

## ABSTRACT

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*This report delves into the design of User Interface (UI) and User Experience (UX) for the website-based Intelligent Hotel Management System application at Hotel Lingian, with a specific focus on the Front Office module. A holistic and user-centered approach is applied to ensure user satisfaction in system usage. Firstly, an in-depth analysis is conducted on user needs and the business processes associated with the Front Office module. This aids in gaining a profound understanding of the challenges faced by users in the hotel's day-to-day operations. Subsequently, the UI design is crafted with adherence to good design principles such as consistency, visibility, and clear user feedback. The design takes into account intuitive layouts, clear icons, and the use of colors facilitating navigation and comprehension. Furthermore, a delightful user experience takes center stage in UX development. Smooth interface interactions, efficient workflows, and timely information delivery are integrated into the design. A variety of testing methods, including prototyping and user testing, are employed to validate the design throughout the development process. The results of these tests provide valuable feedback for refining and optimizing the UI/UX design to align with user needs and preferences. In conclusion, this report presents a comprehensive guide for the UI and UX design of the Intelligent Hotel Management System application. By applying these principles, it is anticipated that the system can enhance operational efficiency and elevate user satisfaction at Hotel Lingian.*

*Keywords: User Interface (UI) Design, User Experience (UX) Design, Intelligent Hotel Management System, Front Office Module.*