Criterion E: Evaluation

General Client Feedback

Overall, the client was satisfied with the end-result. They were able to easily save reservations and it didn't require complex or extensive employee training. However, after a lengthy conversation discussing the performance of the product, the client shared a few concerns.

Success Criteria	Outcome + Specific Client Feedback
1. User can add a reservation for any guest including the guest's personal information.	Met: User is able to input all necessary information and add a reservation as long as certain requirements are met. New Reservation addition success is notified to the user through a success message on a separate form. Client Feedback: "The add button was very straightforward and easy to train the employees to operate."
2. User can modify a current reservation to change information.	Met: User can alter a reservation by selecting one from the reservations table and changing whicher value the user desires to change. Modification success is notified through a success message on a separate form. Client Feedback: "Similar to the add button, the modify button was very straightforward. I like how when you select a row, it copies the information into textboxes"
3. User can cancel a current reservation.	Met: User can delete a reservation by selecting a reservation from the reservations table and clicking on the cancel button. Deletion success is notified through a success message on a form. Client Feedback: "The cancel button was also very straightforward. However, initially, the label of the button created a little bit of confusion. It may have been better if it was labelled delete instead."

4. User can demonstrate an error message if a selected room and date is already taken.	Halfway Met: If a certain date range is selected by a room, an error message, "Same room booked for this date range" is displayed and reservation is not added. Client Feedback: "I really like this feature of the system. It prevents common mistakes that the employees have continuously made prior to the system. However, it doesn't completely prevent double booking as it only shows the error message if that exact date range is selected, which doesn't completely protect the employee from accidentally reserving a room on the same date"
5. User can add a customer record with necessary information.	Met: User can add a customer record by inputting information required and clicking on the Add button. Success message is displayed. Client Feedback: "My feedback is the same for this button as the add button on the room reservations page."
6. User can modify a customer record to change necessary information.	Met: User can update customer records by selecting a record on the 'customer' table and changing values as desired. Success message is displayed. Client Feedback: "My feedback is the same for this button as the modify button on the room reservations page."
7. User can delete a customer record.	Met: User can delete a record by selecting a record and clicking on the delete button. Success message is displayed. Client Feedback: "My feedback is the same for this button as the delete button on the room reservations page. I like how the label is 'delete'."
8. User can search for customers using a search button.	Met: User can search for any letter, word or number and all records containing that letter, word, or number will be displayed on the table.

	Client Feedback: "This is a really effective addition to the customer records page. It prevents an unnecessary waste of time and effort from employees".
9. User can calculate Price according to type of room selected, number of nights, amount of discount rewarded, and whether or not the client selects an extra bed.	Met: User can input the required information necessary to calculate the price and can click on the calculate button to display the price before and after tax. Client Feedback: "This is effective, but the price of rooms sometimes changes by season, so this feature may not be used sometimes."
10. User can save, modify, and delete price calculations on a table.	Met: User can -click on the save button to display desired information on the table, -click on update method to alter information on the table, and -click on the delete button to remove a record from the table. Client Feedback: "I have the same feedback for these buttons as the add, modify, and delete buttons on the other pages. However, I would've liked to go to this page without having to access the room reservations page. It just makes things a little easier when I need to just go straight to the price calculations or customer records"
11. There can be a username and password required to enter the system to increase security.	Met: Verified user can input correct username and password and be allowed entry into the reservation system. If username or password are incorrect, an error message is displayed. Client Feedback: "This was also very effective, but I would like it if only I had a choice to change the username and password, for increased security."
12. All necessary information is saved on the database.	Met: All the additions, modifications, and deletions of records on all tables

	are saved on the reservations database. Client Information: "This was also met, and might I add, very useful for the operation and success of the system."

Recommendations for Further Development

Minor Concerns:
- There should be a main menu page that directs you to the pages you want to access, instead of having to go through the room reservations page.
- Instead of having to rewrite the number of nights stayed by a guest, when the dates are inputted into the checkin and checkout date choosers, it should automatically calculate the number of nights for that guest in the price calculator page.
- There should be code that allows the user to change the price of each room using a text box.
- The label of the cancel button should be changed to delete.

Major Concerns:
- There should be code verifying which employee made each reservation (something more secure than inputting employee name).
- There should be an area in the price calculator page where the client can convert the currency to any other currency for ease of communication with the guests.
- There should be an area where only one verified user(owner / manager) can change the usernames or passwords known by the other employees to improve security.
- There should be code completely preventing double-booking for any cross-over of dates, rather than just the entire range.

243 words