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.

CheckedInn - Usability Study

Questionnaire 1
Participant

1. Visibility of the System Status

	Strongly disagree				Strongly agree
The system displays immediate confirmation after booking a room	①	②	⊗(3)	④	⑤
Status updates are visible when changing the booking or service details	①	②	③	⊗(4)	⑤
The system provides a visible log or history of all actions taken for a reservation	①	②	③	⊗(4)	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	⊗(5)
The system uses terms familiar to both new and experienced hotel employees	①	②	③	⊗(4)	⑤
Icons and symbols are intuitive and related to real-world hotel operations	①	②	⊗(3)	④	⑤
Information is presented in a natural and logical order	①	②	③	④	⊗(5)

Issues & Recommendations

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	③	⊗(4)	⑤
Users have the flexibility to switch between different tasks without having to complete one before starting another	①	②	③	④	⊗(5)
The system provides shortcuts that enable experienced users to perform tasks more rapidly	①	②	⊗(3)	④	⑤

Questionnaire 2
Participant

Issues & Recommendations

4. Consistency

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

Issues & Recommendations

5. Error Prevention

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

Issues & Recommendations

Questionnaire 3
Participant

6. Recognition Rather Than Recall

	Strongly disagree				Strongly agree
Interface elements are logically organized	1	2	(3)	4	5
Dropdown menus and auto-fill features reduce the need for memory use	1	2	3	4	(5)
Frequently used tools are prominently placed on the dashboard	1	2	3	4	(5)
Different choices are made clear	1	2	3	(4)	5

Issues & Recommendations

7. Flexibility

	Strongly disagree				Strongly agree
Users can configure the dashboard to display information relevant to their role	1	2	3	(4)	5
Bulk actions are possible, such as checking out multiple guests at once	1	2	3	(4)	5
The system supports multi-tasking, allowing users to open multiple tabs or windows simultaneously without performance degradation	1	2	3	4	(5)

Issues & Recommendations

8. Aesthetic

	Strongly disagree				Strongly agree
The interface is clutter-free, focusing only on necessary elements	1	2	3	4	(5)
The user interface does not distract from solving tasks	1	2	3	4	(5)
The look and feal optimizes space and prioritizes task-related information	1	2	(3)	4	5
Aesthetic elements do not interfere with the functionality of the system	1	2	3	(4)	5

Questionnaire 4
Participant

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	1	2	3	④	5
Users are guided through the steps to recover from common errors	1	2	③	4	5
The system includes proactive error prevention mechanisms, such as validation checks	1	2	3	4	⑤
The system maintains a consistent approach to error handling across all modules	1	2	③	4	5

Issues & Recommendations

10. User Guidance

	Strongly disagree				Strongly agree
Step-by-step guides are provided for complex procedures	1	2	3	④	5
The system's help documentation is available within the application	1	2	3	4	⑤
Complex terms are explained in detail in the application	1	2	3	4	⑤

Issues & Recommendations

CheckedInn - Usability Study

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)*

Think Aloud Notes 1
Facilitator

Task 1

Task 2

Task 3

Task 4

Task 5

Task 6

Bestätigen Button im Kalender bei Zusatzleistungen sehr unscheinbar.

Task 7

auswählt.

Adresse wird nicht im Meldeschein hinterlegt wenn man den Gast

Task 8

Task 9

Think Aloud Notes 2
Facilitator

Task 10

Task 11

Task 12

Task 13

Task 14

nicht bestätigen

Wenn man einen Trace anlegen will kann man das Datum

Task 15

Beim verändern der Reise daten innerhalb der Reservierung
gibt es im Kalender keine Möglichkeit zu bestätigen

Task 16

Task 17

Task 18

Rechnungerstellungsbutton zu unscheinbar