

Usability Study Scenario

- 1. Set the price for bed + breakfast in a double room for the next weekend at € 130 per night.
- 2. Create a reservation with the rate bed + breakfast in a double room in the name of Max Mustermann for Thursday to Sunday next weekend. The guest's email is max@mustermann.de.
- 3. On the night from Friday to Saturday, the Max would like to stay in a single room.
- 4. Change the address of Max and add a billing address.
- 5. Max would like to check in online. Prepare the online check-in. The room code is 3852 and the check-in email should be sent to the guest's email address.
- 6. Max has the status VIP. Let housekeeping know that they should provide the guest with a fruit basket and champagne in the room.
- 7. On the day of arrival, the Max does not check in online, but goes to reception. Create a registration form in the guest's name.
- 8. Check in Max.
- 9. Max makes a deposit of 100€ by Visa.
- 10. Max has arrived by car and parks in the hotel parking lot. Book this as an extra service for the duration of the entire stay.
- 11. On Friday morning, the Max has a visitor in the morning and would like to book an additional breakfast.
- 12. Max does not want breakfast on Saturday. Change the rate for Saturday to overnight stay without breakfast.
- 13. On Friday evening, the Max reports that the shower is faulty. Move him to a new single room for the night.
- 14. Communicate the facility manager to repair the shower.
- 15. Max would like to leave earlier. Cancel the last night of the stay as well as all extra services for this day.
- 16. Max has a Tesla and would like to charge it at the hotel's own charging station. Add this as an extra service.
- 17. On Saturday morning, Max would like to pay the remaining amount on account.
- 18. Create an invoice for the reservation of Max.
- 19. Max asks you to send him the invoice by email.
- 20. Check out Max.
- 21. Housekeeping will let you know on Saturday lunchtime that the room has been cleaned. Set the status of the room to Clean.
- 22. It will take a few days to repair the damaged shower. Lock the room until Wednesday.
- 23. Generate an arrival and departure list for Sunday.
- 24. Generate a catering list for Sunday.
- 25. Ask in the hotel messenger if you can arrive at work half an hour later tomorrow.



Questionnaire 1

1. Visibility of the System Status	Strongly disagree				Strongly agree
The system displays immediate confirmation after booking a room	1	2	3	4	
Status updates are visible when changing the booking or service details	1	2	3		5
The system provides a visible log or history of all actions taken for a reservation	1	2	3		5
Issues & Recommendations					
2. Match between System and the Real World	Strongly disagree				Strongly agree
The language used in the system mirrors the language used by hotel staff and guests	1	2	3	4	
The system uses terms familiar to both new and experienced hotel employees	1	2	3		5
Icons and symbols are intuitive and related to real-world hotel operations	1	2	3	4	
Information is presented in a natural and logical order	1	2	3		5
Issues & Recommendations					
3. User Control					

3. User Control	Strongly disagree				Strongly agree
There is a clear option to undo changes made to a guest's booking	1	2	3	4	5
Users can easily modify or delete entries without having to navigate through multiple screens	1	2		4	5
Users have the flexibility to switch between different tasks without having to complete one before starting another	1	2	3		5
The system provides shortcuts that enable experienced users to perform tasks more rapidly	1	2		4	5



Questionnaire 2

Participant

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issues	\mathbf{C}	Recommen	uauons

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4. Consistency	Strongly disagree				Strongly agree
UI elements behave uniformly across different sections of the system	1	2	3	4	
Standard terminology is used throughout all user interactions	1	2	3		5
Consistent visual elements are used for error messages, alerts, and notifications	1	2	3	4	
Issues & Recommendations					

5. Error Prevention	Strongly disagree				Strongly agree
Warnings are issued after conflicting information have been entered	1	2	3	4	
The system validates data entry to prevent common input errors	1	2	3	4	
Confirmation prompts appear before finalizing potentially important actions	1	2	(B)	4	5
The system checks for double bookings and availabilities before confirming a reservation	1	2	3		5

Issues & Recommendations

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Questionnaire 3

6. Recognition Rather Than Recall	Strongly disagree				Strongly agree
Interface elements are logically organized	1	2	3	4	
Dropdown menus and auto-fill features reduce the need for memory use	1	2	3	4	
Frequently used tools are prominently placed on the dashboard	1	2	3		5
Different choices are made clear	1	2	3		5
Issues & Recommendations					
7. Flexibility	Strongly disagree				Strongly agree
					(5)
Users can configure the dashboard to display information relevant to their role	1	2	(3)		
Users can configure the dashboard to display information relevant to their role Bulk actions are possible, such as checking out multiple guests at once			3		
		2		4	5
Bulk actions are possible, such as checking out multiple guests at once The system supports multi-tasking, allowing users to open multiple tabs or		2		4	5
Bulk actions are possible, such as checking out multiple guests at once The system supports multi-tasking, allowing users to open multiple tabs or windows simultaneously without performance degradation		2		4	5

The interface is clutter-free, focusing only on necessary elements	(1)	(2)	(3)	(4)	
The user interface does not distract from solving tasks	1	2	3	4	
The look and feal optimizes space and prioritizes task-related information	1	2	3	4	
Aesthetic elements do not interfere with the functionality of the system	1	2	3	4	



Questionnaire 4

Issues & Recommendations

9. Error Handling	Strongly disagree				Strongly agree
The system clearly indicates when an error occurs, using both visual cues (like color changes) and textual descriptions			3	4	
Users are guided through the steps to recover from common errors	1	2	3		5
The system includes proactive error prevention mechanisms, such as validation checks	1	2		4	5
The system maintains a consistent approach to error handling across all modules	1	2		4	5
Issues & Recommendations					
10. User Guidance	Strongly				Strongly
Step-by-step guides are provided for complex procedures	Strongly disagree		3		Strongly agree
The system's help documentation is available within the application		2	3		5
Complex terms are explained in detail in the application	1	2	3		5
Issues & Recommendations					



Questionnaire 5

Participant

Overall Feedback

The software provides a good usability

Strongly disagree									Strongly agree
1	2	3	4	5	6	7	8	9	10

Further remarks (positive, negative, features requests)

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Think Aloud Notes 1

Facilitator

Task 1	
Task 2	
Task 3	
Task 4	
Task 5	
Task 6	
Task 7	
Task 8	
Task 9	



Think Aloud Notes 2

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Task 10	
Task 11	
Task 12	
Task 13	
Task 14	
Task 15	
Task 16	
Task 17	
Task 18	



Think Aloud Notes 3

Facilitator

Task 19	
Task 20	
Task 21	
Task 22	
Task 23	
Task 24	
Task 25	