

CheckedInn - Usability Study



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. *Breakfast - list?*
25. Ask in the hotel messenger if you can arrive at work half an hour later tomorrow. ✓

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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 <input checked="" type="checkbox"/>
Status updates are visible when changing the booking or service details	①	②	③	④	⑤ <input checked="" type="checkbox"/>
The system provides a visible log or history of all actions taken for a reservation	①	②	③	④ <input checked="" type="checkbox"/>	⑤

Issues & Recommendations

Die Dauer der Benutzungszeit könnte etwas länger sein, aktuell ist es für die langsamen Leser oft schwierig innerhalb der Zeit vollständig zu lesen.

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 <input checked="" type="checkbox"/>
The system uses terms familiar to both new and experienced hotel employees	①	②	③	④	⑤ <input checked="" type="checkbox"/>
Icons and symbols are intuitive and related to real-world hotel operations	①	②	③	④	⑤ <input checked="" type="checkbox"/>
Information is presented in a natural and logical order	①	②	③	④ <input checked="" type="checkbox"/>	⑤

Issues & Recommendations

Es muss nicht immer alles komplizierter formuliert werden als es ist. Von daher - weiter so!

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 <input checked="" type="checkbox"/>
Users can easily modify or delete entries without having to navigate through multiple screens	①	②	③ <input checked="" type="checkbox"/>	④	⑤
Users have the flexibility to switch between different tasks without having to complete one before starting another	①	②	③	④	⑤ <input checked="" type="checkbox"/>
The system provides shortcuts that enable experienced users to perform tasks more rapidly	①	②	③	④ <input checked="" type="checkbox"/>	⑤



Questionnaire 2
Participant

Issues & Recommendations

Es wäre perfekt, wenn man Zahlungen auch über das Rechnungsfeld hinzufügen könnte. Nur hier ist ein Klick zu viel.

4. Consistency

UI elements behave uniformly across different sections of the system

Strongly disagree

1

2

3

4

Strongly agree

☒

Standard terminology is used throughout all user interactions

1

2

3

4

☒

Consistent visual elements are used for error messages, alerts, and notifications

1

2

3

4

☒

Issues & Recommendations

Alles super! Selbst mit dem Handy ist alles problemlos zu bedienen.

5. Error Prevention

Warnings are issued after conflicting information have been entered

Strongly disagree

1

2

3

☒

Strongly agree

5

The system validates data entry to prevent common input errors

1

2

3

4

☒

Confirmation prompts appear before finalizing potentially important actions

1

2

3

4

☒

The system checks for double bookings and availabilities before confirming a reservation

1

2

3

4

☒

Issues & Recommendations

(Die Fehlermeldungen könnten prägnanter sein, allerdings müssen wir auch mehr Input geben hierfür. Aktuell eher technisch gehaltene Sprache bei Fehlern.) → gehört zu Punkt 9

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Questionnaire 3

Participant

6. Recognition Rather Than Recall

Interface elements are logically organized

Strongly
disagree

1

2

3

4

Strongly
agree

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

Users can configure the dashboard to display information relevant to their role

Strongly
disagree

1

2

3

4

Strongly
agree

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

Vielleicht auch mehrere Gäste gleichzeitig einchecken?
So we can Check-Out.

8. Aesthetic

The interface is clutter-free, focusing only on necessary elements

Strongly
disagree

1

2

3

4

Strongly
agree

5

The user interface does not distract from solving tasks

1

2

3

4

5

The look and feel 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

properties Design !

9. Error Handling

The system clearly indicates when an error occurs, using both visual cues (like color changes) and textual descriptions

Strongly disagree

1

2

3

4

Strongly agree

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

Seite 5.

10. User Guidance

Step-by-step guides are provided for complex procedures

Strongly disagree

1

2

3

4

Strongly agree

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

~~_____~~



Questionnaire 5

Participant

Overall Feedback

The software provides a good usability

Strongly
disagree

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

☐ 6

☐ 7

☐ 8

☐ 9

Strongly
agree

☒ 10

Further remarks (positive, negative, features requests)

Die Software hat eine überdurchschnittlich angenehme
Benutzerfreundlichkeit, es ist sehr intuitiv bedienbar
und man kommt ohne große Vorkenntnisse zurecht.
Wenn man jetzt noch die Kleinigkeiten wie
Zahlung hinzufügen aus dem Rechnungsfeld oder
länger andauernde Benachrichtigungen anpasst
dann kann hier was großes entstehen!
Wir freuen uns sehr auf neue Updates, Macht
weiter so!