

ABSTRACT

This final project discusses the design of the user interface (UI) and user experience (UX) for the web-based Intelligent Hotel Management System application at Hotel Lingian, with a focus on the Housekeeping module. A user-centered approach is applied to ensure user satisfaction in using the system. First, an in-depth analysis is conducted on the user needs and business processes related to the Housekeeping module. This greatly aids in understanding the challenges faced by users in the hotel's managerial operations. Next, the UI design is created by adhering to good design principles, such as consistency, visibility, and user feedback. The design takes into account the layout, icons, and color usage that facilitate navigation and understanding. Moreover, providing an enjoyable user experience is the main focus in UX development. Responsive interface interactions, efficient workflows, and timely delivery of information are integrated into the design. Various testing methods, such as prototyping and user testing, are used to validate the design throughout the development process. The results of these tests provide feedback for improving and optimizing the UI/UX design to meet user needs and preferences. In conclusion, this final project presents a comprehensive guide for designing the UI and UX of the Intelligent Hotel Management System application. By applying these principles, the system can enhance operational efficiency and increase user satisfaction for management at Hotel Lingian.

Keywords: User Interface (UI) Design, User Experience (UX) Design, Intelligent Hotel Management System, Housekeeping.