

## **Usability Study Scenario**

**Participant** 

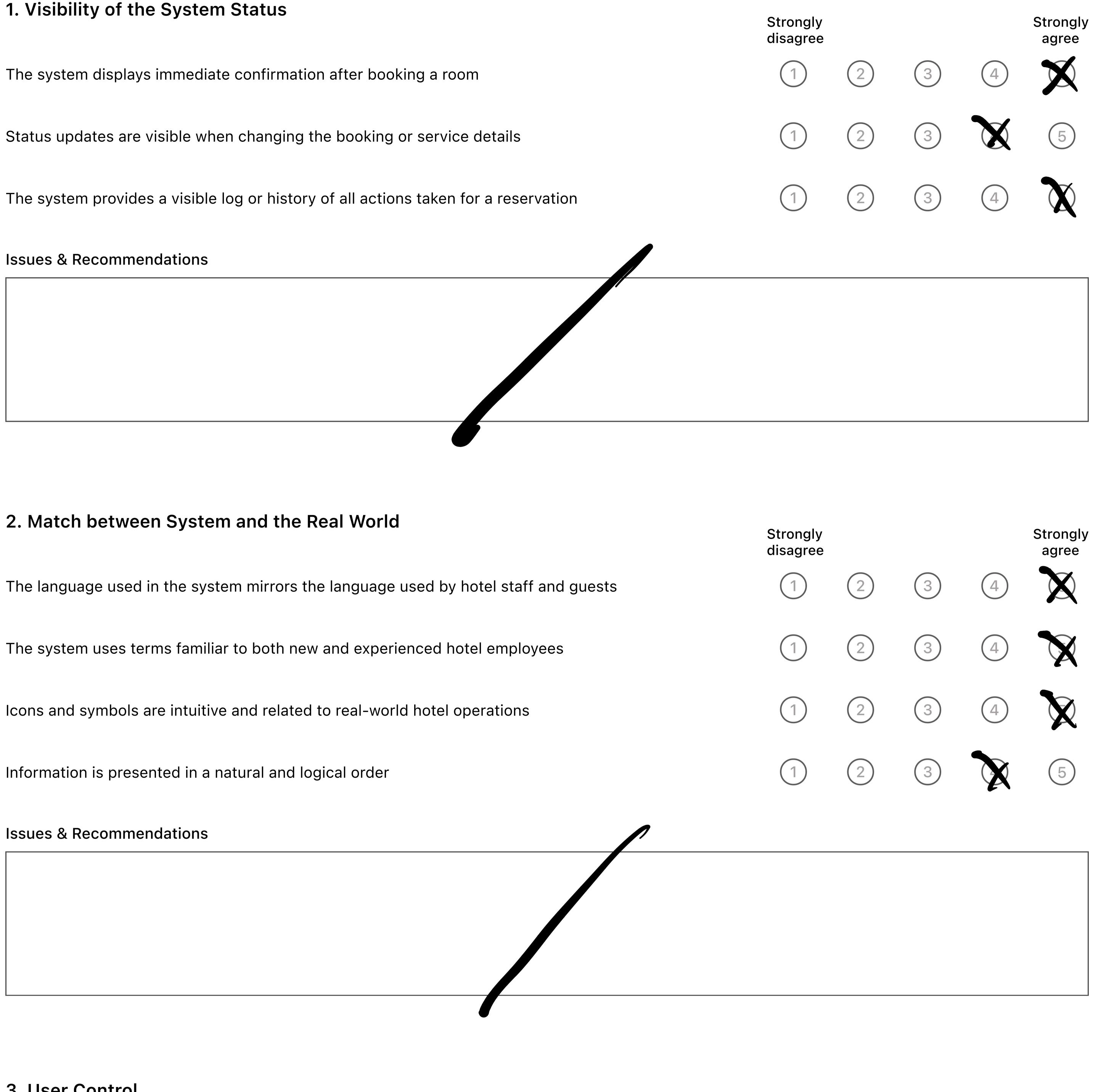
1. Set the price for bed + breakfast in a double room for the next weekend at € 130 per night.

- 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

Participant



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	
Users can easily modify or delete entries without having to navigate through multiple screens	1	2	3	4	
Users have the flexibility to switch between different tasks without having to complete one before starting another	1	2	3	4	
The system provides shortcuts that enable experienced users to perform tasks more rapidly	1	2	3	4	



Questionnaire 2

**Participant** 

#### Issues & Recommendations

Rechnungsadresse sollte man über das Modal für neue Reservierungen eintragen können.

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as are used for error messages, alerts, and notifications  1 2 3 4   Ins
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Strongly
Strongly Strongly
Strongly Strongly
conflicting information have been entered  disagree  1 2 3 5
entry to prevent common input errors  1 3 4 5
ear before finalizing potentially important actions  1 2 4 5
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## Questionnaire 3

**Participant** 

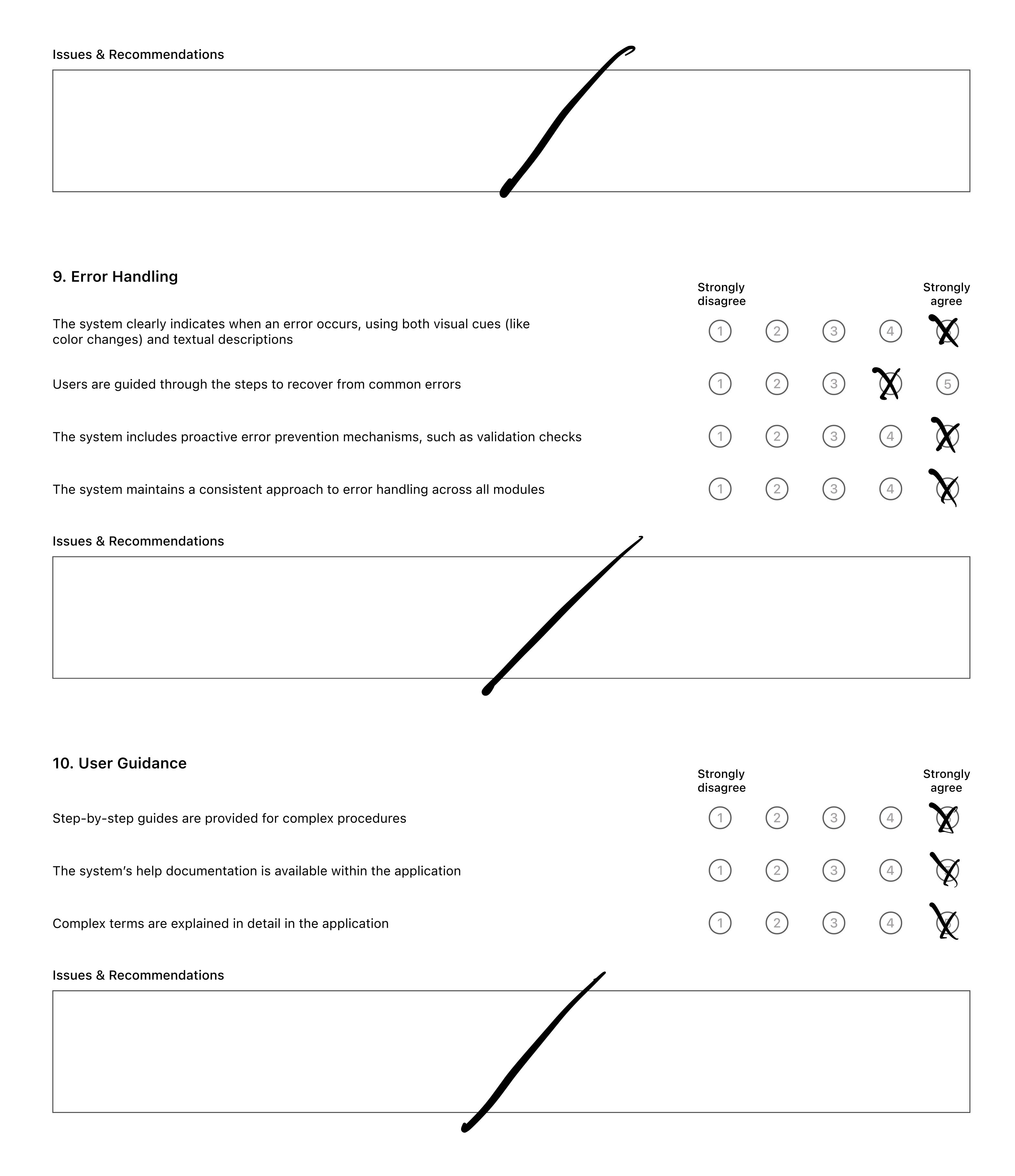
6. Recognition Rather Than Recall	Strongly disagree				Strongly agree
Interface elements are logically organized	1	2		4	5
Dropdown menus and auto-fill features reduce the need for memory use	1	2	3	4	
Frequently used tools are prominently placed on the dashboard	1	2	3	4	
Different choices are made clear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

o. Aestrieuc	Strongly disagree				Strongly agree
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		5



Questionnaire 4

**Participant** 



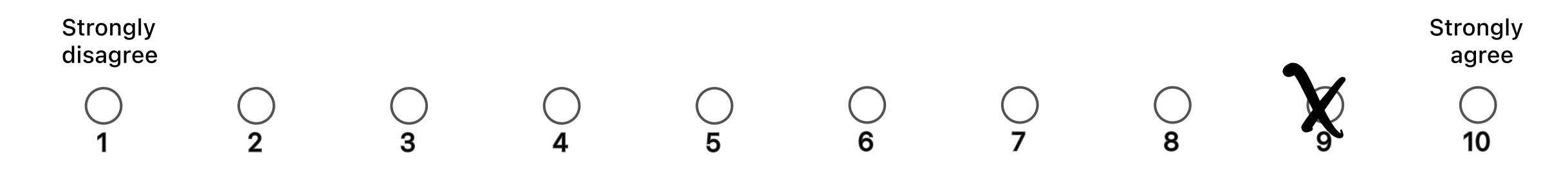


Questionnaire 5

**Participant** 

### Overall Feedback

The software provides a good usability



Further remarks (positive, negative, features requests)

