ABSTRACT

The advancement of digital technology has driven the hospitality industry to enhance its services to be more modern and efficient. However, Hotel Lingian faces challenges in meeting the increasingly complex needs of guests, such as quick access to minimarket services, food and beverage orders, and laundry. The main issue lies in the lack of an integrated system that facilitates efficient access to these services for guests. This report discusses the design of a user interface (UI) and user experience (UX) for a web-based Inroom module hotel management system aimed at addressing these issues. Using the Design Thinking method, the design process involves the stages of empathy, problem formulation, ideation, prototyping, and testing. As a solution, this module enables guests to order services through their personal devices with an easy-to-use interface. User Acceptance Testing has proven that the system meets user needs, demonstrating ease of access and increased efficiency in service ordering. The implementation of the Inroom system is expected to improve guest satisfaction, reduce staff workload, and enhance Hotel Lingian's competitiveness in the ever-evolving hospitality industry.

Keywords: UI/UX design, inroom, hotel management system