



# Group Arrivals - Usability Study Report

February 10, 2020



# The Demographics

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14\*

## Participants

Release 2 UAT



4

## Roles

Revenue Manager (1)  
Front Desk (7)  
General Manager (4)  
Rooms Division Manager (1)  
Concerto Champion (1)



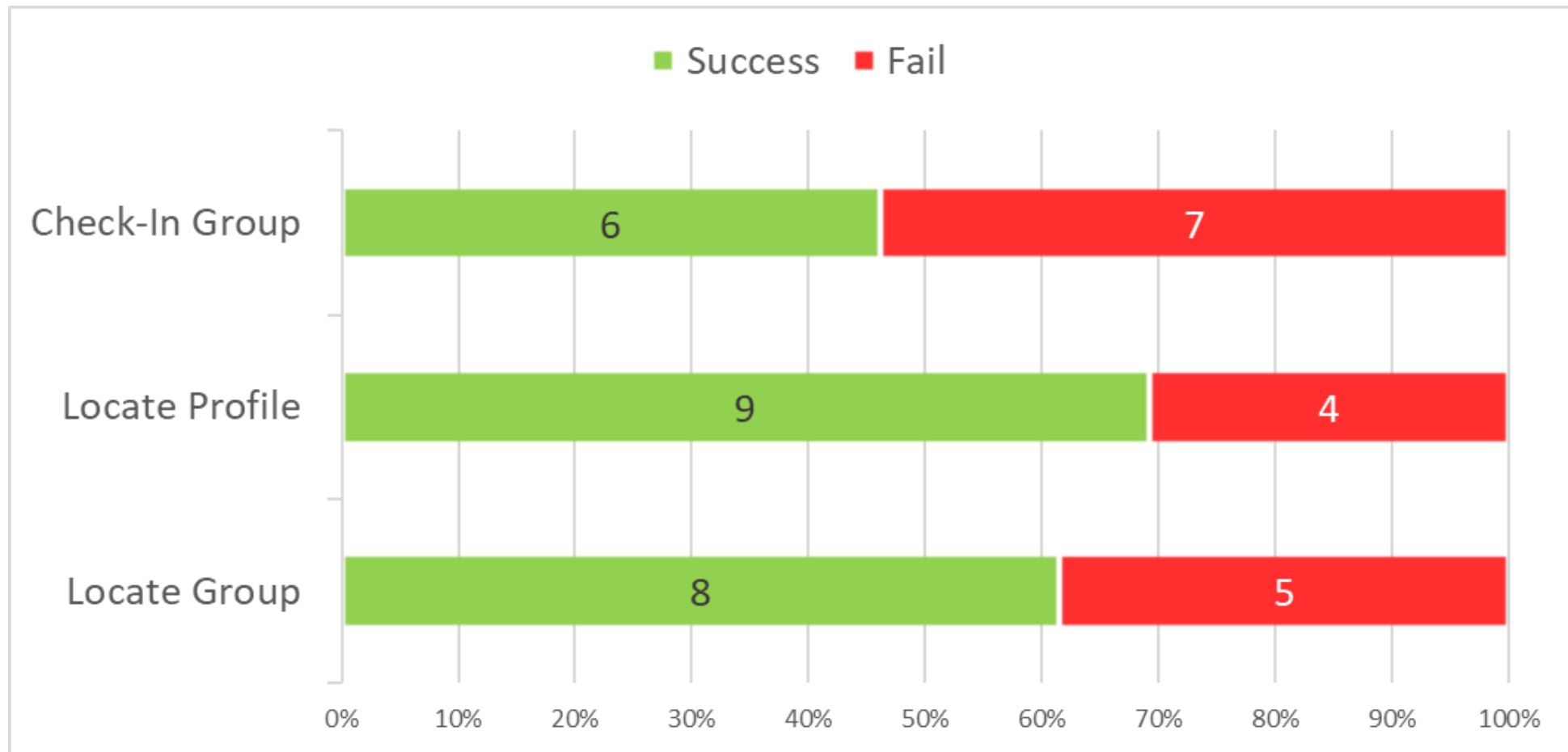
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## Tasks

Locate Group  
Locate Profile  
Check-In Group

## Group Arrivals - Task Completion Summary

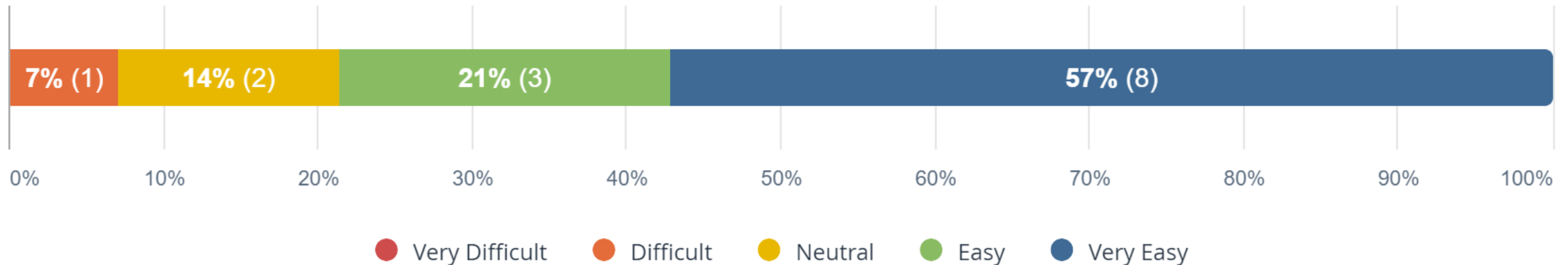
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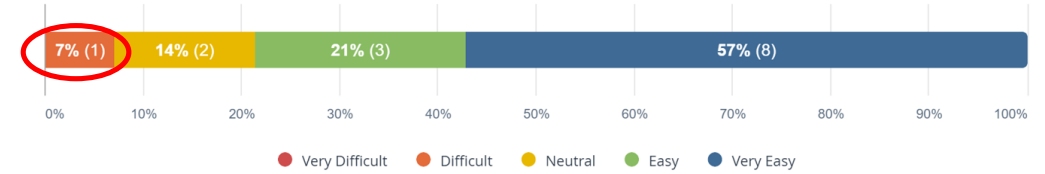
## Locate Group - 78% Found the Process Easy or Very Easy

1. Please choose the answer that best describes your experience when locating the "Samsung Annual Meeting - 2019" Group.

14 responses



# Locate Group - Reasons for Difficulty



**P1** - “Being honest, I didn’t read the question at first, it was kind of difficult to get the group located.”

# Locate Group - Usability Observations from Recorded Sessions

## Layout - Design

## Usability Observations

The screenshot shows a web application interface for a "Guest List". At the top, there are navigation tabs: "Prepare", "Arrivals", "In House", "Departures", "Post stay", and "All Guests". Below these is a search bar with the placeholder text "Search for a guest, group, or room #", a "Search" button, and a "Reset" button. To the right of the search bar are "Show Groups" and "Today" buttons. A "Create a Walk In Reservation" button is also visible. The main content area displays a table of guests with columns: "Guest Name", "Loyalty", "Group", "Arrival Time", "Nights", "Departure", "Room", "Status", and "Actions". The table shows several rows of guest data. The row for "Jacobs, Sienna-Rose" has a group name "Samsung Annual..." which is circled in red and has a blue circle with the number "1" next to it, indicating a usability issue. The table also includes pagination controls at the bottom, showing "Page 1 of XX".

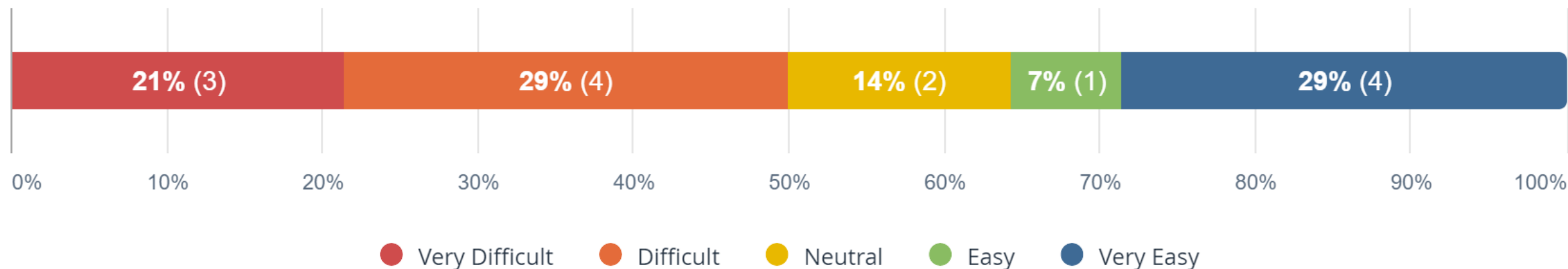
Guest Name	Loyalty	Group	Arrival Time	Nights	Departure	Room	Status	Actions
Bonilla, Korban	[S]	-	-	3	08JAN2019	620 QNGN	Room Ready	Check In
Crane, Martine	[S]	-	-	2	10JAN2019	-	Prep in Progress	Check In
Donaldson, Deborah	[G]	-	Early	2	Tomorrow	910 KNGN	Room Ready	Check In
Jacobs, Sienna-Rose	[G]	Samsung Annual...	-	1	10JAN2019	-	Prep in Progress	Check In
Moody, Ryan	[G]	-	Early	2	Tomorrow	802 KNGN	Room Ready	Check In
Sheldon, Aneesha	[G]	-	-	1	Tomorrow	-	Prep in Progress	Check In
Stubbs, Jedd	[G]	-	-	3	10JAN2019	734 KEXN	Room Ready	Check In
Valencia, Mario	[G]	Ceramics Confere...	-	2	Today	-	Prep in Progress	Check In

1. 100% of the failed "Locate Group" attempts kept trying to utilize the Guest List as the list of Members for the Group without Searching for or Selecting the "Show Groups" button (could have been confusion caused by the data contained in the prototype).

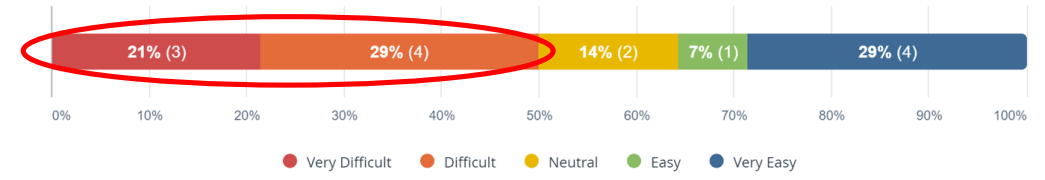
## Locate Group Profile - 50% Found the Process Difficult or Very Difficult

1. Please choose the answer that best describes your experience when determining whether "**Drink Vouchers**" were included in the "**Samsung Annual Meeting - 2019**" Group's Profile.

14 responses



# Locate Group Profile - Reasons for Difficulty



**P1** - “It was difficult to find the form. However, the contract details are incredible.”

**P2** - “I could not find this”

**P3** - “I did not see any information on whether drink vouchers were included.”

**P4** - “I found it quite difficult as I really hadn’t thought about going in via just the groups tab - I tried to click in to the group on the main page which didn’t work. I then found myself doing what I always do is turn ‘click heavy!’ and try anything to find what I am looking for. As soon as I saw show groups I knew where it was!”

**P5** - “could not click on the reservation to determine”

**P6** - “I did not find where I have to set that instruction”

**P7** - “There should be a package option available which is clearly visible for groups.”



# Locate Group Profile - Usability Observations from Recorded Sessions

## Layout - Design

## Usability Observations

Home > Guests

### Guest List

Prepare Arrivals In House Departures Post stay All Guests

Search ⓘ

Search for a guest, group, or room # Search Reset

Show Groups Today

Create a Walk In Reservation

1-10 of XXX Guests

Page 1 of XX

Guest Name	Loyalty	Group	Arrival	Time	Nights	Departure	Room	Status	Actions
Bonilla, Korban		-	-		3	08JAN2019	620 QNGN	Room Ready	Check In
Crane, Martine		-	-		2	10JAN2019	-	Prep in Progress	Check In
Donaldson, Deborah		-	Early		2	Tomorrow	910 KNGN	Room Ready	Check In
Jacobs, Sienna-Rose		Samsung Annual...	-		1	10JAN2019	-	Prep in Progress	Check In
Moody, Ryan		-	Early		2	Tomorrow	802 KNGN	Room Ready	Check In
Sheldon, Aneesa		-	-		1	Tomorrow	-	Prep in Progress	Check In
Stubbs, Jedd		-	-		3	10JAN2019	734 KEXN	Room Ready	Check In
Valencia, Mario		Ceramics Confere...	-		2	Today	-	Prep in Progress	Check In

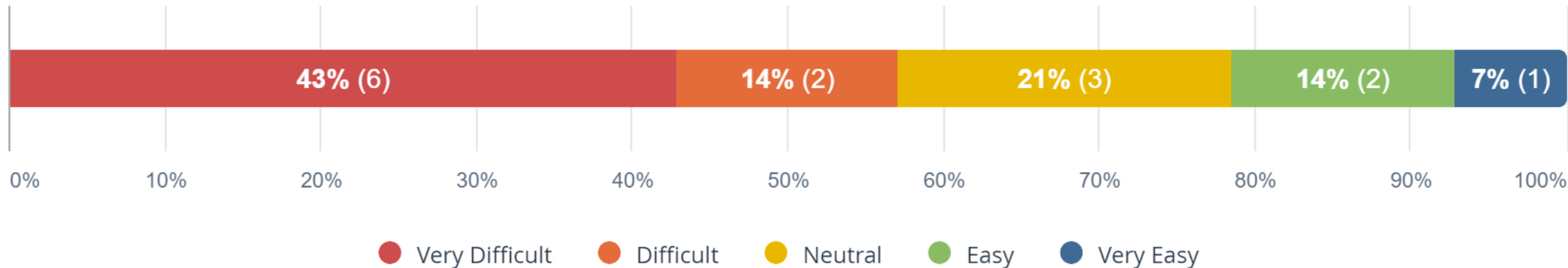
Page 1 of XX

1. 75% of the failed “Locate Profile” attempts never located the group list or only located the group list in the 3<sup>rd</sup> and final task, therefore the usability of the Group Profile Icon may not be the cause of these failures.

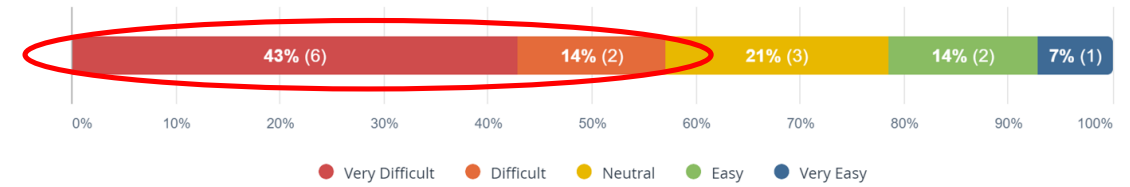
## Check-In Group - 57% Found the Process Difficult or Very Difficult

1. Please choose the answer that best describes your experience when checking in all the members of the "Samsung Annual Meeting - 2019" Group.

14 responses



# Check-In Group - Reasons for Difficulty



**P1** - “Once you are capable of locating the ... action bar the process is very easy. However, finding that action bar was a little difficult.”

**P2** - “I couldn’t find the right button to redirect myself to the check in section”

**P3** - “I couldn’t complete this element. I tried to click prepare for arrival and it would not send me on to the next stage. I then did what I did previously which is clicking on anything to try and get me through to the next stage.”

**P4** - “I could not click on the reservation to check any of them in”

**P5** - “Even I tried to check in the group I could not, so was frustrated”

**P6** - “I was not able to check inn this group because when I clicked on check inn button nothing happened. Information about block picked up was also very confusing.”

**P7** - “It was difficult to find the buttons for checking in the group. Once I located that it became much easier and the check in process was much easier. I was concerned about making the keys all at once. We wouldn’t be able to keep up with it in real setting. We need that process slower or individualized so we can write on the key jackets and place the keys for that number in the correct jacket. For this process the speed of making keys was perfect.”

**P8** - “Could not get to the guest list screen to check in anyone”

# Check-In Group - Usability Observations from Recorded Sessions

## Layout - Design

## Usability Observations

The screenshot shows a web application interface for a 'Guest List'. At the top, there are navigation tabs: 'Prepare', 'Arrivals', 'In House', 'Departures', 'Post stay', and 'All Guests'. Below the tabs is a search bar with the placeholder text 'Search for a guest, group, or room #' and a 'Search' button. To the right of the search bar are 'Show Groups' and 'Today' buttons. A 'Create a Walk In Reservation' button is also visible. The main content area displays a table of guest information. The table has columns for 'Guest Name', 'Loyalty', 'Group', 'Arrival Time', 'Nights', 'Departure', 'Room', 'Status', and 'Actions'. The 'Actions' column for the first row, 'Bonilla, Korban', has a 'Check In' button circled in red. A blue circle with the number '1' is placed over the 'Check In' button. The table also includes pagination controls at the bottom, showing 'Page 1 of XX'.

Guest Name	Loyalty	Group	Arrival Time	Nights	Departure	Room	Status	Actions
Bonilla, Korban	[S]	-	-	3	08JAN2019	620 QNGN	Room Ready	Check In
Crane, Martine	[S]	-	-	2	10JAN2019	-	Prep in Progress	Check In
Donaldson, Deborah	[G]	-	Early	2	Tomorrow	910 KNGN	Room Ready	Check In
Jacobs, Sienna-Rose	[G]	Samsung Annual...	-	1	10JAN2019	-	Prep in Progress	Check In
Moody, Ryan	[G]	-	Early	2	Tomorrow	802 KNGN	Room Ready	Check In
Sheldon, Aneesa	[G]	-	-	1	Tomorrow	-	Prep in Progress	Check In
Stubbs, Jedd	[G]	-	-	3	10JAN2019	734 KEXN	Room Ready	Check In
Valencia, Mario	[G]	Ceramics Confere...	-	2	Today	-	Prep in Progress	Check In

1. ~40% of the failed "Group Check-In" attempts kept trying to utilize the Guest List as the list of Members for the Group without Search for or Selecting the Group (could have been confusion caused by the data contained in the prototype).

# Group Check-In - Usability Observations from Recorded Sessions



## Layout - Design

1

2

3

Home > Guests > Guest List - Arrivals

### Samsung Annual Meeting - 2019 (SAM)

<b>Arrival</b>	<b>Departure</b>
21SEP2019	25SEP2019
<b>Nights</b>	<b>Rate Category</b>
4	SAMSU

**Company**  
Samsung Electronics, Inc.

**Primary Contact**  
Jacqueline Vanloo-Al Kush  
jacqueline.vanlooalkush@samsung.com  
IHG Business Rewards #12345678  
(123) 456-7890

**Billing / Routing**  
Rooms: Individuals Pay Own Charges  
Meetings: Direct Bill (ATTN: John Smith)

**Sales Manager**  
Charles Saad  
charles.saad@CPatlanta.com  
(123) 456-7890

#### Rooms and Rates

Total Pick Up	Today's Pick Up	Release Date	Rates (USD)	
225 / 300	100 / 100	03SEP2019	159.00 - 179.00	
Room Type	Description	Pick Up	Contracted	Rate (USD)
KNGN	King Standard Non-Smoking	215	275	159.00
KEXN	King Executive Non-Smoking	10	20	169.00
KEXS	King Suite Non-Smoking	0	5	179.00

#### Included Packages

Package	Description	Charge (USD)	Charge Total
Breakfast Vouchers	VIPs receive 1 breakfast voucher per guest per day	25.00	Included in rate
Drink Vouchers	VIPs receive 1 drink voucher per guest per day	11.00	Included in rate
Parking	10 USD per car per day	10.00	3,000.00
Valet Parking	VIPs receive valet parking	37.00	222.00
Golf	VIPs receive 18 holes of golf with a cart and lunch	95.00	570.00

#### Group Comments

- Guests will be arriving individually starting at 3pm.
- This group has several events planned using hotel facilities during their stay.

#### Arrivals

75% of today's arrivals checked in

Prepare for Arrivals

#### Stay Pattern

## Usability Observations

1. ~70% of the failed “Group Check-In” attempts did not realize they were in a new window after opening the Group Profile (could have been confusion caused by the delivery method of the study).
2. The failed “Group Check-In” attempts trapped in a new window attempted to utilize the bread crumbs to return to the Group Guest List.
3. The failed “Group Check-In” attempts trapped in a new window attempted to utilize the “Prepare for Arrivals” button to return to the Group Guest List.
4. ~40% of the users that were trapped in a new window eventually realized it and returned to the other window (this group still failed to check-in the group).

# Group Check-In - Usability Observations from Recorded Sessions

## Layout - Design

## Usability Observations

Home > Guests

### Guest List

Prepare Arrivals In House Departures Post stay All Guests

Search **1**

Search for a guest, group, or room # Search Reset

Hide Groups Today

Create a Walk In Reservation

Groups (8) Show Filters

Group Name	Group Code	Arrival Date	Departure Date	# Nights	Release Date	Pickup	Action <b>1</b>
Samsung Annual Mee...	SAM	13JUN2019	23JUN2019	10	01JUN2019	5/15 (33%)	...
Ceramic Conference - 2...	CCA	13JUN2019	23JUN2019	10	01JUN2019	5/15 (33%)	...
Lorem Group	LRM	13JUN2019	23JUN2019	10	01JUN2019	5/15 (33%)	...
Ipsum Group	IPS	13JUN2019	23JUN2019	10	01JUN2019	5/15 (33%)	...
Dolor Group	DGP	13JUN2019	23JUN2019	10	01JUN2019	5/15 (33%)	...

Guests - Samsung Annual Meeting - 2019

1-1 **2** X Guests Page 1 of XX

Guest Name	Loyalty	Arrival	Time	Nights	Departure	Room	Status	Actions
Camacho, Hugh		-		3	08JAN2019	-	X Prep Not Started	Check In
Cantrell, Haroon		-		2	10JAN2019	-	X Prep Not Started	Check In
Guy, Evie		Early		2	Tomorrow	910 KNGN	Room Ready	Check In
Jacobs, Sienna-Rose		-		1	10JAN2019	-	Prep in Progress	Check In

1. 100% of the failed “Group Check-In” attempts from this screen never realized the “Action” column contained the “Check In Group” action.
2. 100% of the failed “Group Check-In” attempts from this screen tried to use the mark all guests check box next to the Guest Name in the column header row and expected that once the guest list for the group was selected, the group check-in option would be presented in an obvious way (verbal expectations).

## Group Arrivals - Respondent Quotes - Final Thoughts

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**P1** - “I truly enjoy the bulk arrival experience. I think it offers some great opportunities to use in the future.”

**P2** - “I found it a little difficult to see the group as I did not see the group button at first”

**P3** - “Well as I mentioned verbally, I felt at the beginning there was a small hesitation before going to the full group check in. Moreover, when you have the buttons highlighting assign and check-in. At the assign section I kind of assumed that it would assign the whole group or all those rooms, but I wasn’t 100% sure. Afterwards, I knew it would check-in all the members following this step. Feel we could add group assign so it is a bit more clear.”

**P4** - “I’d like to see how it would work with the room type and smoking preferences active. I’m not sure where I was supposed to go to see what was included in the reservation such as drink vouchers”

**P5** - “Everything looks nice but compared with the training it was more difficult to use this prototype”

**P6** - “I really liked the sort of pie chart going on with the %s of checked in guests under the group. Also the information under the group with the drinks vouchers and the info under tell me about is really great. The layout is however quite condensed and intense and could be quite overwhelming for new starters.”

**P7** - “Was simple to follow instructions”

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## Group Arrivals - Respondent Quotes - Final Thoughts (cont.)

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**P8** - "I could not click on the link to complete any of the tasks asked of me today"

**P9** - "As we did not see the process to check in groups completely, I could not find some guide or something to help me to do it"

**P10** - "Bulk checking option should be available for checking. Also auto room assign option should be available to speed up the process."

**P11** - "Functionality is great and has everything that you would require - perhaps a bit more obvious where to start group check in but once in the main screen it was very easy and quick to complete which is exactly what you need for group arrival."

**P12** - "Make it more obvious for the check in key for the group."

**P13** - "It is a fun challenge. In time I will be more experienced as to how to be a better volunteer vocally speaking. Was the task to determine how an agent struggles with the inability to proceed?"

**P14** - "Easy to check in group"

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