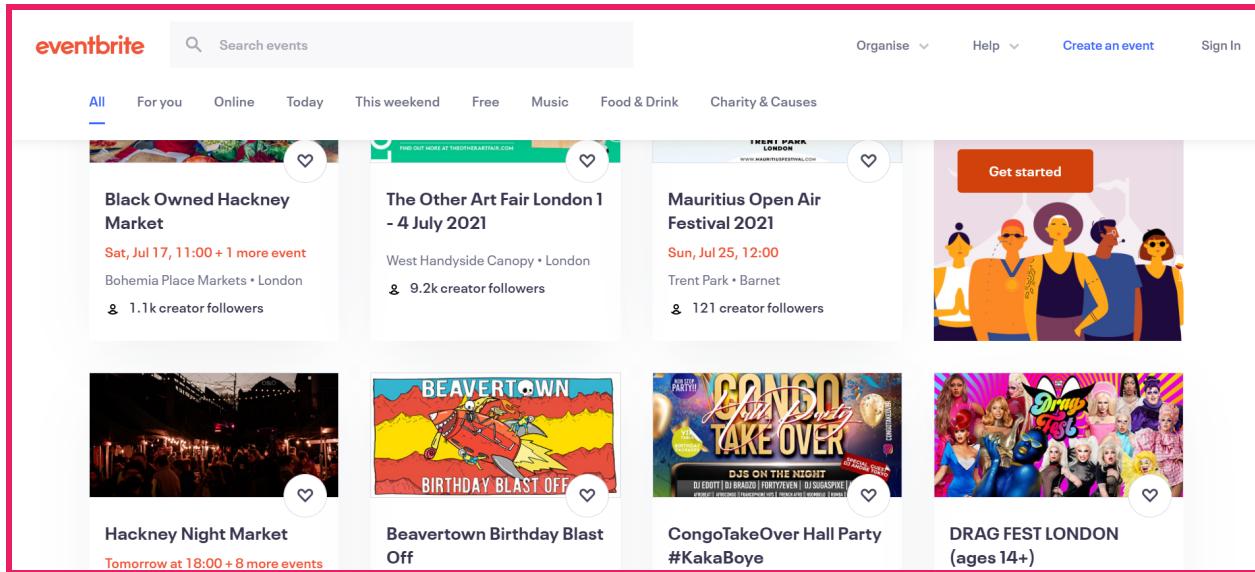
My program not only has the basic tools needed for a cinema booking system but also has employee management features and a curated design specific to Clubhouse Cinemas.

A.2.2 Eventbrite

Source: <https://www.eventbrite.co.uk/>

Description: An event management and ticketing website, used to browse, create and promote local events.

Screenshot:



Why does it not fulfil the client's requirements:

Eventbrite does not satisfy the majority of the client's requirements as it does not offer any form of film booking experience for the user. It doesn't provide an interactive interface with an array of films to select from, with no information about the films. This program only offers the basics with booking, only offering date and time selection, payment options and booking management. My client wants a customisable program that contains a seat selection stage after the selection from one of the many options of films.

My program:

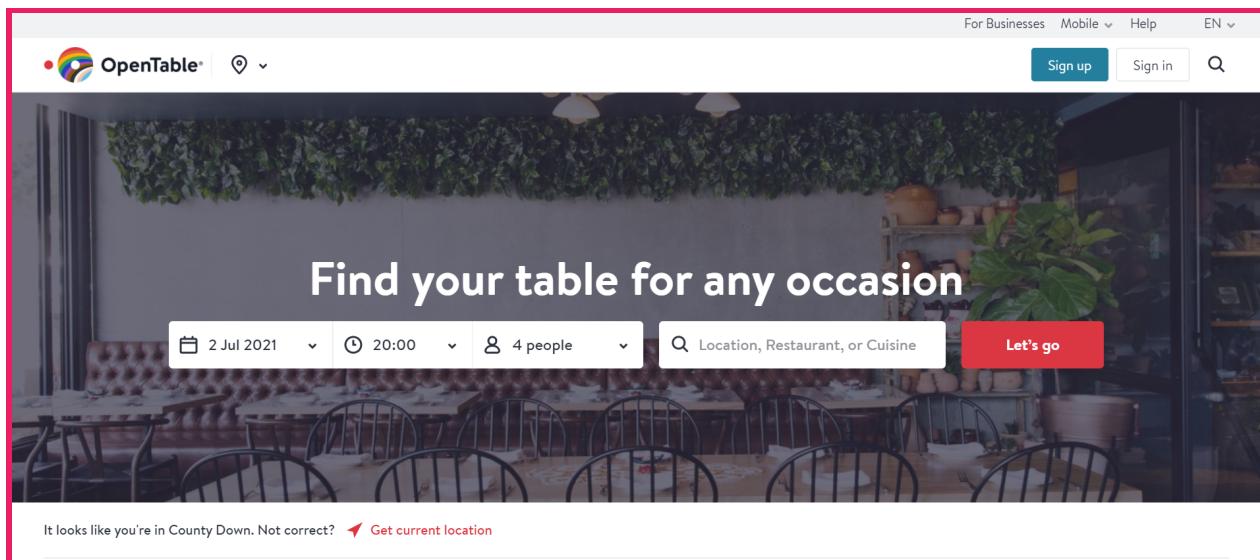
My program consists of the interactive interface needed for the seat selection stage of the booking system. Furthermore, it also offers information on the range of films on display at the cinemas.

A.2.3 OpenTable

Source: <https://www.opentable.co.uk/>

Description: An online restaurant reservation system, that displays reviews and offers real-time booking for restaurants.

Screenshot:



Why does it not fulfil the client's requirements:

Although OpenTable completes most of the client requirements, it does not tick off the cinema aspects of the booking system, and like the other alternatives, it also doesn't have a customisable option. My client wants to be able to display the films showing at their cinema, with details of the film too.

My program:

My program contains the option of selecting from loads of available films and offering details on the film, such as a trailer, age rating and synopsis.

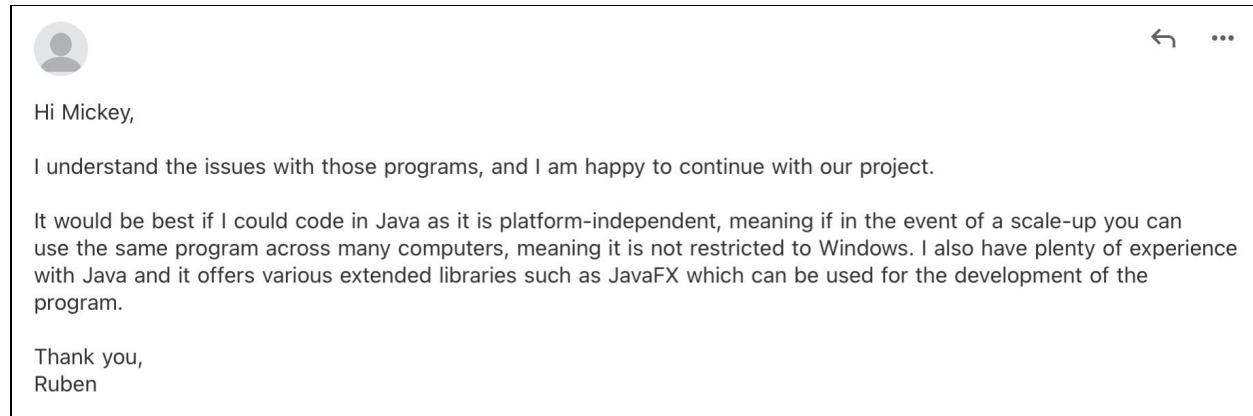
A.2.4 Comparison with my Program

	Showcase Cinemas	Eventbrite	Opentable	Clubhouse Cinema Booking
Provides an interactive interface where the user can select multiple seats	✓	✗	✓	✓
Allows users to select date and time	✓	✓	✓	✓
Allows users to pay online and send an email confirmation of tickets	✓	✓	✓	✓
Provides users with a plethora of films to select from	✓	✗	✗	✓
Provides details on the film (trailer, age rating etc)	✓	✗	✗	✓
Allows employees to access the booking database and make any necessary changes to films being shown	✗	✓	✓	✓
The booking system is customisable and tailored to the owner's needs	✗	✗	✗	✓

A.3 Programming Language - APIs/Extended Libraries

A.3.1 Advantages of Java

Not Complex	Therefore it is easy to write, compile, debug and learn other programming languages that come with it such as JavaFX.
Object-Oriented	Allows me, the programmer, to create modular programs and reusable code.
Platform-Independence	Therefore the same program can be used across many computers, meaning it is not restricted to Windows.
Cost	As Java programs require a specific hardware infrastructure to run, they are inexpensive to design and maintain.
Secure	Java contains a security manager that structures the access of classes.



The screenshot shows a messaging application interface. On the left, there is a profile picture of a person with short brown hair. To the right of the profile picture, the message starts with "Hi Mickey," followed by a space. Below this, the message continues: "I understand the issues with those programs, and I am happy to continue with our project." A new paragraph follows: "It would be best if I could code in Java as it is platform-independent, meaning if in the event of a scale-up you can use the same program across many computers, meaning it is not restricted to Windows. I also have plenty of experience with Java and it offers various extended libraries such as JavaFX which can be used for the development of the program." At the bottom of the message, there is a signature: "Thank you,
Ruben". In the top right corner of the message area, there is a small icon consisting of a left-pointing arrow and three dots.

(from Appendix A.1.4)

A.3.2 JavaFX

Source: <https://openjfx.io/>

Description: JavaFX is a library that provides a platform for creating GUI applications, such as a Cinema Booking System, producing a modern formatted look. This will be used in my program to create the GUI versions and windows for my application.



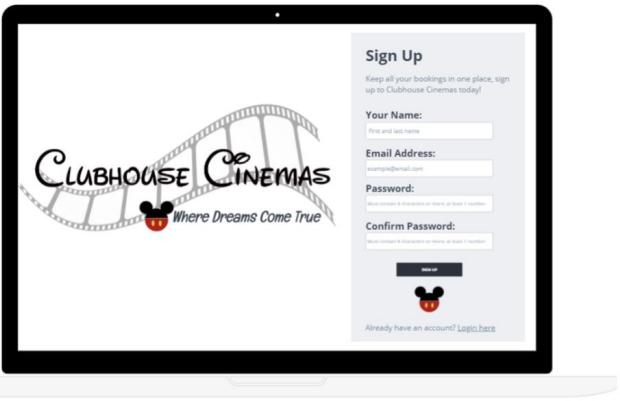
PART B - DESIGNING

B.1 Client Emails for Versioning

B.1.1 Email Interaction with Client - Version 1: Sign Up Page (approval) -
18th June 2021

Hi Mickey,

I hope you are doing well. I have begun the process of designing the wireframes for the application. Here is the first version for the "Sign Up Page". I would appreciate it if you could provide me with some feedback for this screen!



Thank you.
Kind regards,

Ruben

Hi Ruben,

I am doing well, I hope you are too!
The first page looks great! I hope the rest of them are just as good!

Thank you,
Mickey

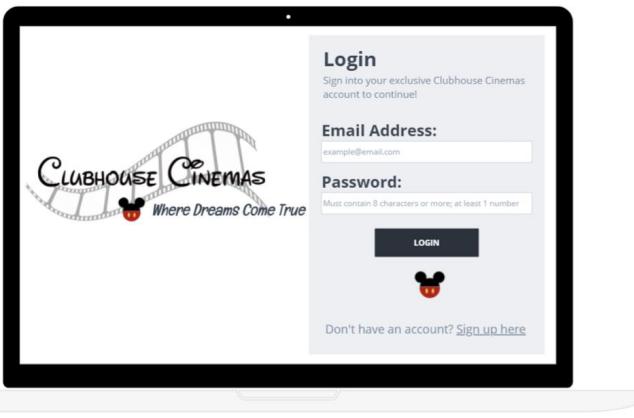
B.1.2 Email Interaction with Client - Version 2: Login Page (approval) - 19th June 2021



✉ ...

Hi Mickey,

Attached is the second wireframe of the application. This wireframe is the "Login Page". Please let me know of any improvements to be made.



Thank you.
Kind regards,



✉ ...

Hi Ruben,

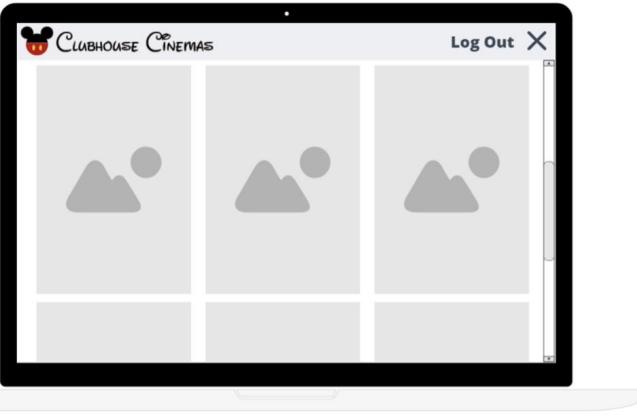
This wireframe is perfect! I am looking forward to seeing the others!
Thank you!

Kind regards,
Mickey

B.1.3 Email Interaction with Client - Version 3: User Home Page (approval) - 23rd June 2021

Hi Mickey,

I hope you are doing well.
Attached is the third wireframe of the application. This wireframe is the "User Home Page".
Please let me know of any improvements to be made.



Thank you,
Ruben

Hi Ruben,

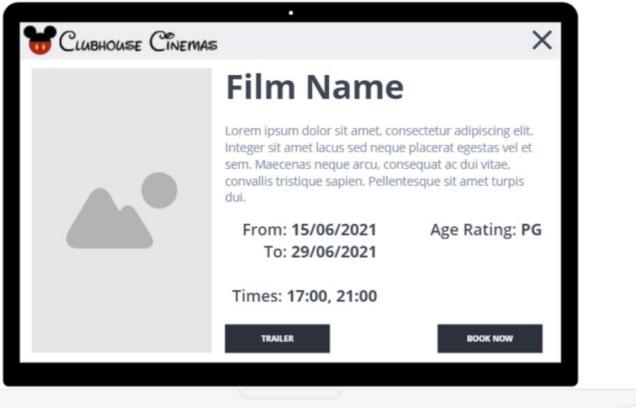
This page is exactly what I am looking for, my users will love this!
Thank you!

Kind regards,
Mickey

B.1.4a Email Interaction with Client - Version 4a: Film Page (evaluation) - 24th June 2021

Hi Mickey,

Attached is the fourth wireframe of the application. This wireframe is the "Film Page". Please let me know of any improvements to be made.



Film Name

From: 15/06/2021 Age Rating: PG
To: 29/06/2021

Times: 17:00, 21:00

TRAILER BOOK NOW

Thank you,
Ruben

Hi Ruben,

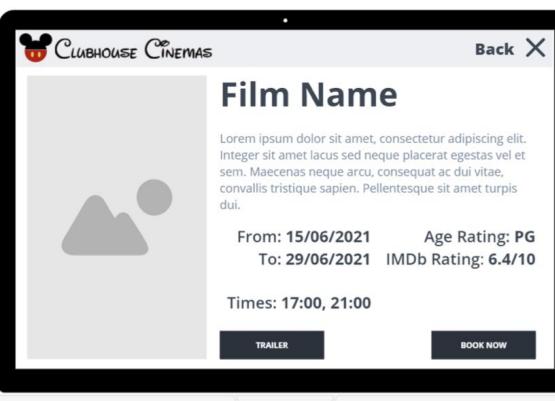
For this wireframe, it would be ideal if you could include a rating system. This can be achieved through IMDb or stars. Also, a back button would be necessary, giving the user the option to book another film. Other than this the page is perfect!

Thank you,
Mickey

B.1.4b Email Interaction with Client - Version 4b: Film Page (redesign) - 25th June 2021

Hi Mickey,

I have taken the comments on board and made the necessary changes as requested.
Here is the revised version below:



Film Name

From: 15/06/2021 Age Rating: PG
To: 29/06/2021 IMDb Rating: 6.4/10

Times: 17:00, 21:00

TRAILER BOOK NOW

Thank you.
Kind regards,
Ruben

Hi Ruben,

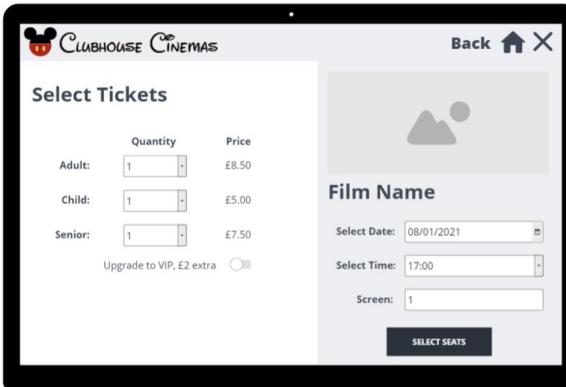
This is exactly what I wanted, thank you!

Kind regards,
Mickey

B.1.5a Email Interaction with Client - Version 5a: Ticket Booking Page (evaluation) - 26th June 2021

Hi Mickey,

I hope you are doing well.
Attached is the fifth wireframe of the application. This wireframe is the "Ticket Booking Page".
Please let me know of any improvements to be made.



The wireframe shows a mobile application interface for ticket booking. It has two main sections: 'Select Tickets' on the left and 'Film Name' on the right. The 'Select Tickets' section includes dropdown menus for 'Adult' (Quantity: 1, Price: £8.50), 'Child' (Quantity: 1, Price: £5.00), and 'Senior' (Quantity: 1, Price: £7.50). There is also an option to 'Upgrade to VIP, £2 extra'. The 'Film Name' section contains fields for 'Select Date' (08/01/2021), 'Select Time' (17:00), and 'Screen' (1). A 'SELECT SEATS' button is located at the bottom of the right section.

Thank you,
Ruben

Hi Ruben,

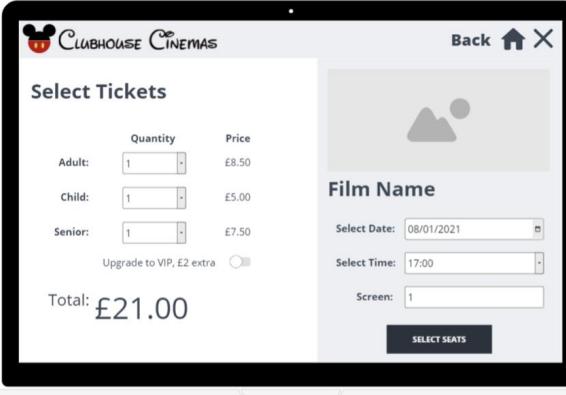
I am fine thank you. I like the layout of this very much.
As a suggestion for an improvement, please can you add a running total to the version. This is so that the user can view the cost of their booking.

Thank you,
Mickey

B.1.5b Email Interaction with Client - Version 5b: Ticket Booking Page (redesign) - 27th June 2021

Hi Mickey,

I have added the running total to the wireframe.
Here is how it looks:



The wireframe shows a mobile device screen. On the left, a sidebar titled 'Select Tickets' displays ticket categories: Adult (Quantity 1, Price £8.50), Child (Quantity 1, Price £5.00), and Senior (Quantity 1, Price £7.50). An 'Upgrade to VIP, £2 extra' option is shown with a radio button. The total price is £21.00. On the right, a main panel titled 'Film Name' includes fields for 'Select Date' (08/01/2021), 'Select Time' (17:00), and 'Screen' (1). A 'SELECT SEATS' button is at the bottom.

Thank you.
Kind regards,

Ruben

Hi Ruben,

This is perfect! It's exactly what I was looking for!

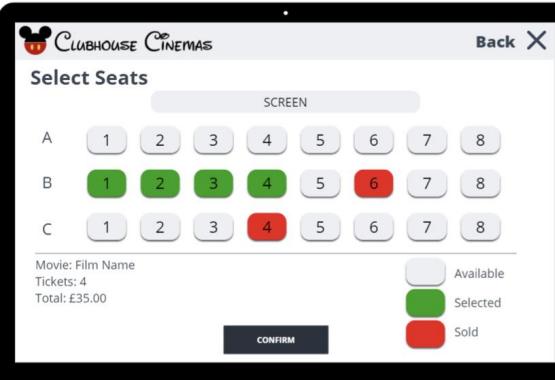
Thank you.
Kind regards,

Mickey

B.1.6a Email Interaction with Client - Version 6a: Seat Booking Page (evaluation) - 28th June 2021

Hi Mickey,

I hope you are doing well.
Attached is the sixth wireframe of the application. This wireframe is the "Seat Booking Page".
Please let me know of any improvements to be made.



Thank you,
Ruben

Hi Ruben,

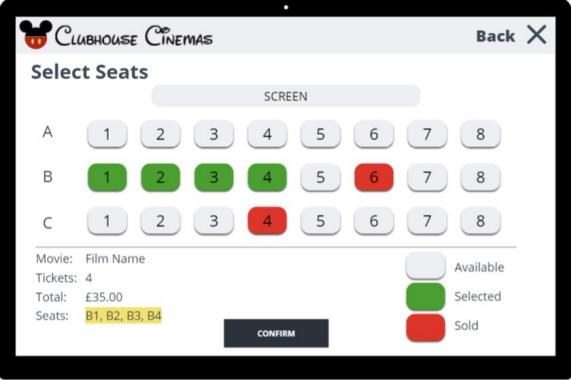
I have one suggested change for this version.
Just like the previous version, can running count or running identification of the seats be placed on this wireframe so that the user is notified of which seats they have booked so far.
Other than that this wireframe is perfect.

Thank you,
Mickey

B.1.6b Email Interaction with Client - Version 6b: Seat Booking Page (redesign) - 29th June 2021

Hi Mickey,

I have made the necessary changes. I hope this is what you're looking for.



The screenshot shows a mobile application interface for 'Clubhouse Cinemas'. At the top, there's a navigation bar with a user icon, a back arrow, and three dots. Below it, a header says 'Select Seats' with a 'Back' button and a close 'X'. The main area is titled 'SCREEN' and shows a grid of seats arranged in rows A, B, and C, with columns numbered 1 through 8. Seats B1, B2, B3, and B4 are highlighted in green, indicating they are selected. Seats A4, B5, and C4 are highlighted in red, indicating they are sold. Below the grid, there are summary details: Movie: Film Name, Tickets: 4, Total: £35.00, and Seats: B1, B2, B3, B4. To the right of these details are three colored circles with labels: a grey circle for 'Available', a green circle for 'Selected', and a red circle for 'Sold'. At the bottom is a 'CONFIRM' button.

Thank you,
Ruben

Hi Ruben,

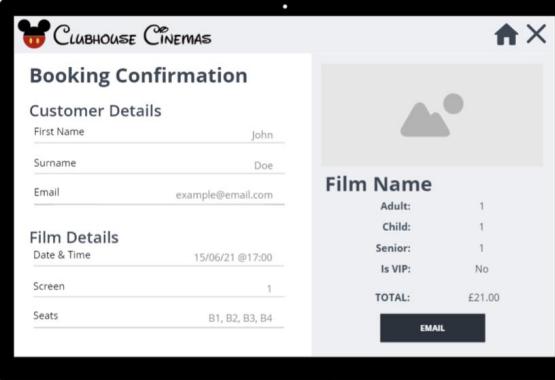
This is perfect! Exactly what I wanted.
Thank you.

Kind regards,
Mickey

B.1.7 Email Interaction with Client - Version 7: Confirmation Page (approval) - 30th June 2021

Hi Mickey,

I hope you are doing well.
Attached is the seventh wireframe of the application. This wireframe is the "Confirmation Page".
Please let me know of any improvements to be made.



The wireframe shows a mobile device displaying a booking confirmation page for 'Clubhouse Cinemas'. The page is titled 'Booking Confirmation' and includes sections for 'Customer Details' (First Name: John, Surname: Doe, Email: example@email.com) and 'Film Details' (Date & Time: 15/06/21 @17:00, Screen: 1, Seats: B1, B2, B3, B4). To the right of the main content is a placeholder image of a movie poster. Below the details, there is a summary table for 'Film Name' with the following data:

	Adult:	Child:	Senior:	Is VIP:
Adult:	1			
Child:		1		
Senior:			1	
Is VIP:				No

The total cost is listed as £21.00, and there is a large 'EMAIL' button at the bottom.

Thank you,
Ruben

Hi Ruben,

This is exactly what I wanted, thank you! As the payments are cash it makes sense to go straight to the confirmation page.

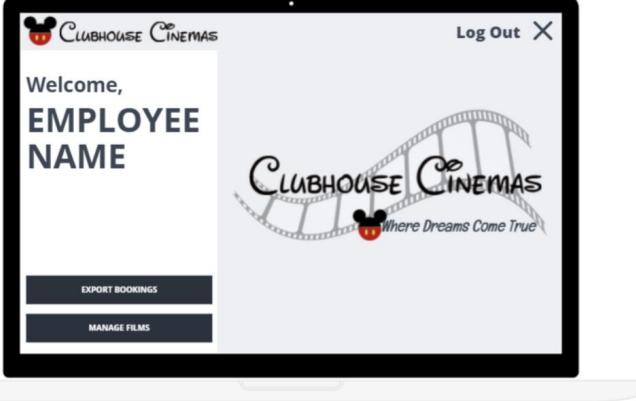
Thanks again,
Mickey

B.1.8 Email Interaction with Client - Version 8: Employee Home Page (approval) - 30th June 2021

Hi Mickey,

Attached is the eighth wireframe of the application. This wireframe is the "Employee Home Page". This start of the employee side of the application, an aspect that you will be using.

Please let me know of any improvements to be made.



The wireframe shows a desktop application window. At the top left is the Clubhouse Cinemas logo with a Mickey Mouse head. At the top right are 'Log Out' and a close button. The main header says 'Welcome, EMPLOYEE NAME'. Below the header are two buttons: 'EXPORT BOOKINGS' and 'MANAGE FILMS'. To the right is a large graphic of a movie reel with the 'Clubhouse Cinemas' logo and the tagline 'Where Dreams Come True'.

Thank you,
Ruben

Hi Ruben,

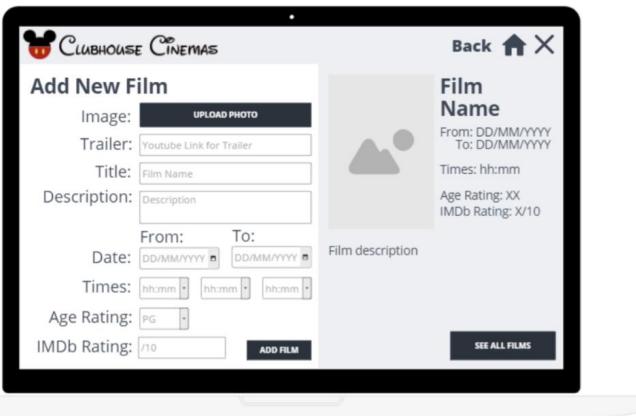
This layout looks great and the structure will make it easy to navigate around.
Thank you!

Kind regards,
Mickey

B.1.9 Email Interaction with Client - Version 9: Film Management Page (approval) - 1st July 2021

Hi Mickey,

I'm glad you like it.
Attached is the ninth wireframe of the application. This wireframe is the "Film Management Page". This can be accessed by clicking the "manage films" button.
Please let me know of any improvements to be made.



The wireframe displays two screens side-by-side. The left screen is titled 'Add New Film' and includes fields for Image (with an 'UPLOAD PHOTO' button), Trailer (with a 'Youtube Link for Trailer' input), Title (with a 'Film Name' input), Description (with a 'Description' input), From/To dates/times, Times (with three dropdowns for hh:mm), Age Rating (with a dropdown for PG), and IMDb Rating (with a dropdown for 7/10). The right screen is titled 'Film Name' and shows a placeholder image of a mountain, with fields for From/To dates/times, Times (hh:mm), Age Rating (XX), and IMDb Rating (X/10). Both screens have a 'Back' button, a home icon, and a close (X) icon.

Thank you,
Ruben

Hi Ruben,

I like this design very much. From here I can add films and really show what Clubhouse Cinemas has to offer!
This is great!.

Thank you,
Mickey

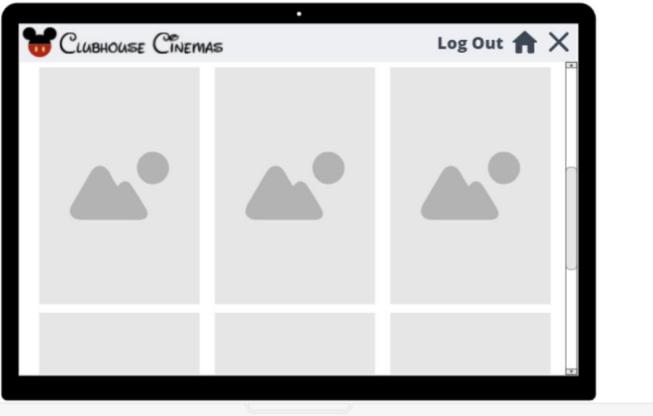
B.1.10 Email Interaction with Client - Version 10: Available Films Page (approval - 2nd July 2021)

Hi Mickey,

Wonderful!

Attached is the tenth wireframe of the application. This wireframe is the "Available Films Page". If you don't want to add a film you can navigate to this page instead.

Please let me know of any improvements to be made.



Thank you,
Ruben

Hi Ruben,

This also looks good! It looks similar to user home page, I am assuming from here I can delete films?
Thank you!

Kind regards,
Mickey

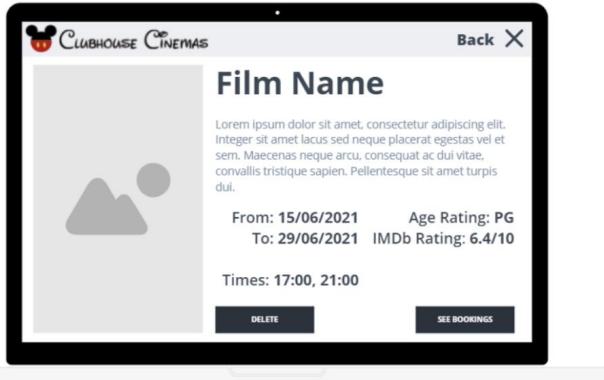
B.1.11 Email Interaction with Client - Version 11: Employee Film Page (approval) - 3rd July 2021



✉️ ⋮

Hi Mickey,

Yes, that is correct. Bookings can also be viewed on the next wireframe.
Attached is the eleventh wireframe of the application. This wireframe is the "Employee Film Page".
Please let me know of any improvements to be made.



Thank you,
Ruben



✉️ ⋮

Hi Ruben,

Thank you! This is what I expected, the design is great.

Kind regards,
Mickey

B.1.12 Email Interaction with Client - Version 12: Booking History Page (approval) - 4th July 2021

Hi Mickey,

I hope you are doing well.
Attached is the twelfth and final wireframe of the application. This wireframe is the "Booking History Page". This concludes the employee interface for the application.
Please let me know of any improvements to be made.



The wireframe shows a tablet displaying the 'Booking History' page for 'Clubhouse Cinemas'. The page has a header with the cinema logo and navigation buttons for 'Back', 'Home', and 'X'. Below the header is a 'DELETE' button. A table lists four booking entries:

Status	First Name	Last Name	Film	Date	Time	Seat	VIP	ID
booked	John	Doe	Film Name	DD/MM/YYYY	hh:mm	B1	yes	1
booked	John	Doe	Film Name	DD/MM/YYYY	hh:mm	B2	yes	2
booked	John	Doe	Film Name	DD/MM/YYYY	hh:mm	B3	yes	3
cancelled	John	Doe	Film Name	DD/MM/YYYY	hh:mm	B4	yes	4

Thank you,
Ruben

Hi Ruben,

All of the wireframes look great, and is exactly what I was looking for! I cant wait to see them be put to use!

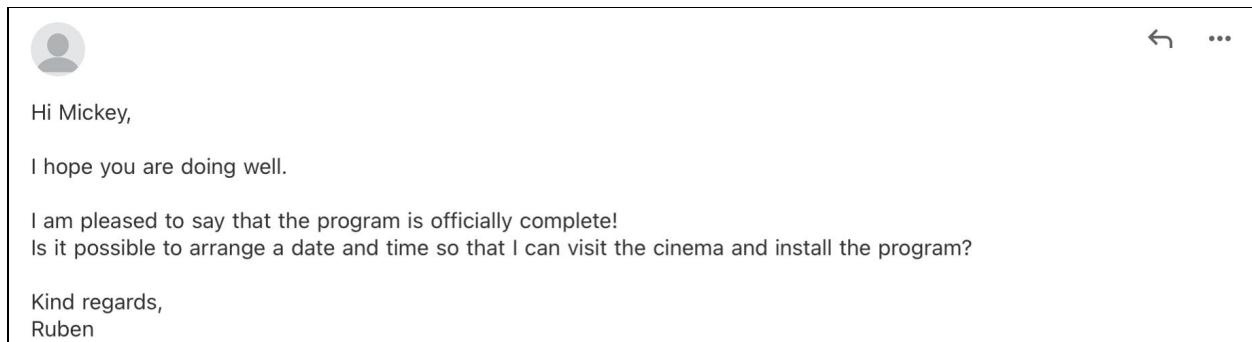
Thank you.
Kind regards,

Mickey

PART E - EVALUATION

E.1. Software Installation

E.1.1 Email Interaction with the Client: Meeting Arrangement - 15th September 2021



Hi Mickey,

I hope you are doing well.

I am pleased to say that the program is officially complete!
Is it possible to arrange a date and time so that I can visit the cinema and install the program?

Kind regards,
Ruben



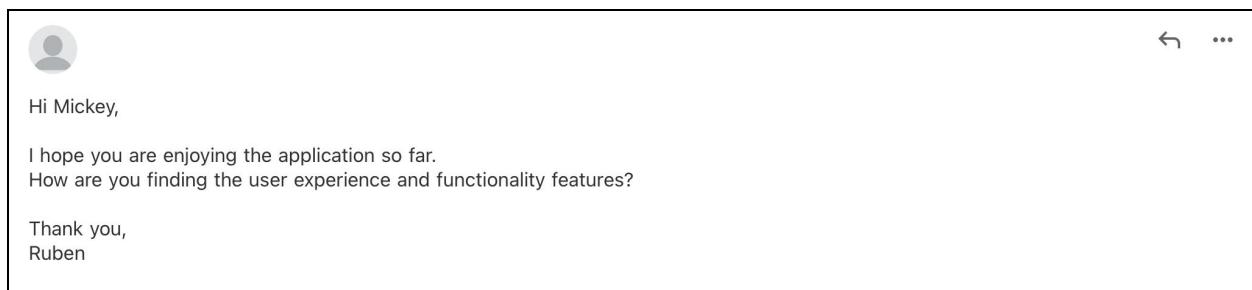
Hi Ruben,

That's great news! I cannot wait to see the finished product, I am sure it will meet expectations.
I am free all of next week, maybe you can attend on 20/09/21?

Hope to see you then,
Mickey

E.2. Working of the Software

E.2.1 Email Interaction with the Client: Post-Installation Satisfaction - 4th October 2021



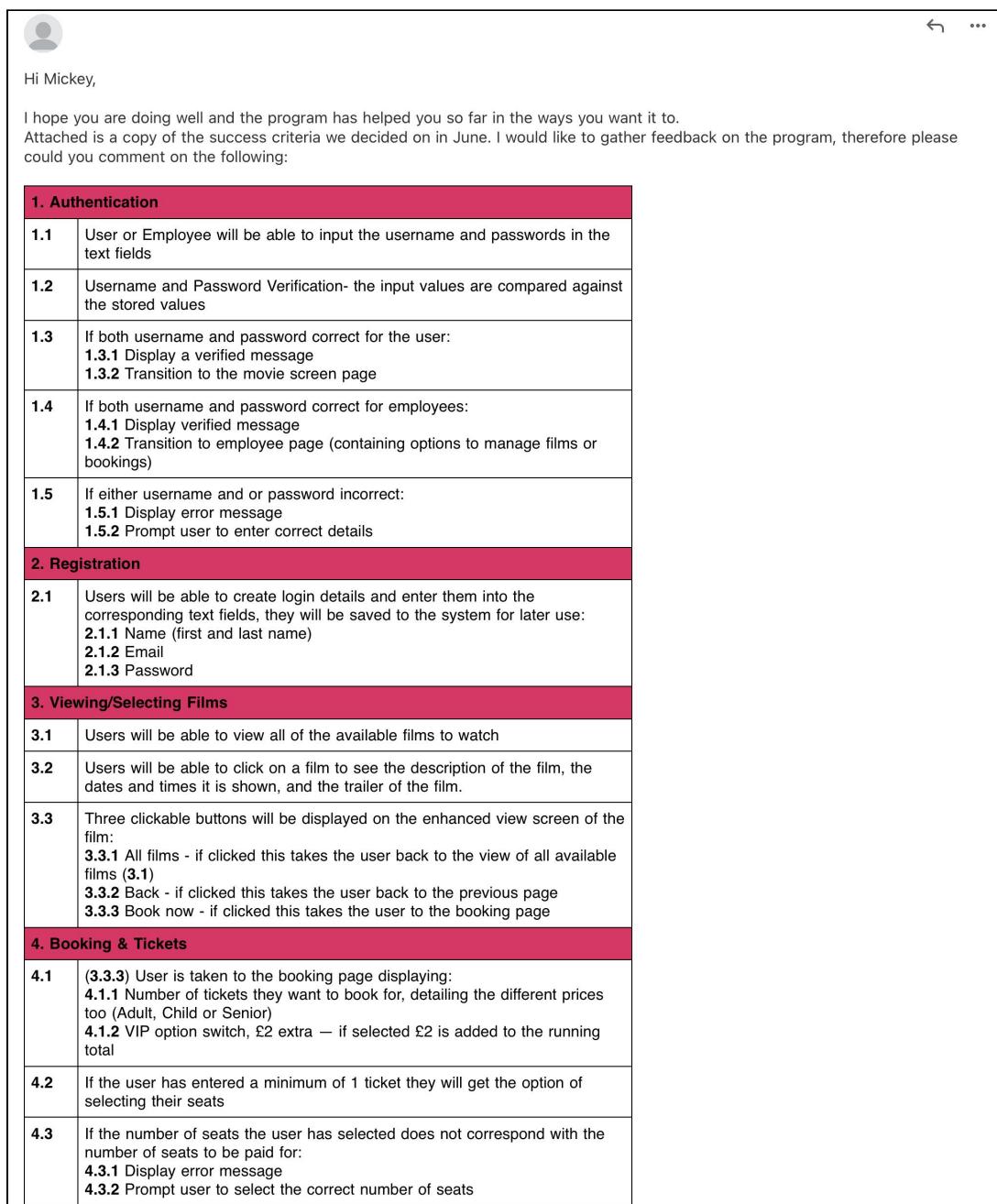
Hi Mickey,

I hope you are enjoying the application so far.
How are you finding the user experience and functionality features?

Thank you,
Ruben

E.3. Success Criteria Feedback

E.3.1 Email Interaction with the Client: Success Criteria Evaluation - 14th-28th October 2021



Hi Mickey,

I hope you are doing well and the program has helped you so far in the ways you want it to. Attached is a copy of the success criteria we decided on in June. I would like to gather feedback on the program, therefore please could you comment on the following:

1. Authentication	
1.1	User or Employee will be able to input the username and passwords in the text fields
1.2	Username and Password Verification- the input values are compared against the stored values
1.3	If both username and password correct for the user: 1.3.1 Display a verified message 1.3.2 Transition to the movie screen page
1.4	If both username and password correct for employees: 1.4.1 Display verified message 1.4.2 Transition to employee page (containing options to manage films or bookings)
1.5	If either username and or password incorrect: 1.5.1 Display error message 1.5.2 Prompt user to enter correct details
2. Registration	
2.1	Users will be able to create login details and enter them into the corresponding text fields, they will be saved to the system for later use: 2.1.1 Name (first and last name) 2.1.2 Email 2.1.3 Password
3. Viewing>Selecting Films	
3.1	Users will be able to view all of the available films to watch
3.2	Users will be able to click on a film to see the description of the film, the dates and times it is shown, and the trailer of the film.
3.3	Three clickable buttons will be displayed on the enhanced view screen of the film: 3.3.1 All films - if clicked this takes the user back to the view of all available films (3.1) 3.3.2 Back - if clicked this takes the user back to the previous page 3.3.3 Book now - if clicked this takes the user to the booking page
4. Booking & Tickets	
4.1	(3.3.3) User is taken to the booking page displaying: 4.1.1 Number of tickets they want to book for, detailing the different prices too (Adult, Child or Senior) 4.1.2 VIP option switch, £2 extra — if selected £2 is added to the running total
4.2	If the user has entered a minimum of 1 ticket they will get the option of selecting their seats
4.3	If the number of seats the user has selected does not correspond with the number of seats to be paid for: 4.3.1 Display error message 4.3.2 Prompt user to select the correct number of seats

4.4	If the number of seats the user has selected corresponds with the number of seats to be paid for: 4.4.1 Allow user to click the pay button 4.4.2 Transition user to pay page	
4.5	Give user payment method of cash	
4.6	When the user selects cash: 4.6.1 Display booking confirmation screen 4.6.2 Email booking confirmation to the user containing printable pdf document 4.6.3 Add details to booking file	
4.7	If the user doesn't want to go through with the booking: 4.7.1 Allow users to cancel the booking before they have paid	
5. Employee Management System		
5.1	(1.4) If manage films is selected: 5.1.1 Allow the employee to add or delete films from the film view	
5.2	If the employee chooses to add a film, the following sections must be completed: 5.2.1 Image, trailer, title, description, date and time upload 5.2.1.1 If a section is not completed: 5.2.1.1a Display error message 5.2.1.1b Prompt employee to complete correct fields 5.2.2 Display added message	
5.3	If employees choose to delete a film: 5.3.1 Remove film from employee page and user page 5.3.2 Display deleted message	
5.4	(1.4) If manage bookings are selected: 5.4.1 Allow the employee to delete old bookings from the booking file 5.4.2 Allow the employee to export the booking file	

Thank you.

Kind regards,
Ruben



← ...

Hi Ruben,

Please see my feedback below:

1. Authentication

- 1.1 - Both the user and my employees are able to enter their login details (username and passwords) into the text fields successfully.
- 1.2 - The usernames and passwords are checked successfully, more details of this success is mentioned below.
- 1.3 - There is a clear transition to a new screen if the user login details are correct. The application takes the customer to their designated home screen.
- 1.4 - There is a clear transition to a new screen if the employee login details are correct. The application takes the employee to their designated home screen.
- 1.5 - I can see a clear red message, detailing an error if the login details are incorrect. The application prompts me to try again.

2. Registration

- 2.1 - The application allows new users to register with my cinema, allowing them to enter a name, email and password.

3. Viewing>Selecting Films

- 3.1 - The users are able to view the vast amounts of available films to watch.
- 3.2 - The customers can successfully click on their desired film and see the respective details. I especially like the option of using the film poster as a link to play the trailer!
- 3.3 - All buttons on the screen work as described, transitioning the customer to their desired screen.

4. Booking & Tickets

- 4.1 - The three types of tickets are shown clearly with their prices, and also the addition of a VIP option switch too. All of these selections work well with the displayed running total.
- 4.2 - The user is able to select their seats if they have selected a minimum of one ticket. I like the idea of displaying an error message if this is not the case!
- 4.3 - The customer is quickly prompted if they have selected too few or too many seats. This way there are no mistakes with the overall booking process!
- 4.4 - The customer is able to transition to the confirmation page if they have selected the correct number of seats.
- 4.5 - The customer is automatically given the payment of cash. I feel this is well integrated as there is no need to show only one option or an option that says otherwise.
- 4.6 - The user is able to view the confirmation screen of their booking, along with a further option of the email button. I can also confirm that on the employee side, the booking is also added to the file.
- 4.7 - The user is able to go back and cancel the booking easily, with the employee also being able to quickly edit the file.

5. Employee Management System

- 5.1 - Within the management system I have the ability to add and delete films swiftly.
- 5.2 - The application allows me to add all the necessary details of the film to be added, notifying me if any detail is missing. It also notifies me of the completion of the added film.
- 5.3 - I am able to remove films that no longer need to be shown, and the application also removes them from both the employee side and user side.
- 5.4 - I am able to export an up to date copy of the bookings file. I especially like this idea as I am able to keep a hard copy of the bookings. I am also able to view all the bookings made by the user, whilst also being able to delete cancelled bookings and old bookings.

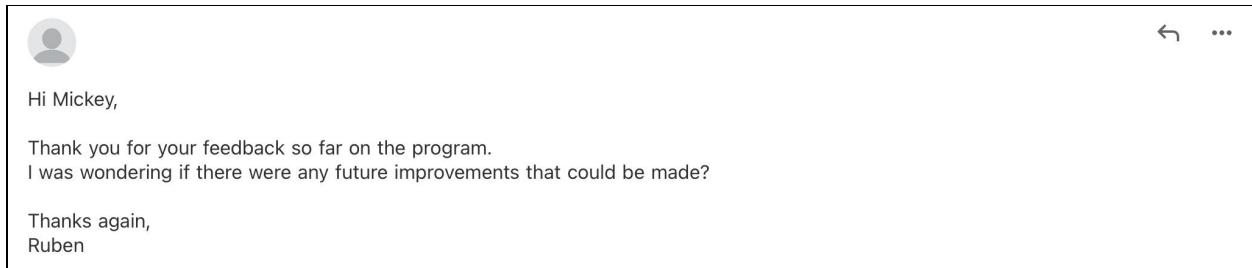
Overall Feedback:

The application has been very influential in my workflow, significantly reducing my workload over the past few weeks. It is aesthetically pleasing and easy to use. Ultimately I am very pleased with it and I want to thank you for all your help during the development process.

Thank you,
Mickey

E.4. Extension Features

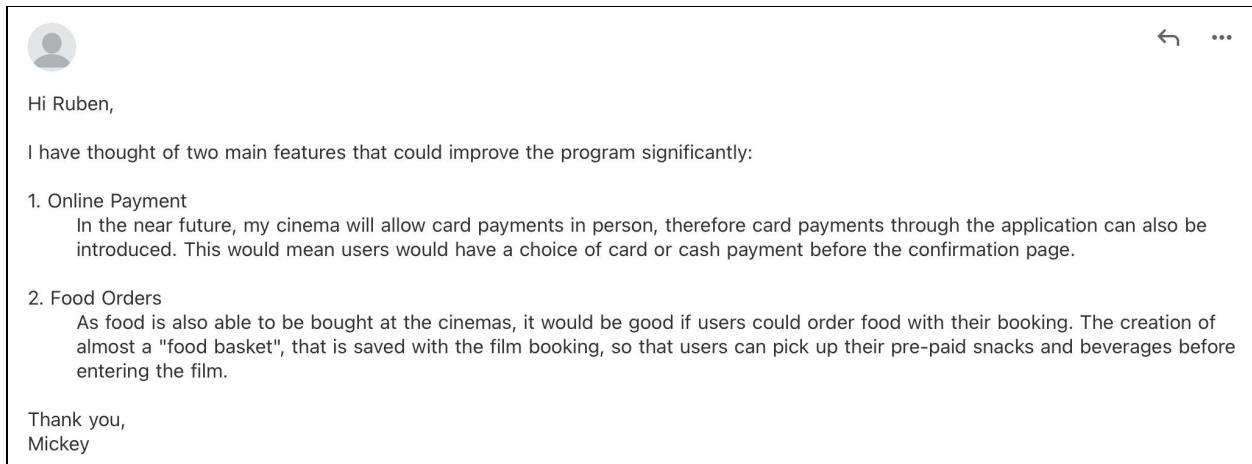
E.4.1 Email Interaction with the Client: Extension Features - 1st November 2021



Hi Mickey,

Thank you for your feedback so far on the program.
I was wondering if there were any future improvements that could be made?

Thanks again,
Ruben



Hi Ruben,

I have thought of two main features that could improve the program significantly:

1. Online Payment
In the near future, my cinema will allow card payments in person, therefore card payments through the application can also be introduced. This would mean users would have a choice of card or cash payment before the confirmation page.
2. Food Orders
As food is also able to be bought at the cinemas, it would be good if users could order food with their booking. The creation of almost a "food basket", that is saved with the film booking, so that users can pick up their pre-paid snacks and beverages before entering the film.

Thank you,
Mickey