

# Interaction Design

## Project 9

**Hotel Website** Desktop Case Study

By Richard Styring

# Objective & Tasks

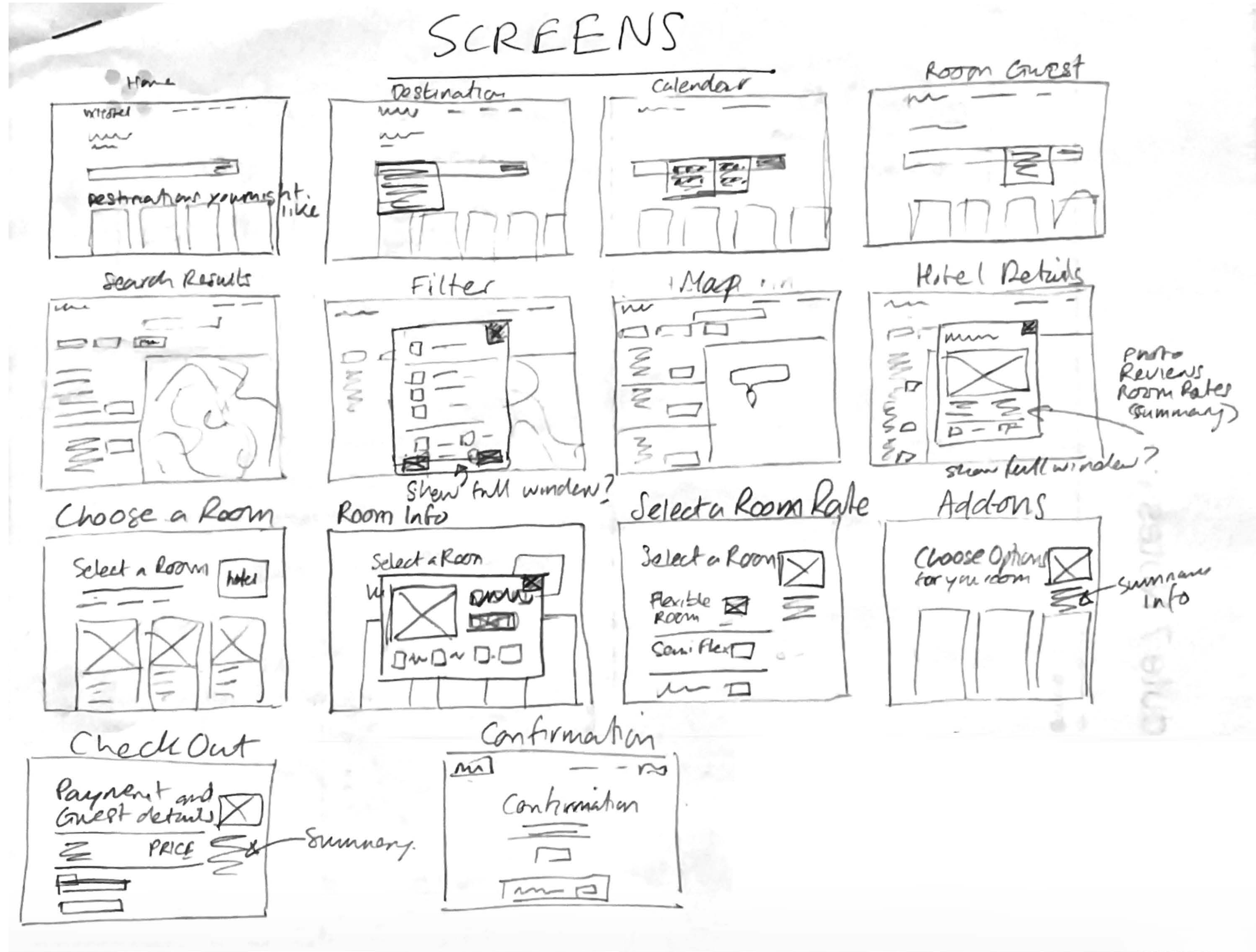
- **Sketch the screens for a desktop hotel booking process from homepage to payment screen**
- **Build on the flow diagram created in the previous project and consider the design and layout of screen states when combined with user interactions**
- **Address all the issues and user goals identified in the research and analysis**

Using the user scenario created in the flow diagram as a guide, thumbnail drawings were first created to plan the screens required.

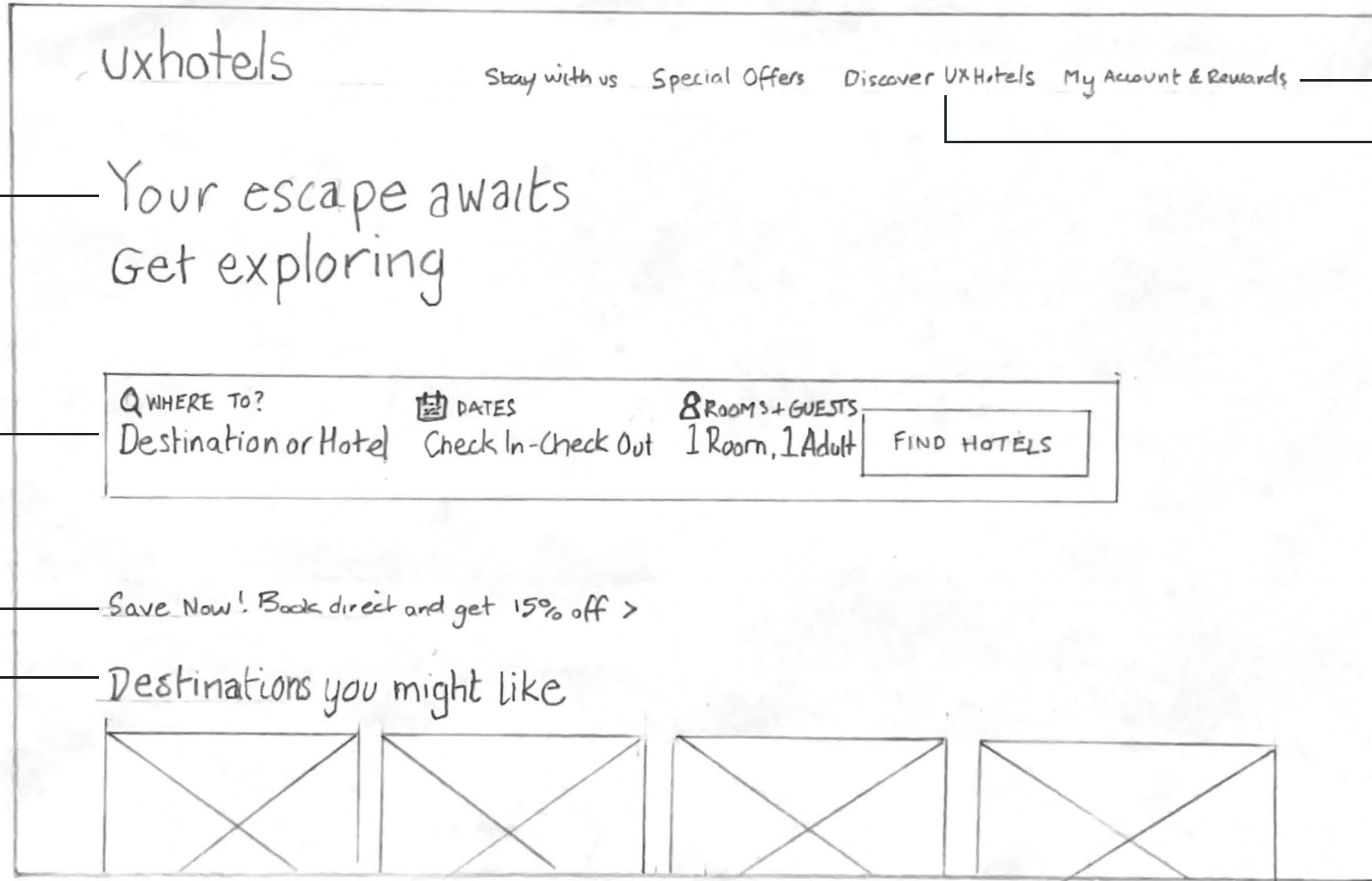
Typical user interactions were addressed such as searching for a hotel, filtering search results, using a map and selecting add-ons.

Sketches of the screens were produced with some elements cutout and overlaid to illustrate menus and modal windows.

# Thumbnail Sketches



# Home Page



Bold message

Central search area

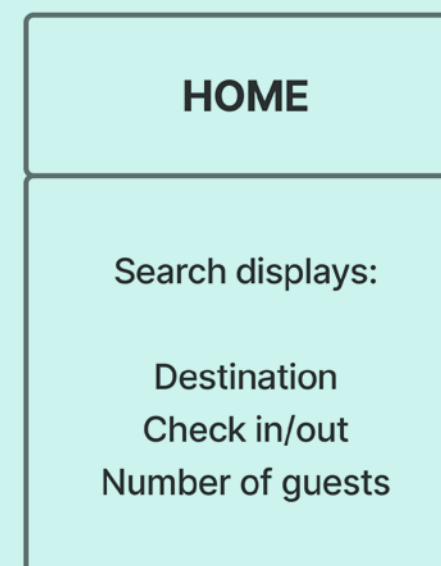
Discount CTA

Customer Inspiration

Link to login page

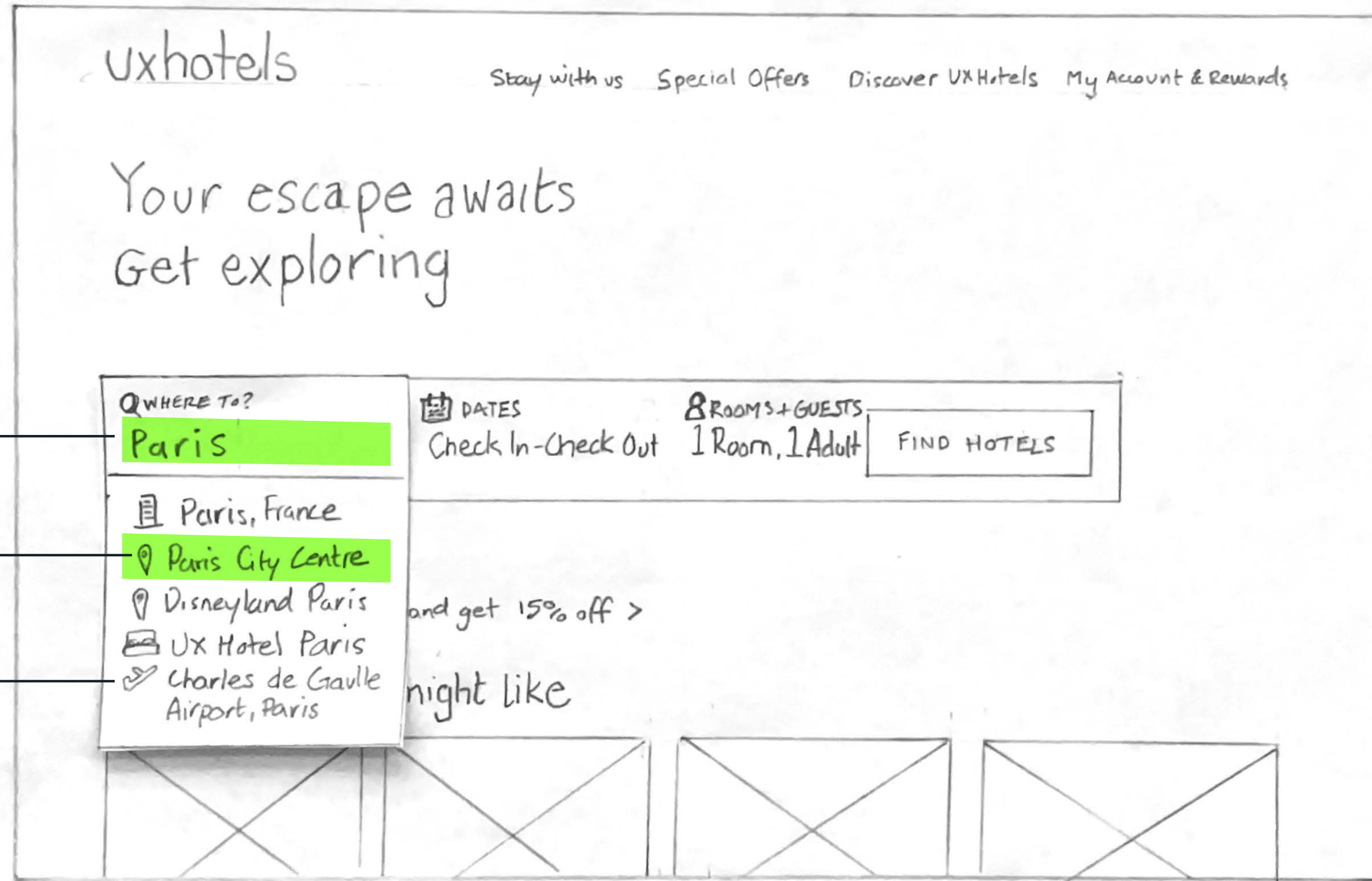
Links to further content. Keywords are used like 'Stay' and 'Discover'

## User flow diagram



# Home Page

Areas of user interaction described in the flow diagram

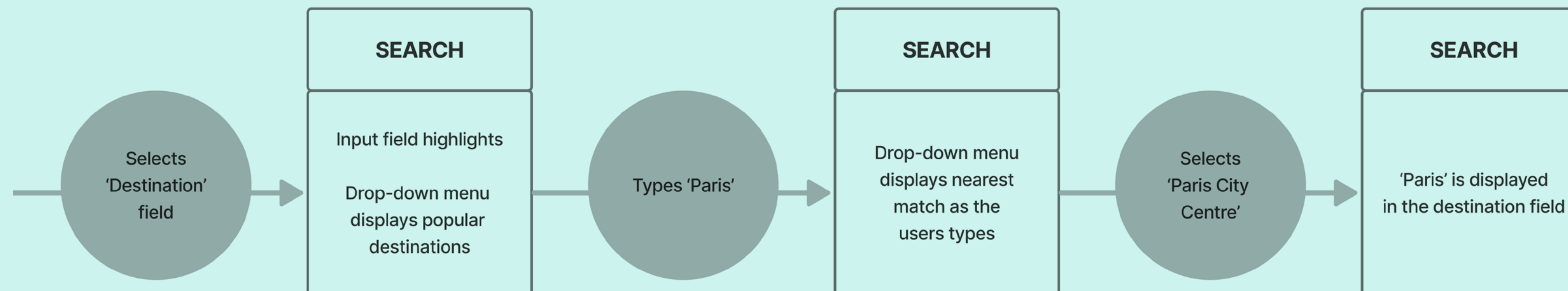


As the user types in a destination the closest results are displayed

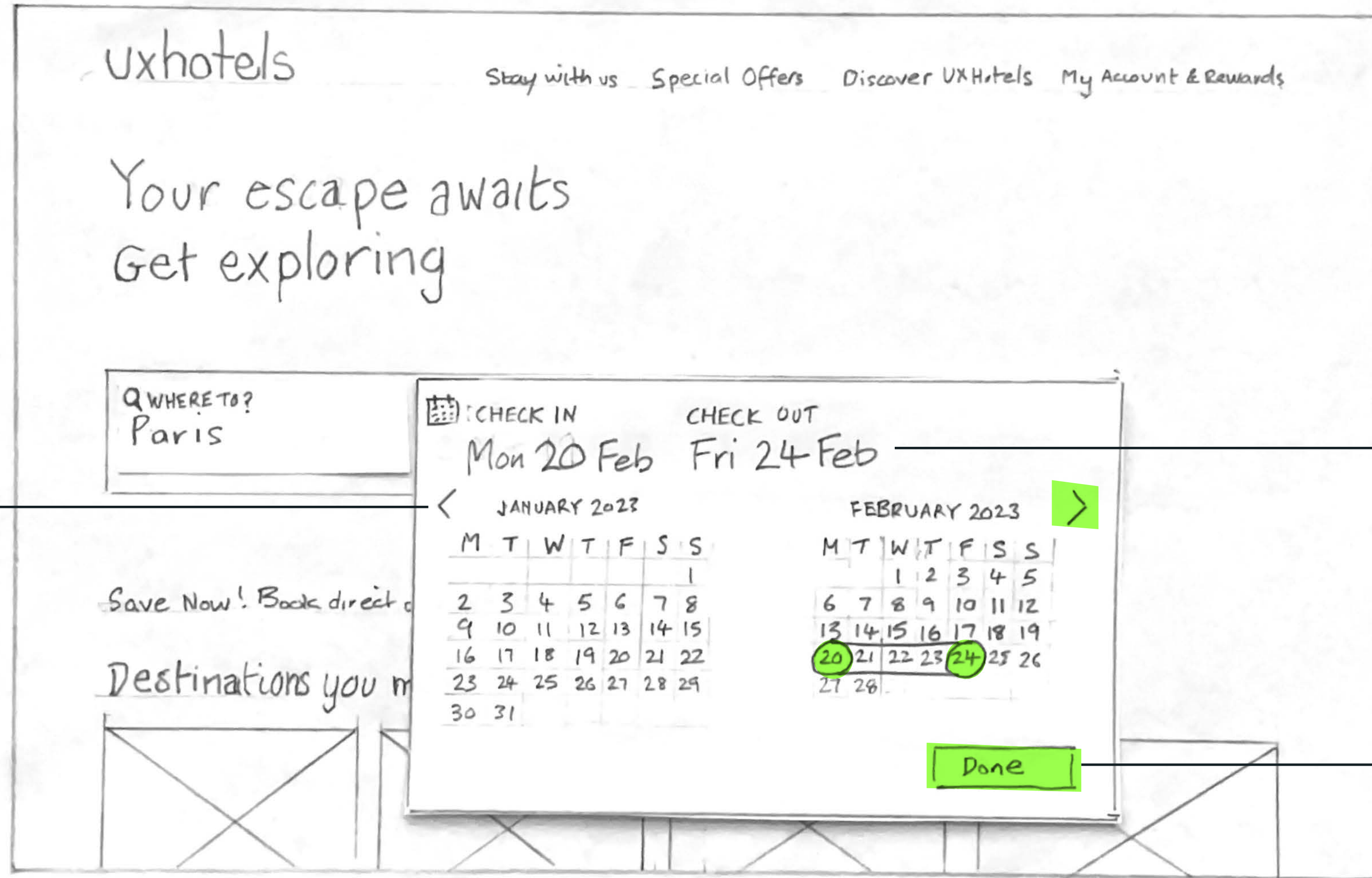
Making a selection from the list closes the drop-down menu

Each result displays an icon to represent their type of location:  
 City  
 Geographical position  
 Hotel  
 Airport

## User flow diagram



# Home Page

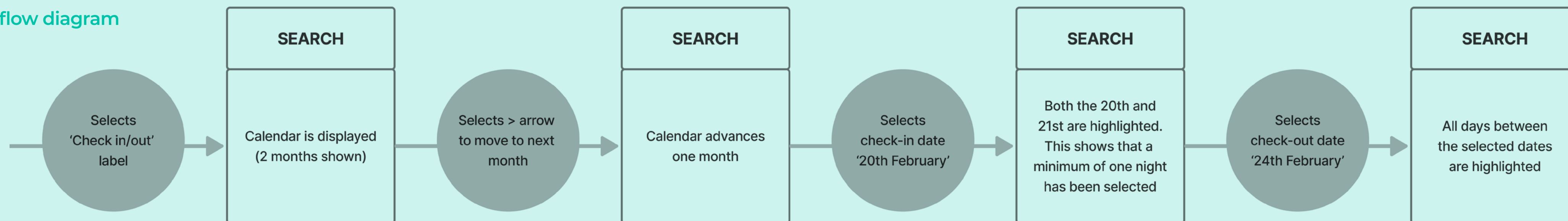


User can move forward and backward through the months

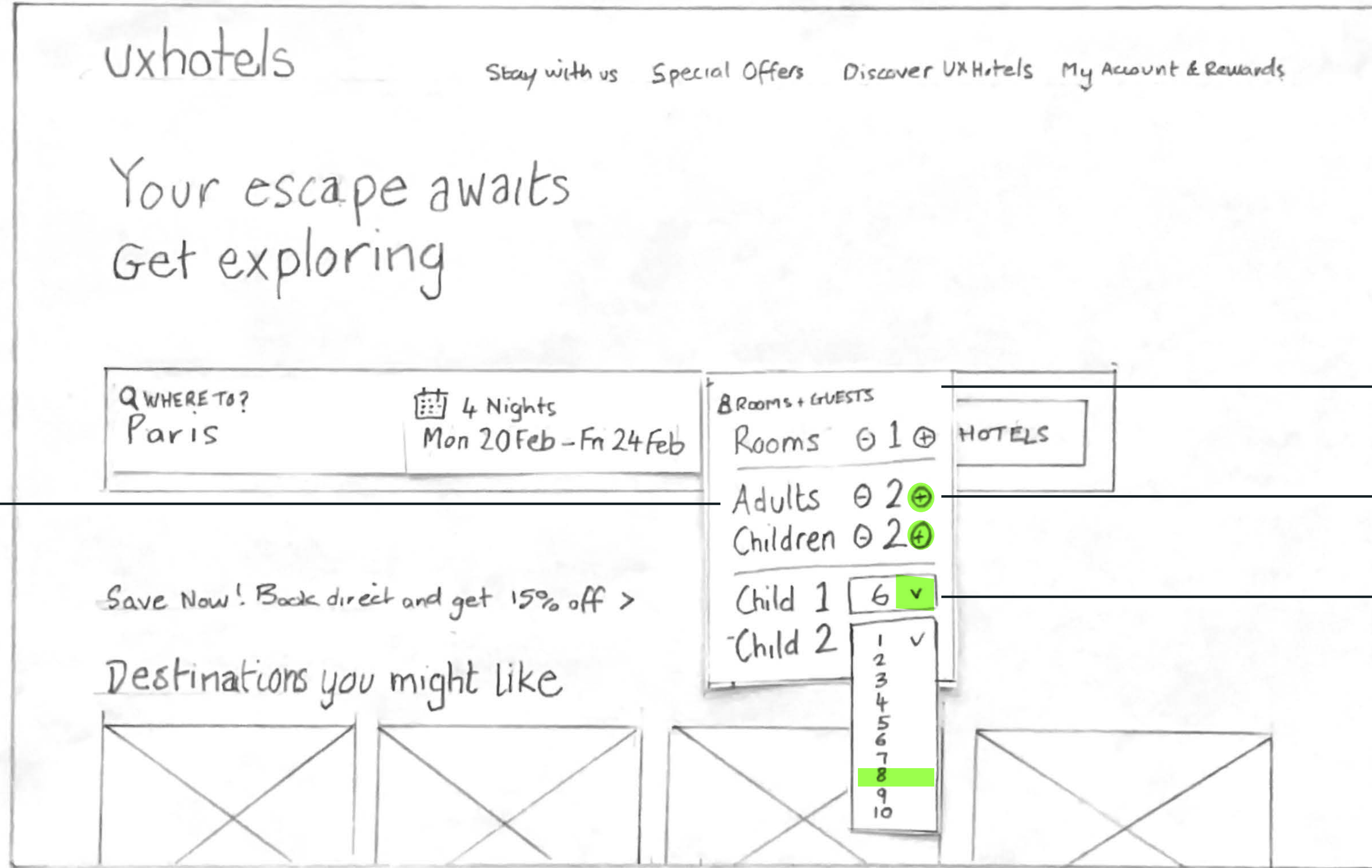
User can click on either dates to change their selection

User selects 'Done' button to close the window

## User flow diagram



# Home Page



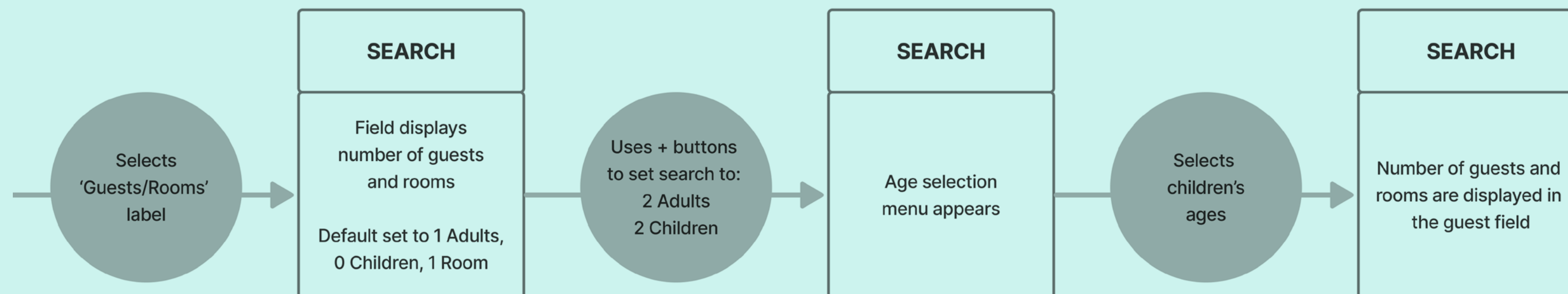
Default set to:  
1 Room  
2 Adults  
0 Children

User can click anywhere outside the drop-down menu to close it

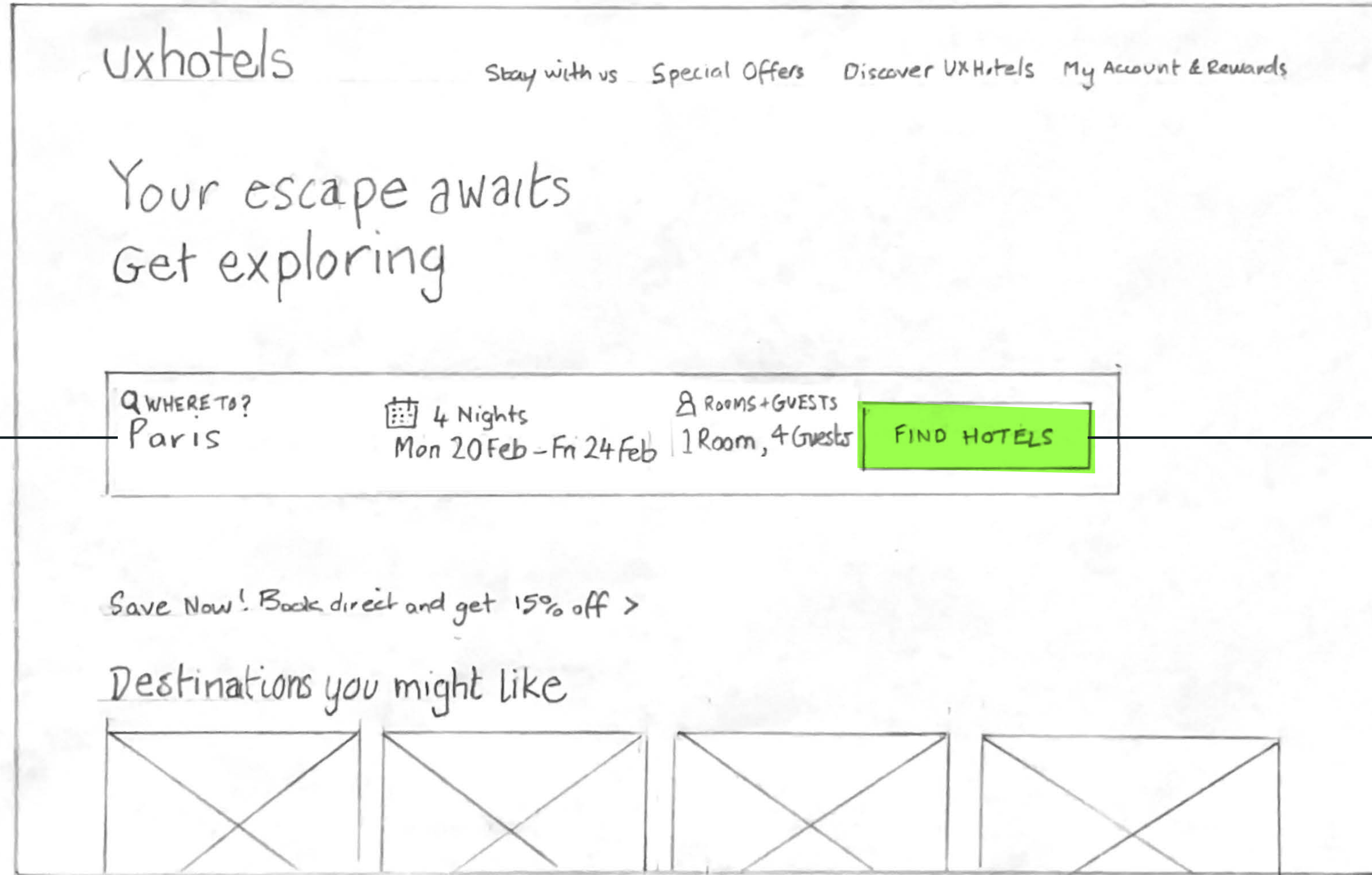
User can use the +/- buttons to change the number of guests

User selects the child's age from a drop-down menu. (Faster than using +/- buttons)

## User flow diagram



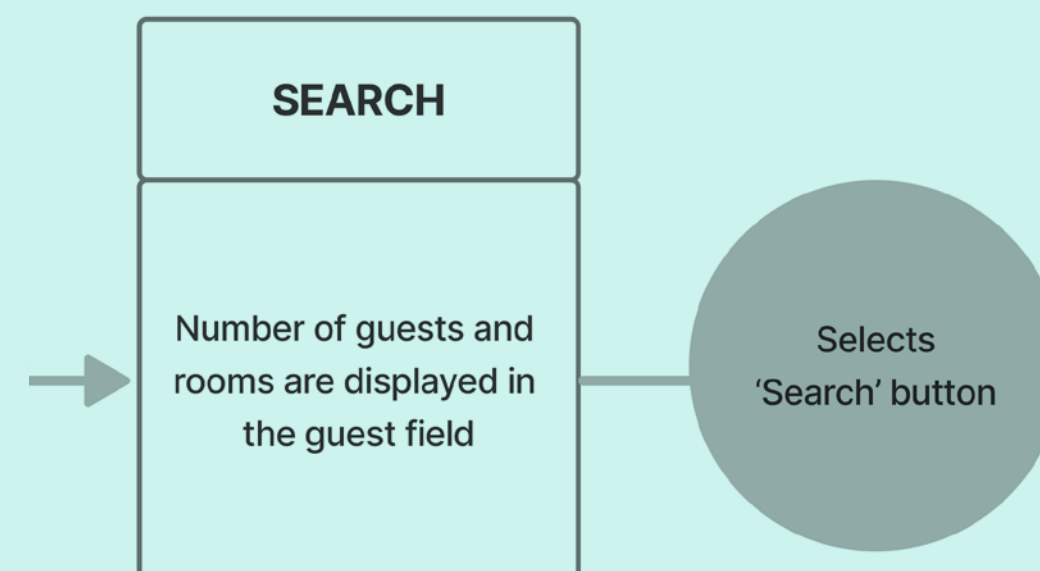
# Home Page



User can select any of the displayed details to edit them

Search button

## User flow diagram



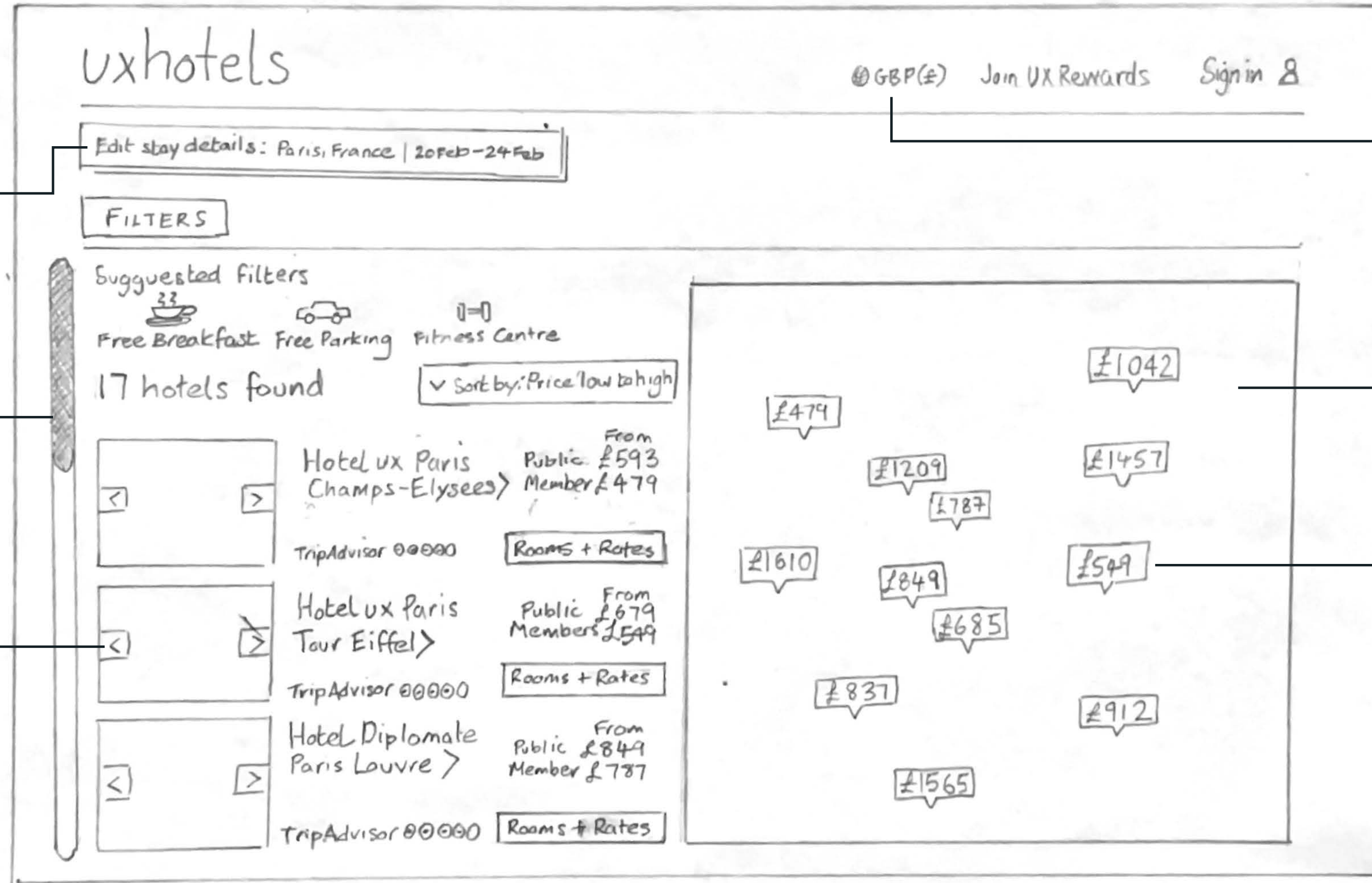


# Search Results / Map

User can edit the search criteria at any stage of the booking process

User can scroll through the list of hotels

User can use arrow buttons to view more photos of the hotel



Currency icon reveals drop-down menu when selected

Map remains on screen even when scrolling

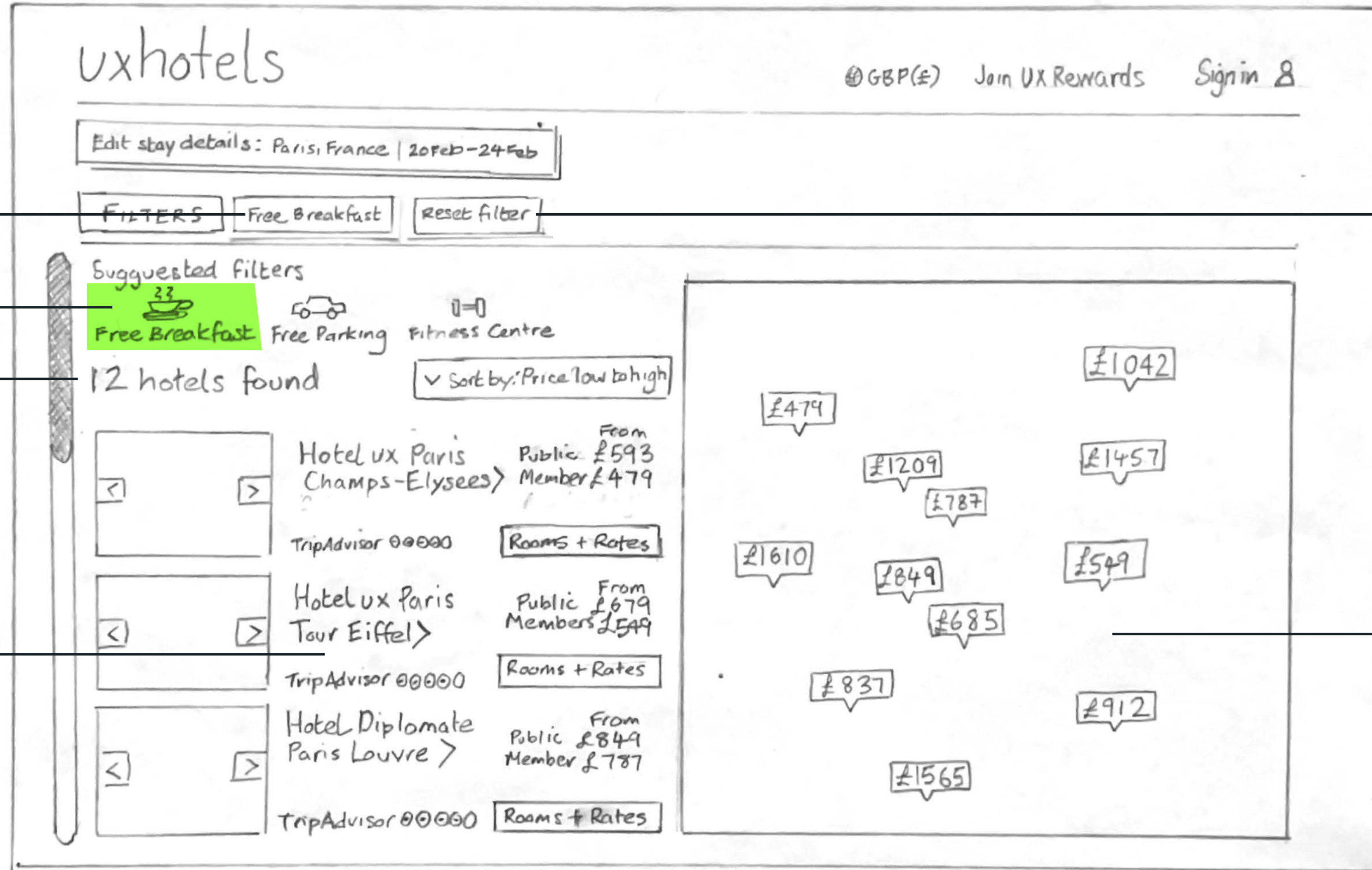
Hotels pins display the price

## User flow diagram

### SEARCH RESULTS

List of search results are displayed along with the search criteria, popular filters and a map

# Search Results / Map



Filter tags appear after a filter option has been selected

Popular filters easily accessible by the user

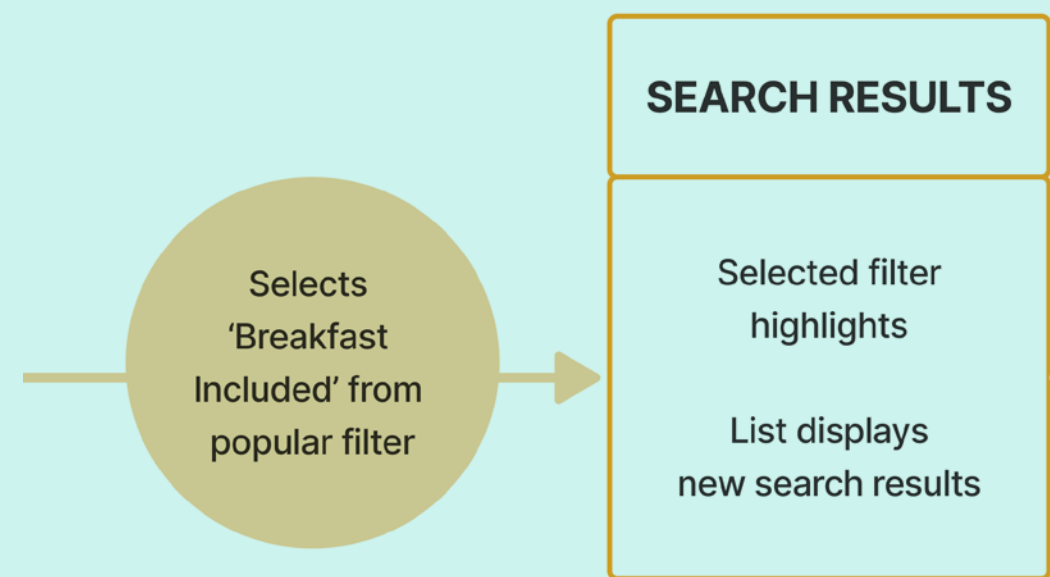
Number of found hotels changes when a filter is applied

List of hotels change as each filter is applied

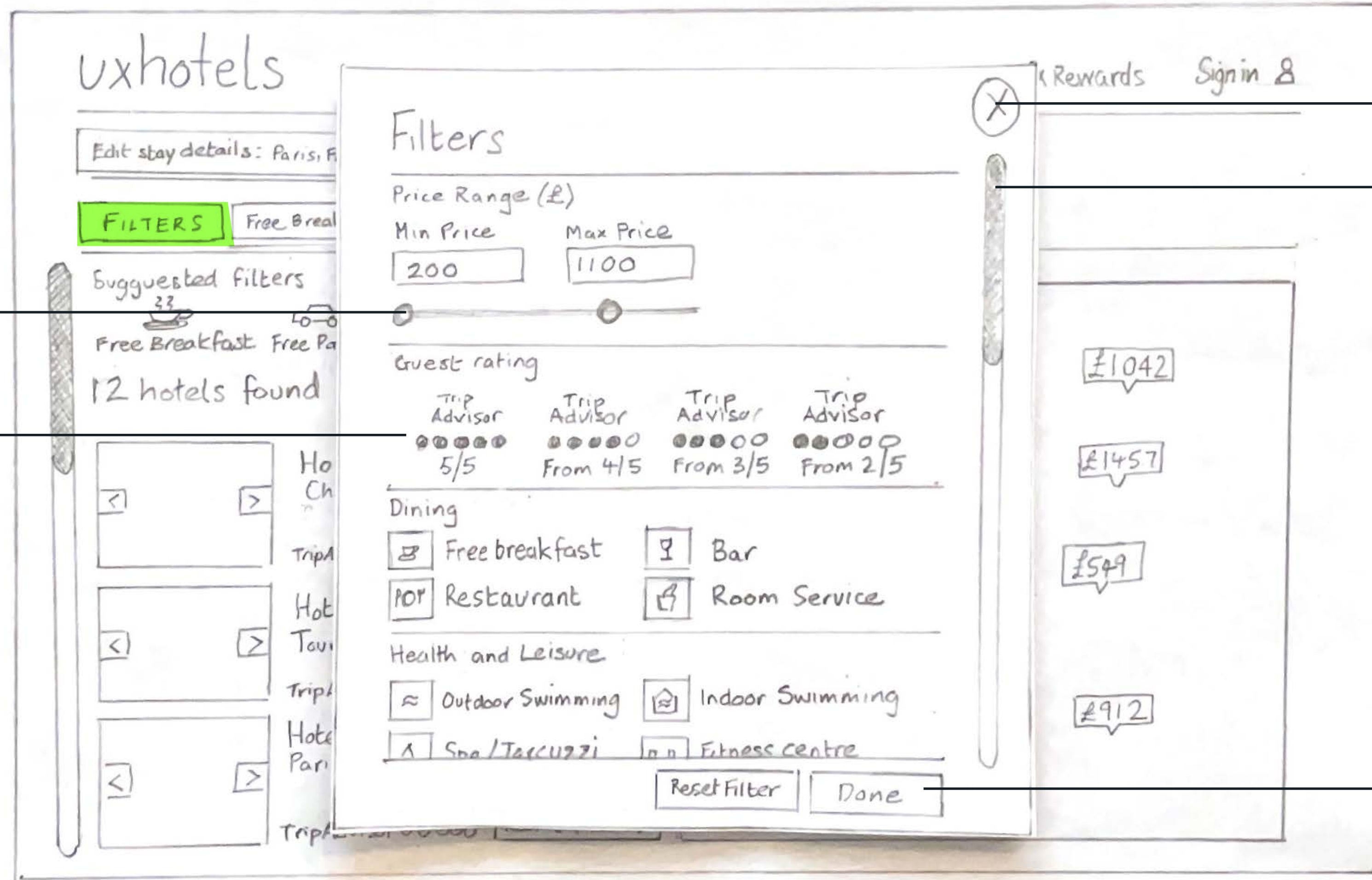
Selected filters can be removed

Hotel pins change as each filter is applied. Greyed out pins represent an unavailable hotel.

## User flow diagram



# Search Results / Map



Price range slider

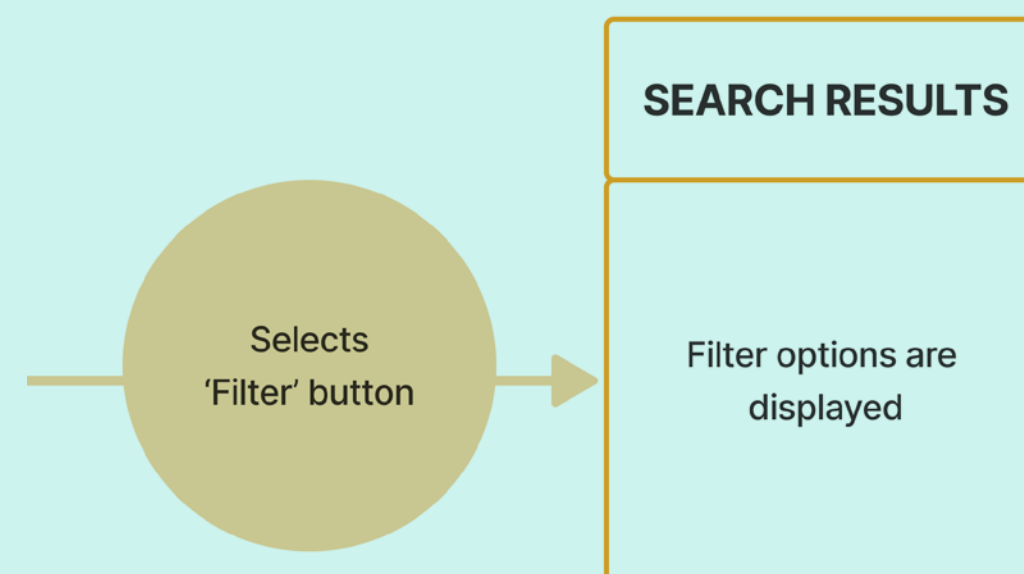
Modal popup displays filters

Close window

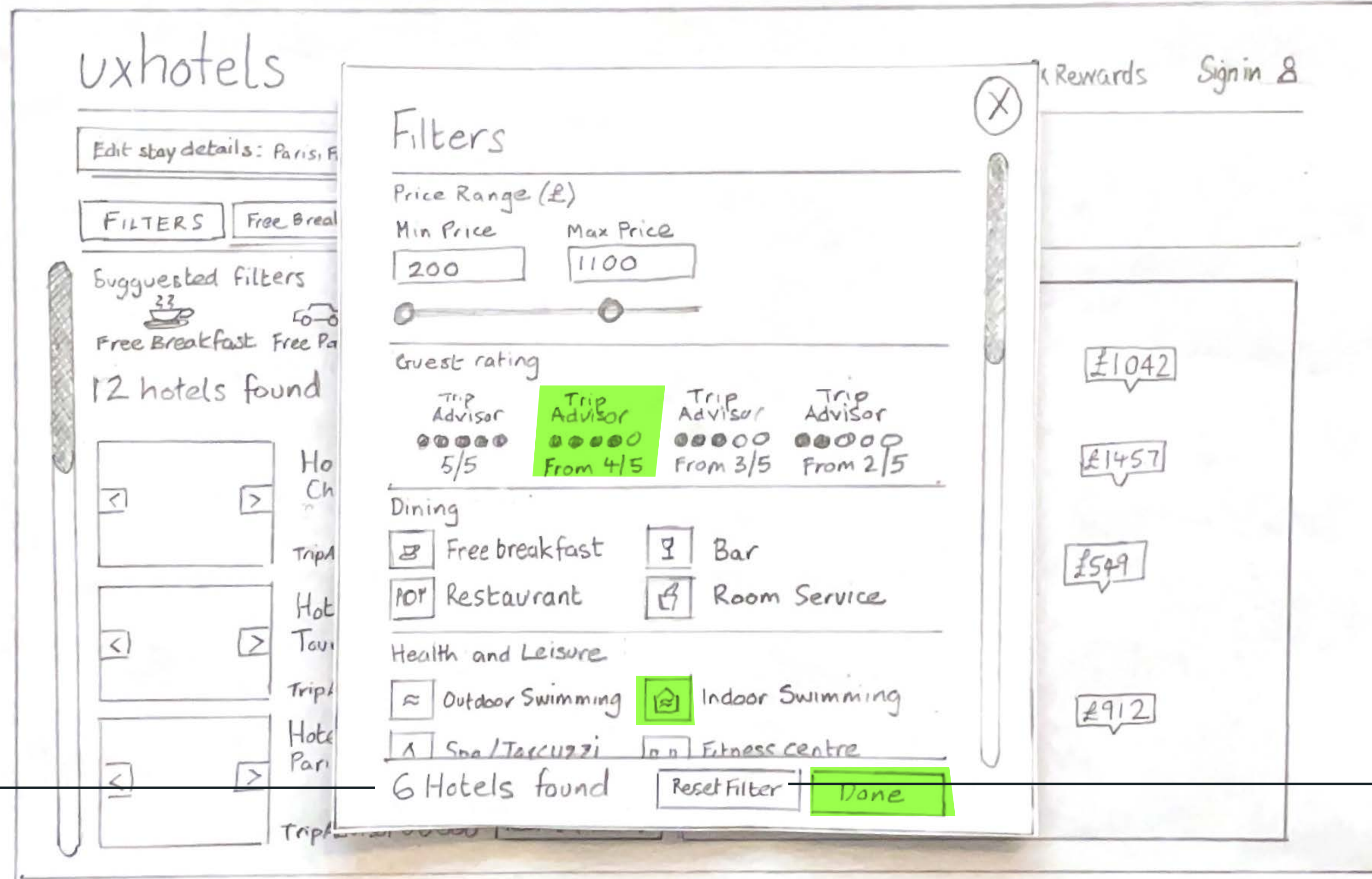
User can scroll through the available filters

When the users has finished selecting their desired filters they click the 'Done' button to close the window

## User flow diagram



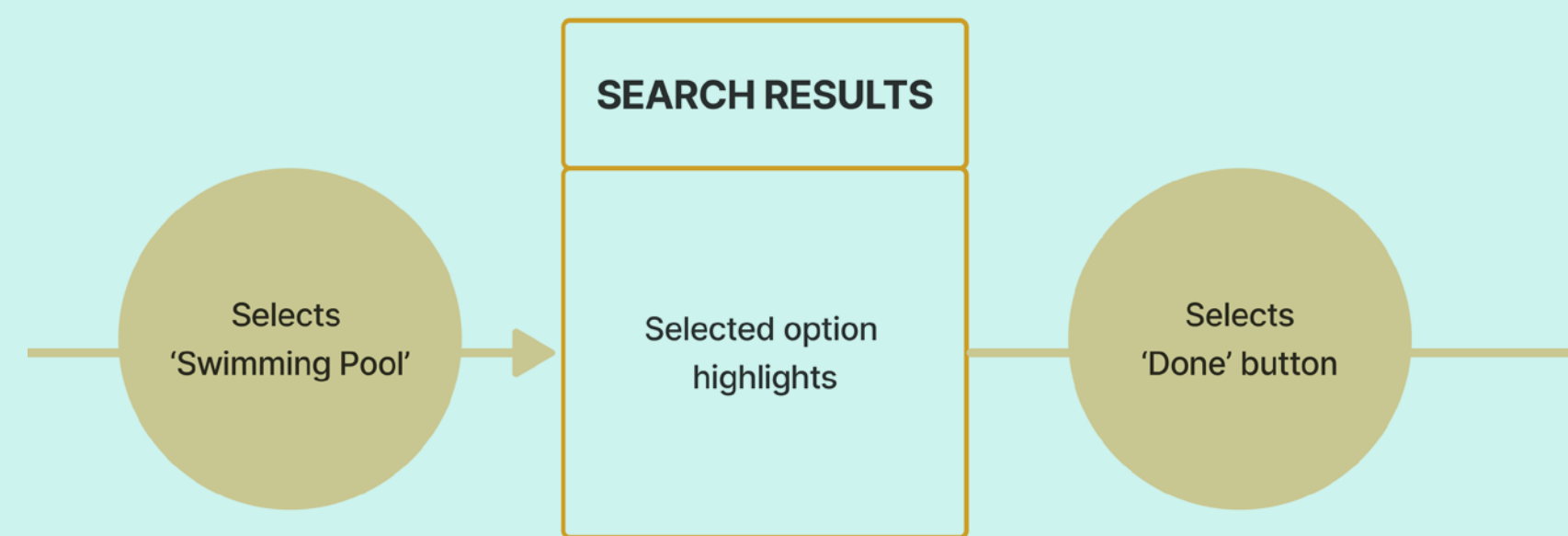
# Search Results / Map



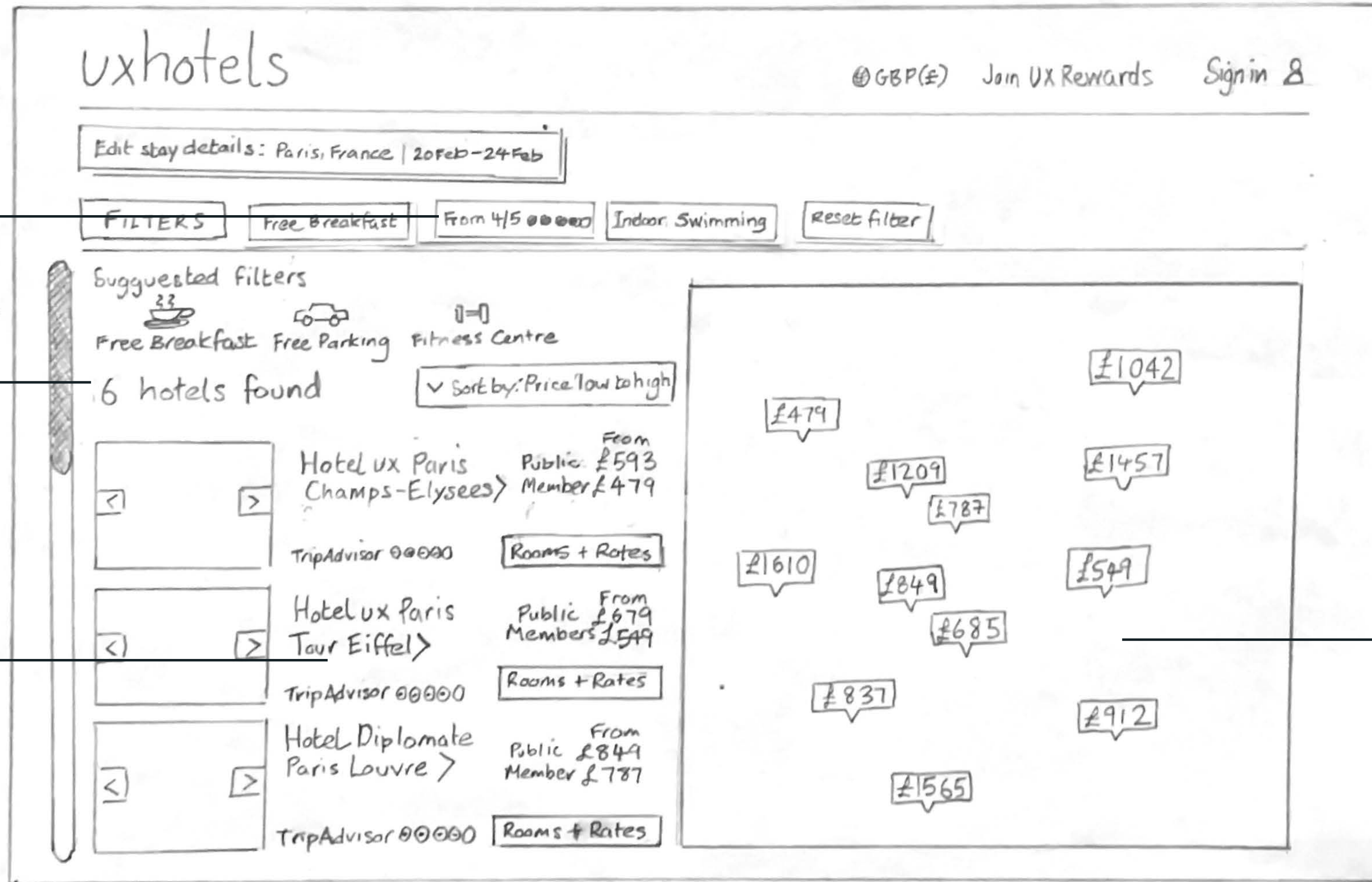
As the filters are selected the number of hotels found is displayed

Selected filters can be removed

## User flow diagram



# Search Results / Map



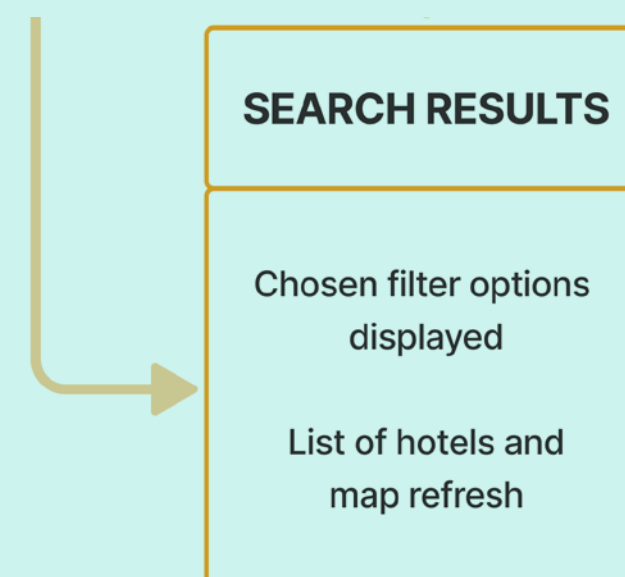
All selected filter tags are displayed

Number of found hotels changes when a filter is applied

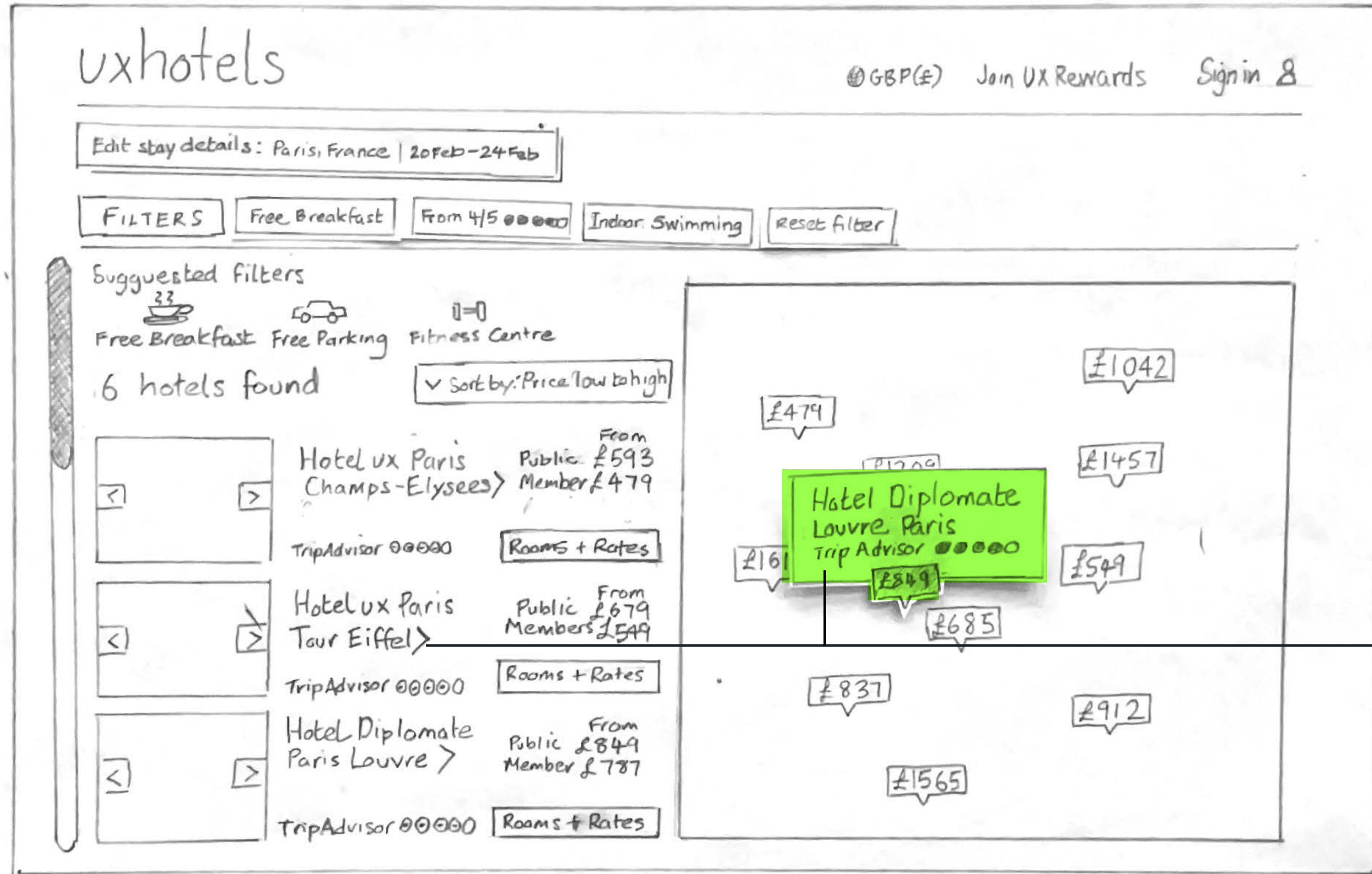
List of hotels change as each filter is applied

Hotel pins change as more filters are applied.

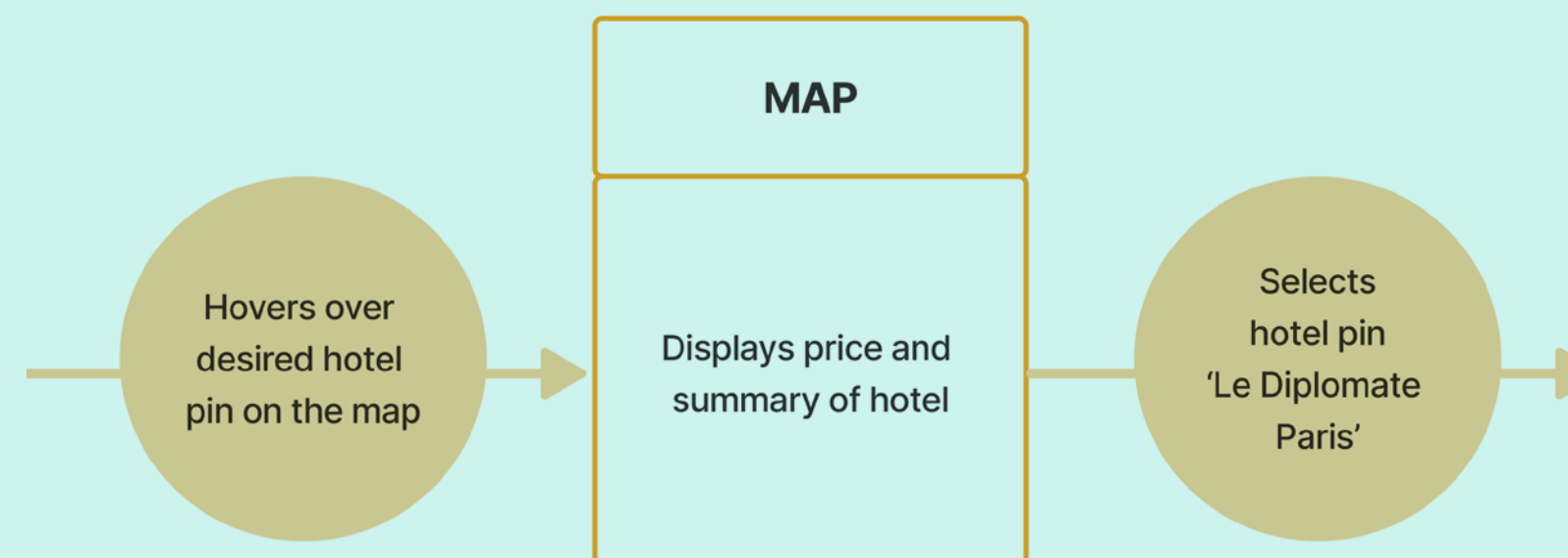
## User flow diagram



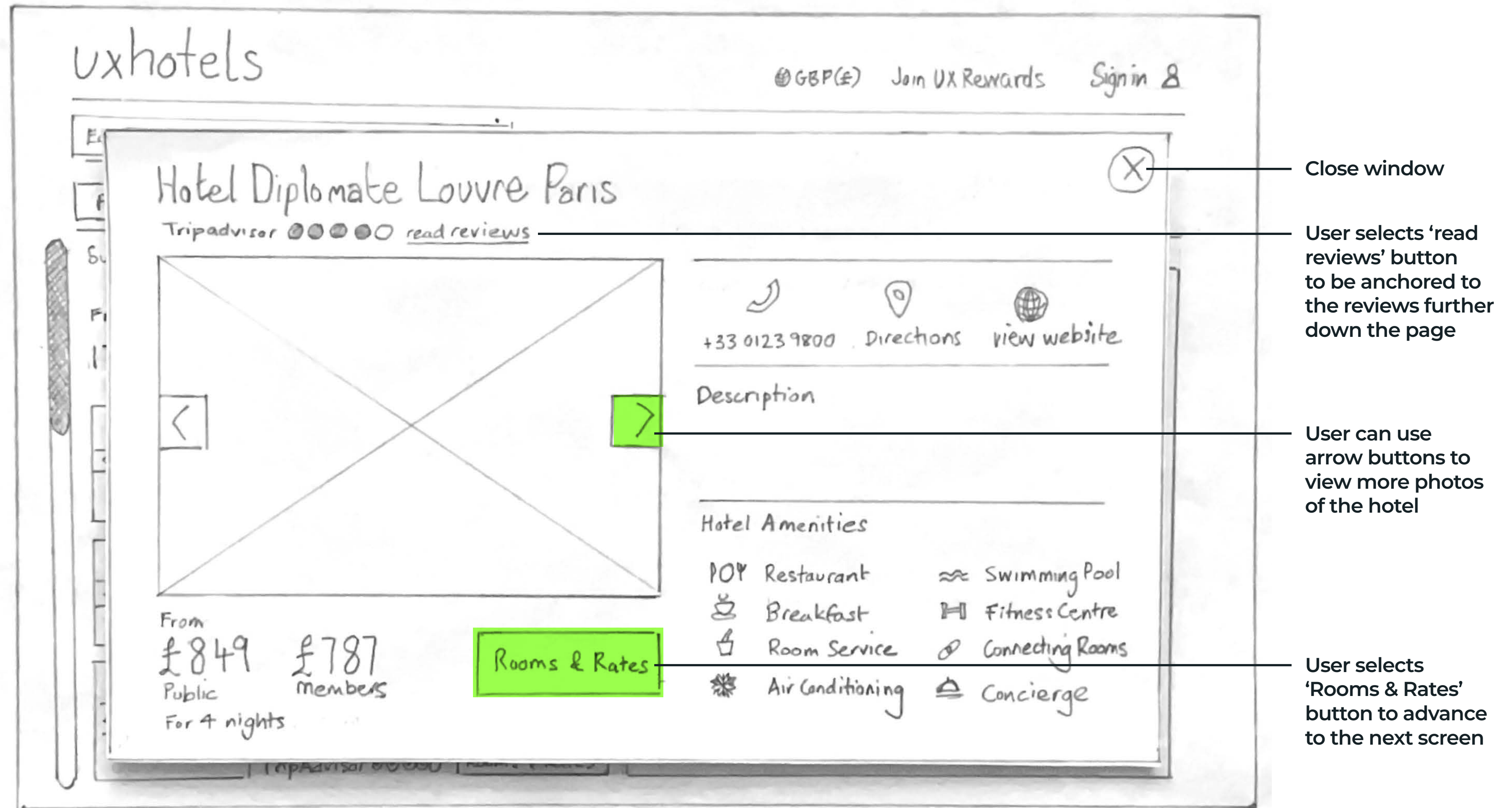
# Search Results / Map



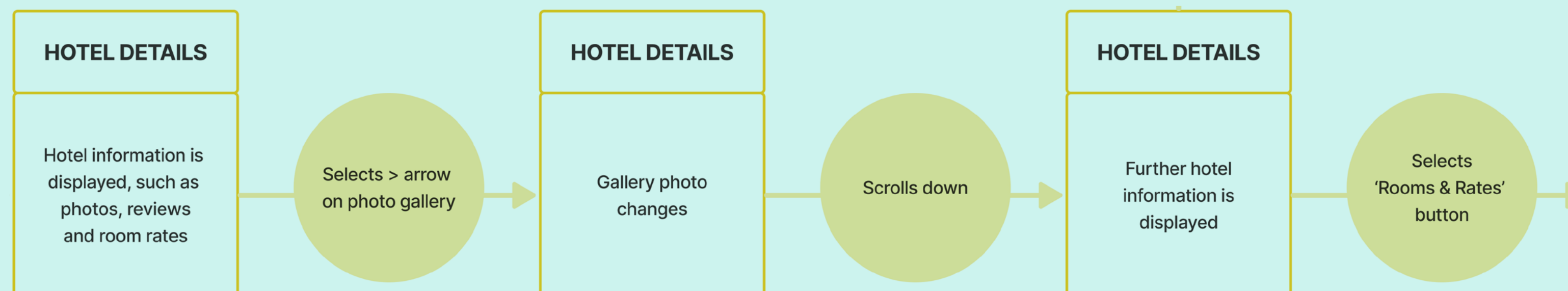
## User flow diagram



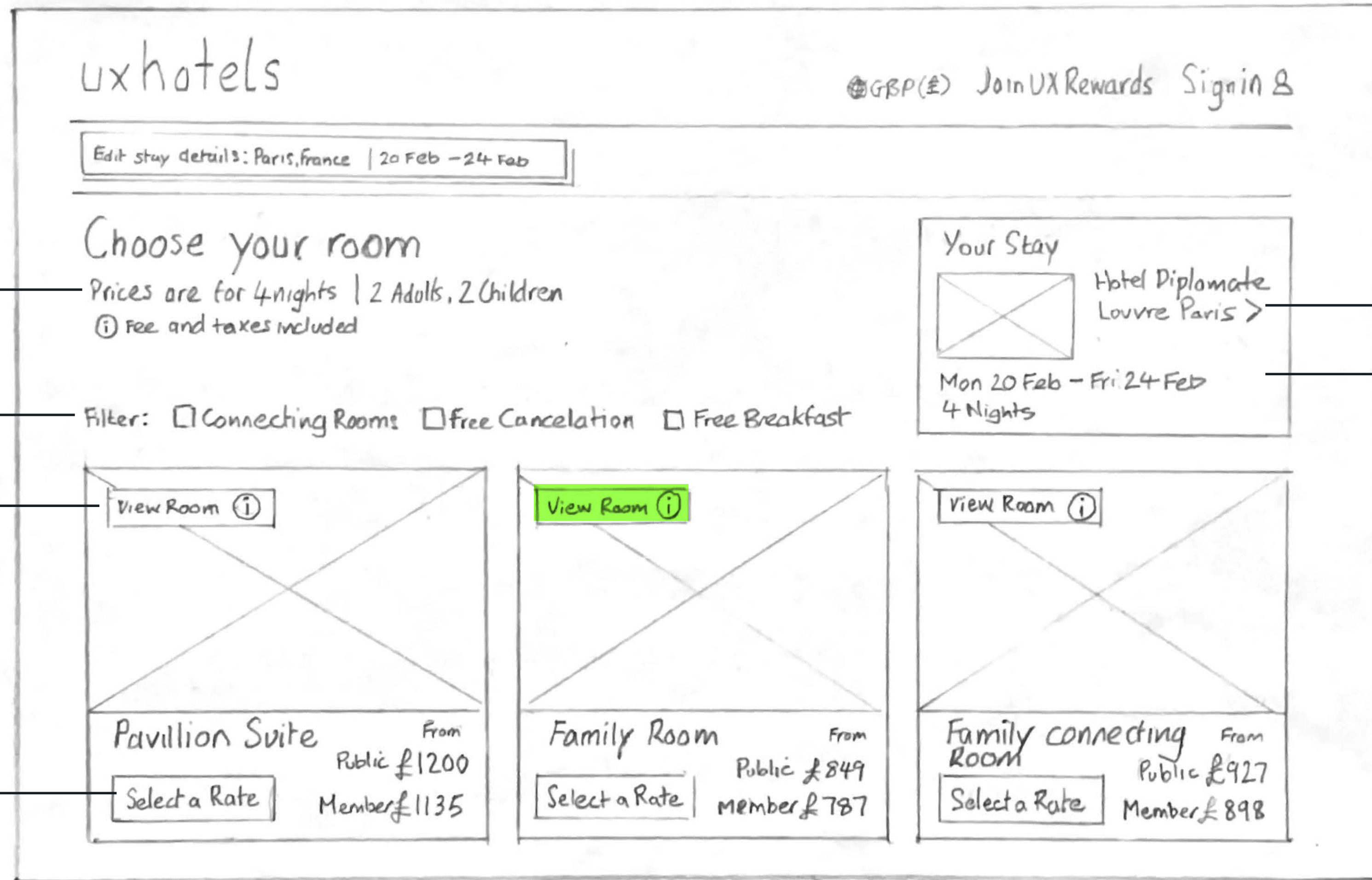
# Search Results / Map



## User flow diagram



# Choose a Room



Number of nights and guests are displayed

Prices are for 4 nights | 2 Adults, 2 Children  
 ⓘ Free and taxes included

Room filter

Filter:  Connecting Rooms  Free Cancellation  Free Breakfast

User selects 'View Room' button to see more details about the room

View Room ⓘ

User selects 'Select a Rate' button to advance to the next screen

Select a Rate

Your Stay

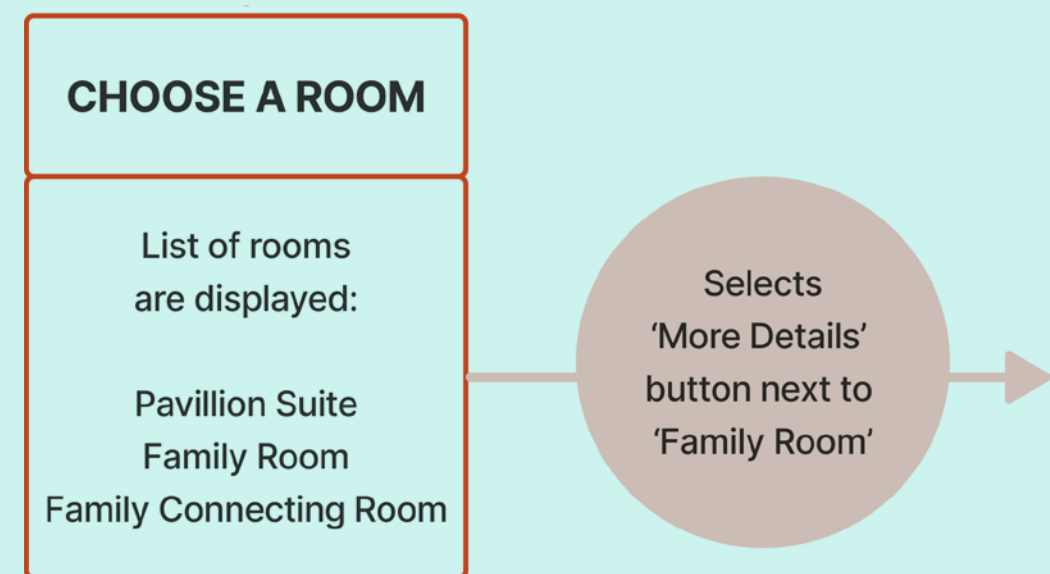
Hotel Diplomate Louvre Paris >

Mon 20 Feb - Fri 24 Feb  
4 Nights

Link to hotel details

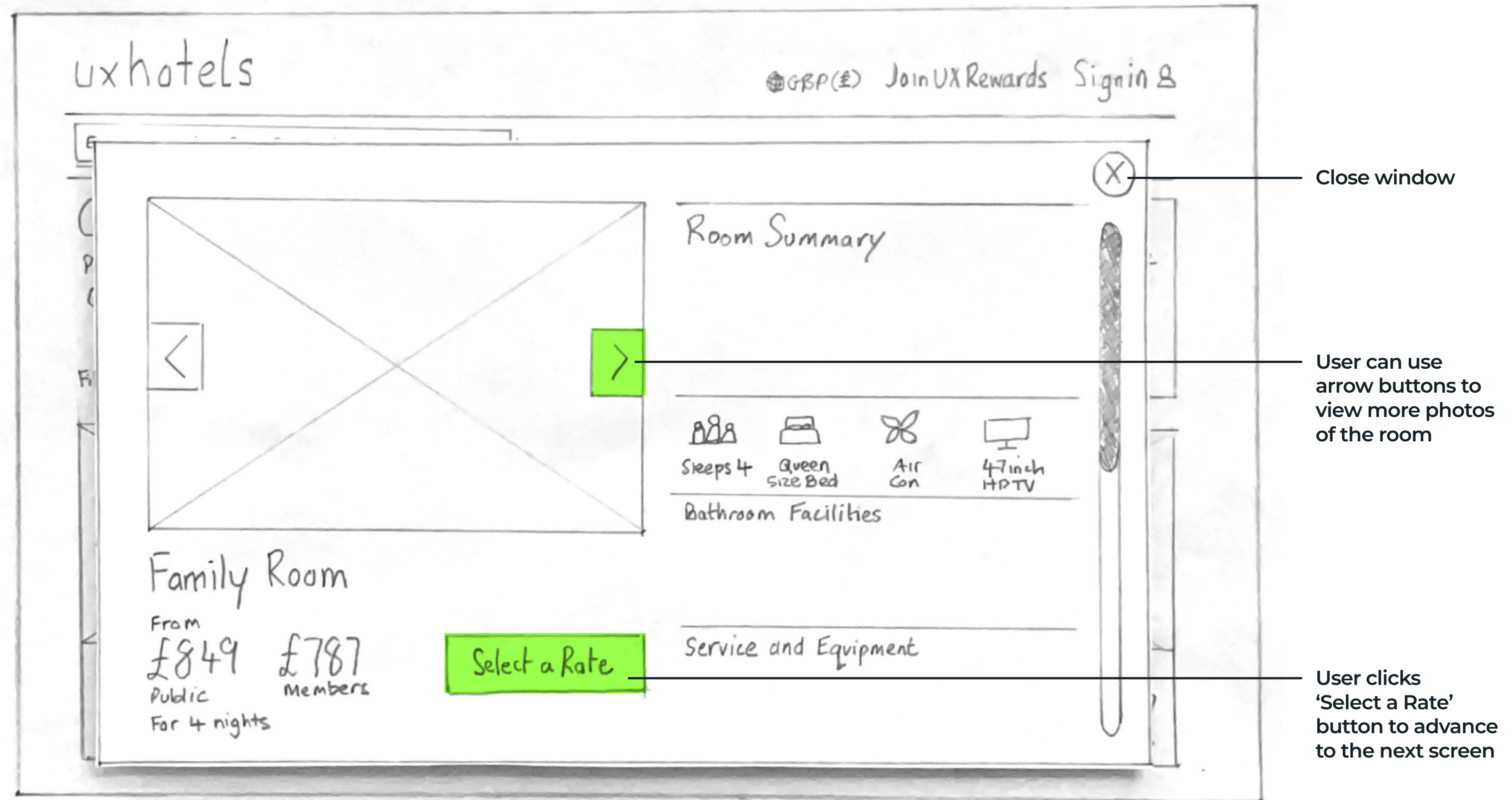
Overall summary of the user's stay

## User flow diagram

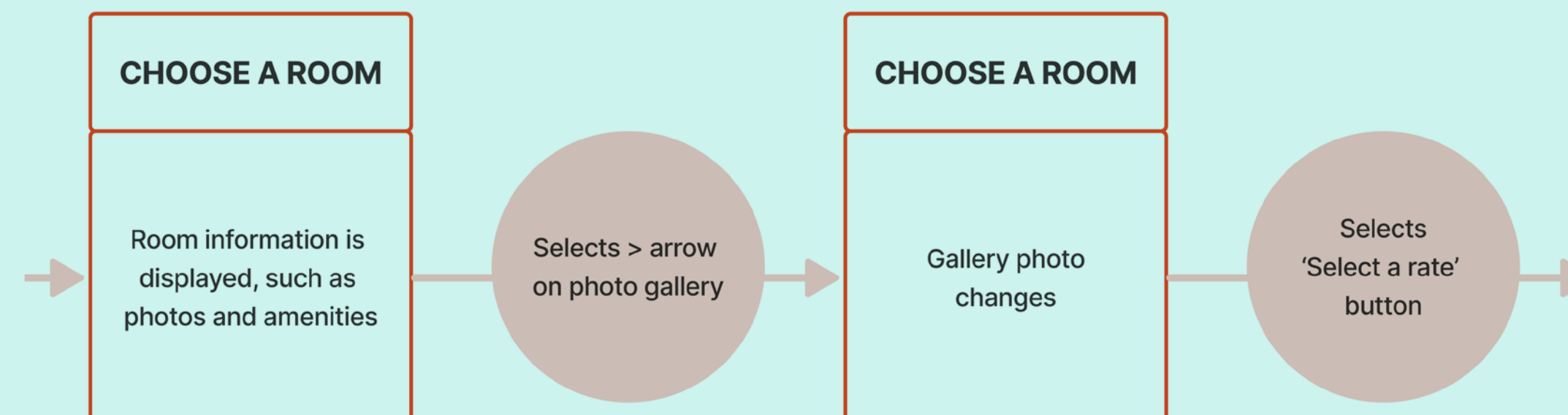




# Choose a Room



## User flow diagram



# Select a Room Rate

uxhotels GBP (£) Join UX Rewards Sign in 8

Edit stay details: Paris, France | 20 Feb - 24 Feb

## Choose your room rate

Prices are for 4 nights | 2 Adults 2 children  
 ⓘ Fee and taxes included

**Flexible Rate - Bed and Breakfast**

- ✓ Cancel free of charge
- ✓ No prepayment required
- ☑ Breakfast included

Public £927  
Member £873

Become a member and save 10%

**Semi Flexible Rate**

- ✓ Cancel upto 5 days before
- ☑ Online payment
- ☑ Breakfast included

Public £899  
Member £837

Become a member and save 10%

**Advance Saver Rate**

- X Non-refundable
- ☑ Online Payment

Public £849  
Member £787

**Your Stay**

Hotel Diplonate Louvre Paris >

Mon 20 Feb - Fri 24 Feb  
4 Nights

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Family Room edit

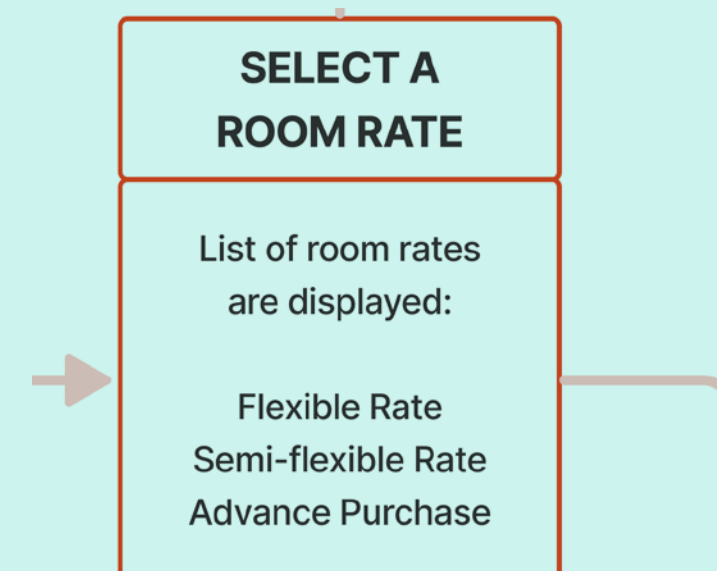
Each room rate card is a button

Link to hotel details

Overall summary of the user's stay

User can go back a step and select a different room

## User flow diagram



# Select a Room Rate

ux hotels GBP (£) Join UX Rewards Sign in 8

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Edit stay details: Paris, France | 20 Feb - 24 Feb

## Choose your room rate

Prices are for 4 nights | 2 Adults 2 children  
 ⓘ Fee and taxes included

**Flexible Rate - Bed and Breakfast**

- ✓ Cancel free of charge
- ✓ No prepayment required
- Breakfast included

Public £927  
Member £873  
[Become a member and save 10%](#)

**Semi Flexible Rate**

- ✓ Cancel upto 5 days before
- Online payment
- Breakfast included

Public £899  
Member £837  
[Become a member and save 10%](#)

**Advance Saver Rate**

- X Non-refundable
- Online Payment

Public £849  
Member £787

### Your Stay

Hotel Diplomat Louvre Paris >

Mon 20 Feb - Fri 24 Feb  
4 Nights

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Family Room [edit](#)

Flexible Room - £920.43  
Bed and Breakfast

Tax ⓘ £6.57

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**Total £927.00**

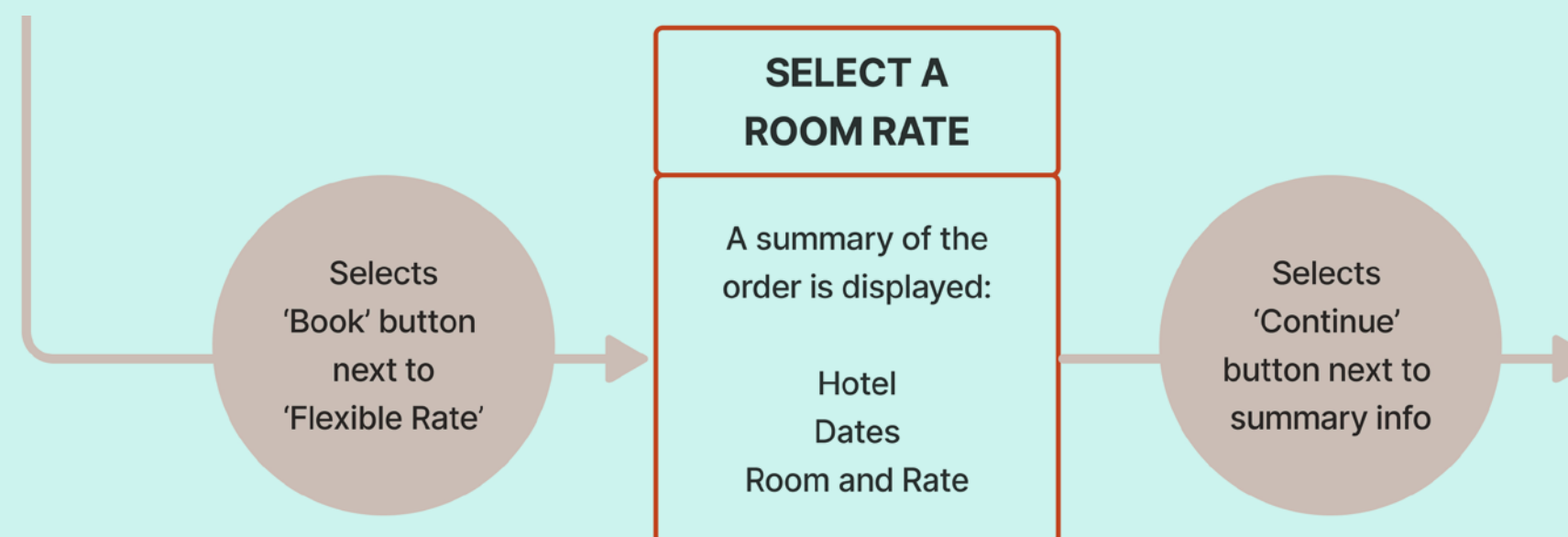
**Continue**

Room rate becomes highlighted when selected

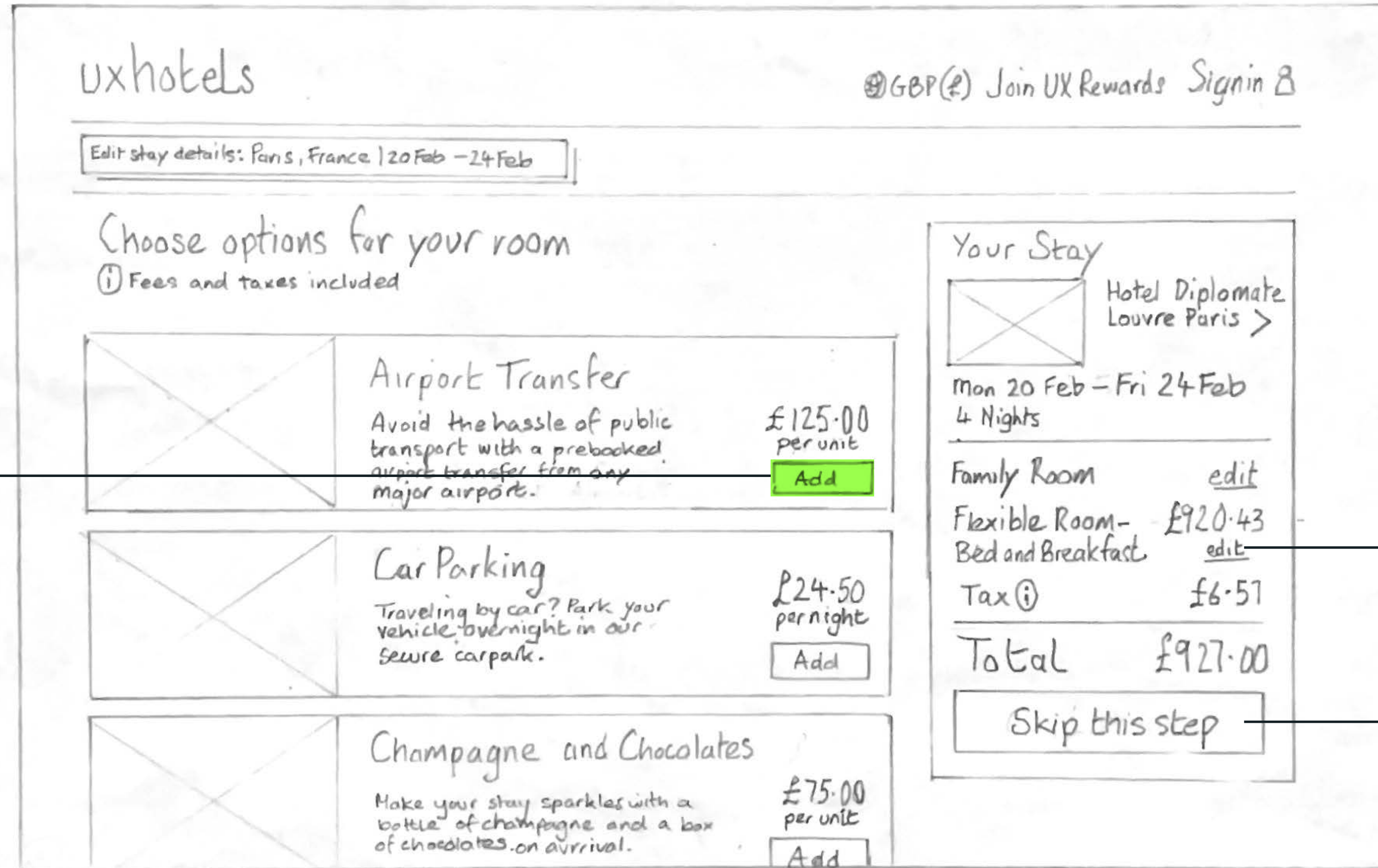
User can scroll through room rates

Once a room rate is selected the total price is displayed and a 'Continue' button appears

## User flow diagram



# Add-ons

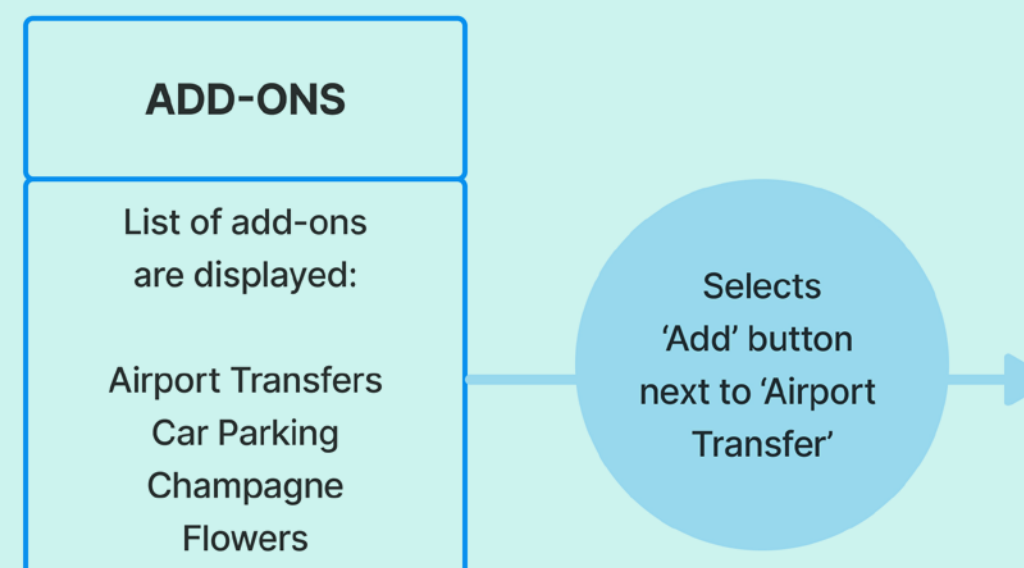


User selects the 'Add' button to add the option to their order

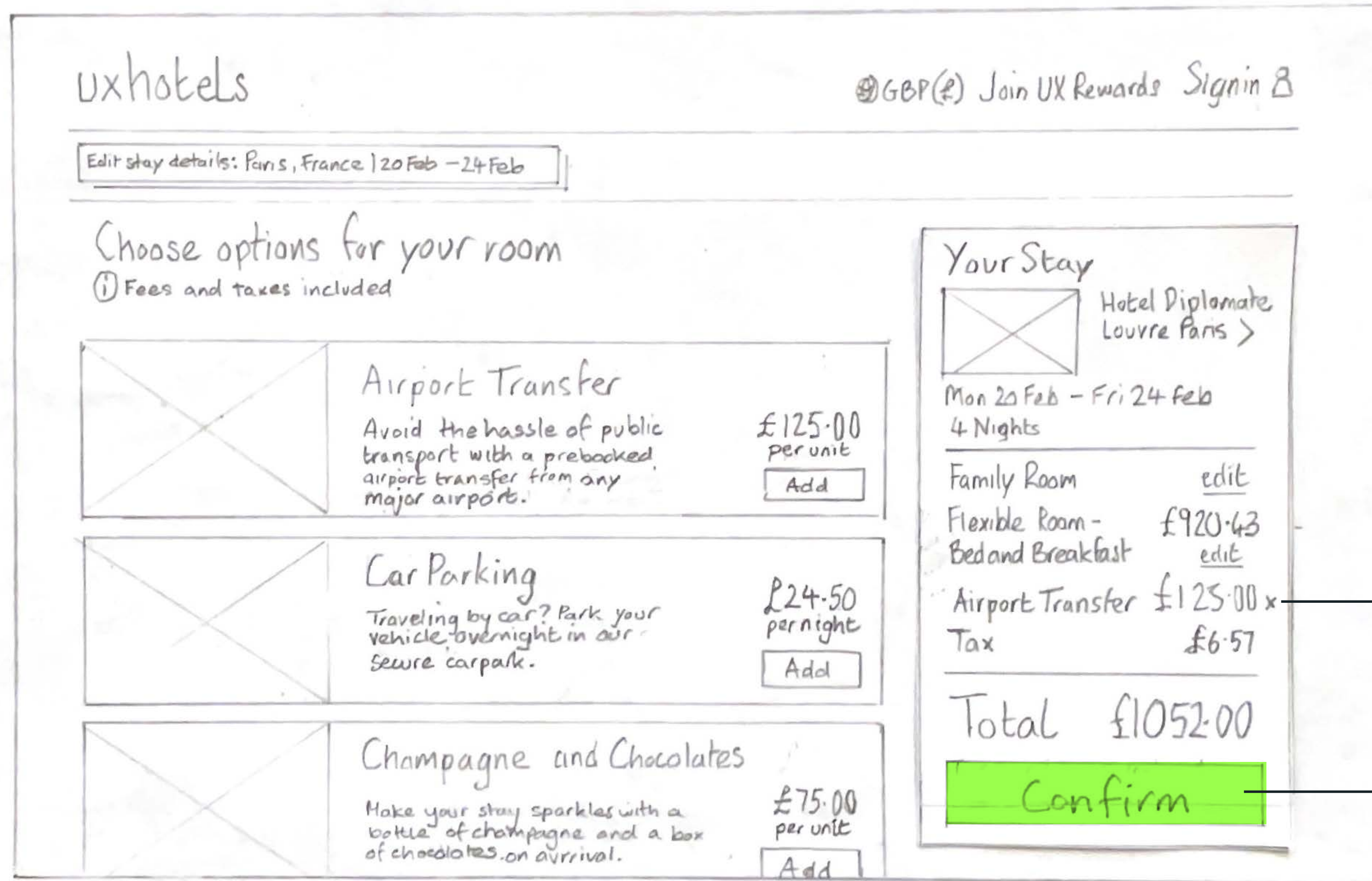
User can go back a step and select a different room rate

Button indicates that the users can skip this step

## User flow diagram



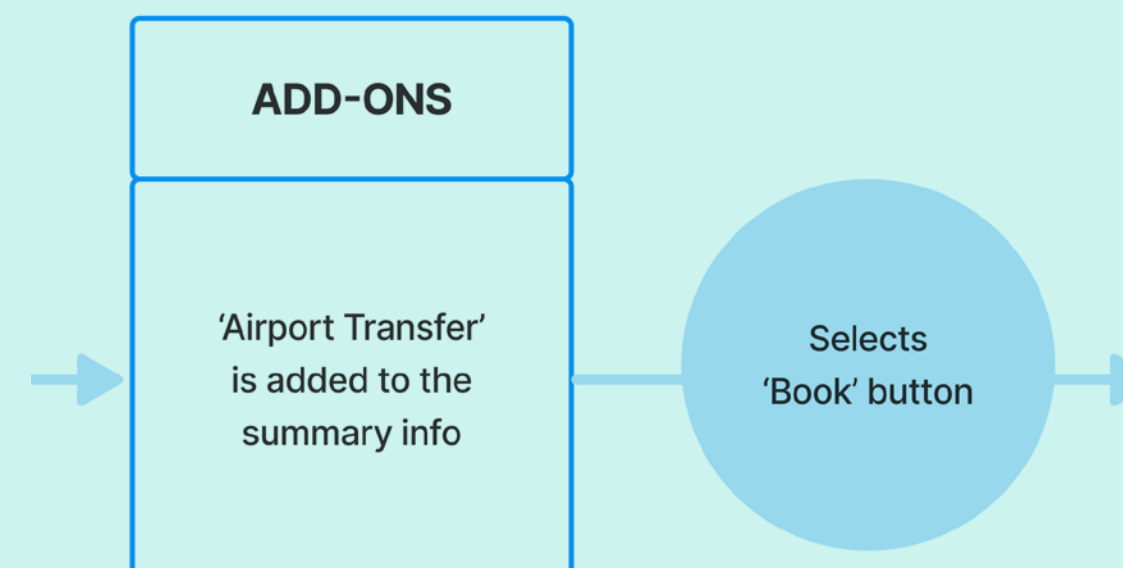
# Add-ons



Add-on is added to the summary. 'X' button allows the user to remove it from the order

Once an add-on has been selected a 'Confirm' button appears indicating the user can move to the next step

## User flow diagram



# Check Out

UX hotels GBP (£) Join UX Rewards Signin &

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Edit Stay details: Paris, France | 20 Feb - 24 Feb

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## Complete your booking

### Your details

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Already have an account? [Signin](#)

First name


Last name

Email

Phone

Country/Region

**Your Stay**

 Hotel Diplomate Louvre Paris >

Mon 20 Feb - Fri 24 Feb  
4 Nights

---

Family Room [edit](#)

Flexible Room - £920.43 [edit](#)

Bed and Breakfast

Airport Transfer £125.00 x

Tax £6.57

---

**Total £1052.00**

Fees and Taxes included

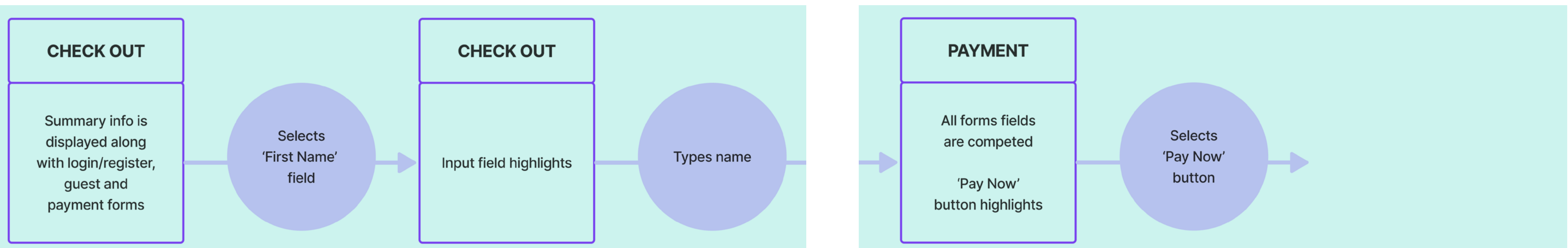
User is encouraged to sign-in if they have an account

User completes guest details and payment form further down the page

'Pay Now' button appears after the form at the bottom of the page

Total summary is displayed

### User flow diagram



# Confirmation

uxhotels GBP(£) Join UX Rewards Signing

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## Your booking is confirmed

Booking Reference: 54854754

Print reservation

Save to calendar

Cancel reservation

Hotel Diplome Louvre Paris Address Address	Checkin	Checkout
	Mon 20 Feb	Fri 24 Feb
	🕒 13:00-23:00	🕒 until 11:00

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Family Room - Flexible Bed and Breakfast 1 room, 2 adults, 2 children	£920.43
Airport Transfer 🕒 The hotel will be in touch to make arrangements	£125.00

Confirmation of order displays the hotel address, check in/out times and a summary of the cost

Quick task buttons

## User flow diagram

