

Pawsöme Hotel

Internal Documentation.

Pawsome Hotel

Gareth Barnett



Site Information.



Optimised for Chrome & Firefox on desktop and mobile devices

Live Site

<http://gareth.barnett.yoobee.net.nz/pawsome/site/>

Logins

Administrator

Login : pawsome

Password : Pawsome@2019!

Author

Login : pawedit

Password : Pawsome@2019!

Editor

Login : pawedit

Password : Pawsome@2019!

Project Timeline.

Discovery / Research.

7 Days

Researching the target audience, competitors and UX research. Development of a sitemap and interactive prototype so that all functionality can be tested and approved in the browser.

- Client research
- UX research
- Competitor research
- Style research
- Target audience

Design.

7 Days

Design of website user experience and user interface to allow the target audience to easily navigate and use the website to achieve their needs.

- IA / IxD
- Wireframes
- XD prototype
- User testing

Development / Testing.

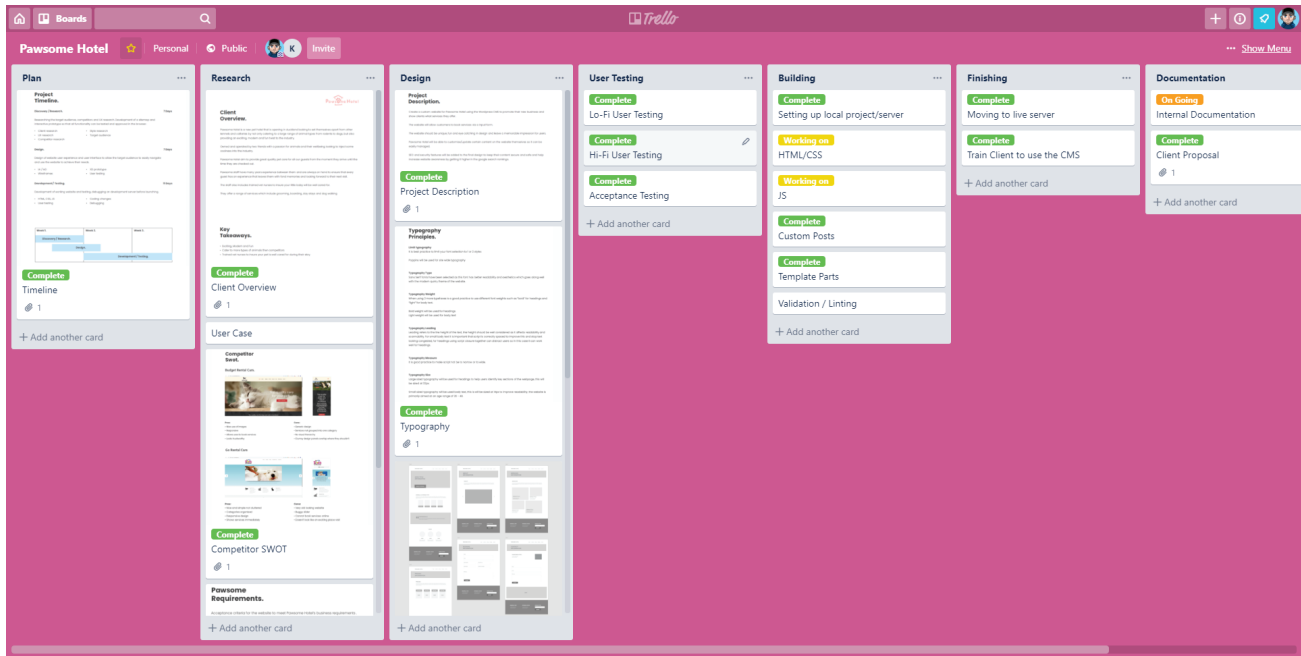
11 Days

Development of working website and testing, debugging on development server before launching.

- HTML, CSS, JS
- User testing
- Coding changes
- Debugging

Week 1.	Week 2.	Week 3.
Discovery / Research.		
	Design.	
	Development / Testing.	

Project Management.



<https://trello.com/b/Xgc0ZJCJ/pawsome-hotel>

Trello was used as the project management tool to make sure all milestones were achieved on time to get the project finished by the deadline.

Client Overview.

Pawsome Hotel is a new pet hotel that is opening in Auckland looking to set themselves apart from other kennels and catteries, by catering for a large range of animals, from rabbits to dogs, but also providing an exciting, modern and fun twist to the industry.

Owned and operated by two friends with a passion for animals and their wellbeing looking to inject some coolness into the industry.

Pawsome Hotel aim to provide great quality pet care for all their guests from the moment they arrive until the time they are checked out.

Pawsome staff have many years experience between them and are always on hand to ensure that every guest has an experience that leaves them with fond memories and looking forward to their next visit.

The staff also includes trained vet nurses to ensure your little baby will be well cared for.

They offer a range of services which include grooming, boarding, day stays and dog walking.

Key Takeaways.

- Exciting, Modern and Fun
- Cater to more types of animals than competitors
- Trained vet nurses to ensure your pet is well cared for during their stay

Project Overview.

Pawsome Hotel require a customisable CMS website in which they can easily update content/information on their site. The site will be secure, SEO friendly and optimised for performance and compatible with Google Chrome & Mozilla Firefox.

Pawsome Hotel's goal is to use the website as a platform to promote the services they provide and give their new business a great professional online presence to help obtain new clients.

The information on the website should be eye catching and easily accessible for visitors to see what Pawsome Hotel has to offer.

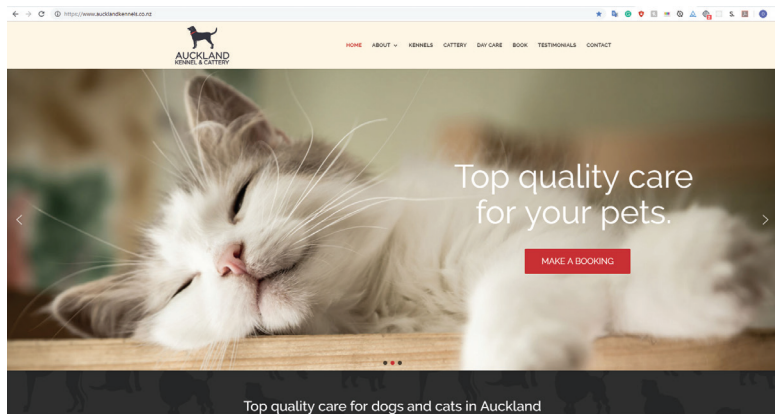
Project Constraints.

The following constraints need to be observed:

- Deliver a completed project within 3 weeks
- Built on Wordpress platform
- Produce a CMS custom theme
- Customisable by the client
- Compatibility Testing

Competitor Swot.

Auckland Kennel & Cattery



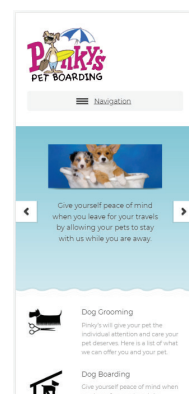
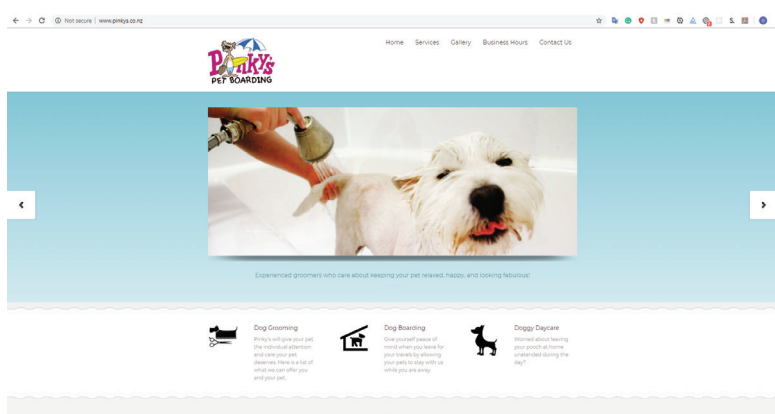
Pros:

- Nice use of images
- Responsive
- Allows users to book services
- Looks trustworthy

Cons:

- Generic design
- Services not grouped into one category
- No visual hierarchy
- Clumsy design panels overlap where they shouldn't

Pinky's Pet Boarding



Pros:

- Nice and simple not cluttered
- Categories organised
- Responsive design
- Shows services immediately

Cons:

- Very old looking website
- Buggy slider
- Cannot book services online
- Doesn't look like an exciting place visit

Business Needs.

Specifically, the new website needs to fulfill the following business needs:

- Increase revenue
- Website shall promote Pawsome Hotel
- Help obtain new clients
- Allow customers to create a booking
- Easy to use for the user
- Easy for Pawsome to update information on the website
- Have a professional online presence

Project Description.

Create a custom website for Pawsome Hotel using the Wordpress CMS to promote their new business and show clients what services they offer.

The website will allow customers to book services via a input form.

The website should be unique, fun and eye catching in design and leave a memorable impression for users.

Pawsome Hotel will be able to customise/update certain content on the website themselves so it can be easily managed.

SEO and security features will be added to the final design to keep their content secure and safe and help increase website awareness by getting it higher in the google search rankings.

Target Audience.

Characteristics of regular Pawsome Hotel customer

- Mostly adults aged 20 – 40
- Looking for exciting and fun places to treat their pet
- Looking for a caring and professional pet lodging experience
- Seeking a trustworthy lodging establishment
- Animal owners/lovers
- Singles, couples and families

Pawsome Hotel are looking to attract

- People who often use the internet
- People who use social media
- People looking to book accommodation for their pet
- People looking to book pet grooming and walking services
- People looking for ways to entertain their pets



Pawsome Requirements.

Acceptance criteria for the website to meet Pawsome Hotel's business requirements.

About

Tell potential customers about who Pawsome Hotel are.

Contact

Allow customers to contact Pawsome Hotel via a contact form.

Newsletter Sign up

Pawsome want users to have the ability to sign up to their monthly newsletter.

Testimonials Content

Pawsome want to show potential customers on the site testimonials from previous clients

Services Content

Pawsome want to show customers services they provide by animal type.

Dog

- Boarding
- Day stay
- Grooming
- Walking

Cat

- Boarding
- Grooming

Rabbit

- Boarding
- Grooming

Bird

- Boarding

Staff Members

Pawsome want to show off their awesome staff members.

Booking

Allow customers to book Pawsome Hotel services online.

Customisation

Pawsome want the website to be highly customisable and updatable.

Customisation Agreement.

Customisation options agreed on between client and myself

General Page Content

Ability to update general page content.

Banner Content

Ability to update background banner images and banner heading text.

Testimonials Content

Ability to add / update testimonial script and update background image.

Staff Content

Ability to add / update staff content panels and also limit the number of staff showing on home page to three staff members.

Footer Content

Ability to update all footer content excluding the social media content/newsletter signup form.

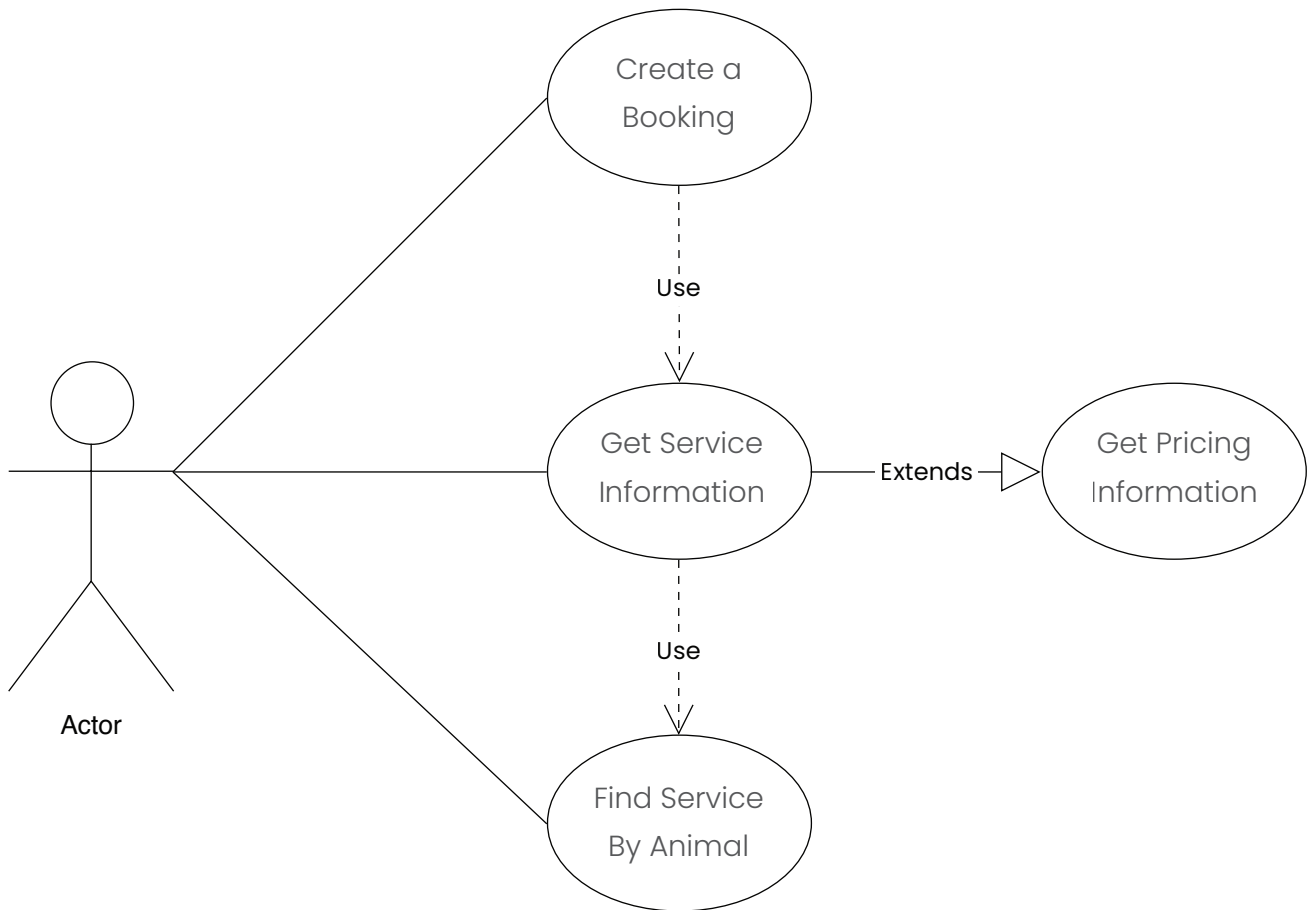
Service Categories

Ability to update service category information and options.

Service Sub Categories

Ability to update sub service category information and options.

User UML.



Identified Use Cases

- Users can find service by animal
- Users can get service information
- Users can get pricing information
- Users can create a booking

User Use Case.

Use Case Description – Pawsome Hotel

Use case Name: Create a Booking

Use case Purpose: The purpose of this use case is to help the user create a booking

Preconditions: User has found the website

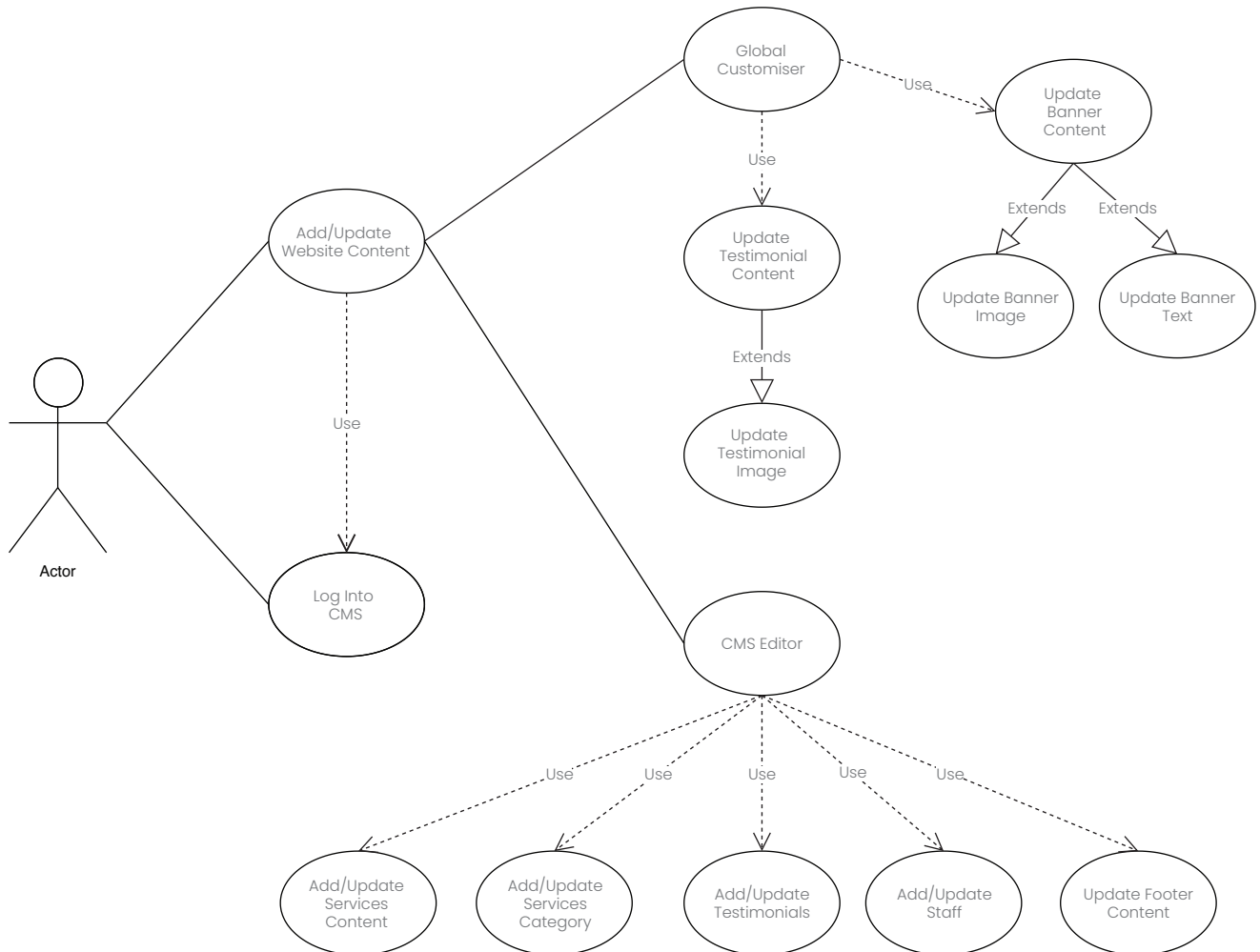
Basic Flow

1. Actor visits the website
2. Actor selects services from the navigation menu
 - a. Actor can see animals that the business caters services to
 - b. Actor selects the animal type to see services available
3. Actor can see brief information about each service available
 - a. Actor selects a service
 - b. Actor can see more information on selected service
 - c. Actor can see pricing information on selected service
 - d. Actor can select the price button
4. Actor can create a booking
 - a. Actor can fill in the booking form
 - b. Actor can submit booking form
5. Booking created

Alternate Flow

- 3b1. Actor requires more information on a service
 - 3b2. Actor can contact Pawsome via contact page
- 4a1. Actor cannot see a booking form
 - 4a2. Actor can contact Pawsome via contact page
- 4b1. Actor cannot submit booking form
 - 4b2. Actor can contact Pawsome via contact page

Client UML.



Identified Use Cases

- Client can add/update website content
- Client can add/update website content using Global customiser
- Client can add/update website content using CMS editor

User Use Case.

Use Case Description – Pawsome Hotel

Use case Name: Add/Update Website Content

Use case Purpose: The purpose of this use case is to help the user update website content

Preconditions: User has logged into the website with admin credentials

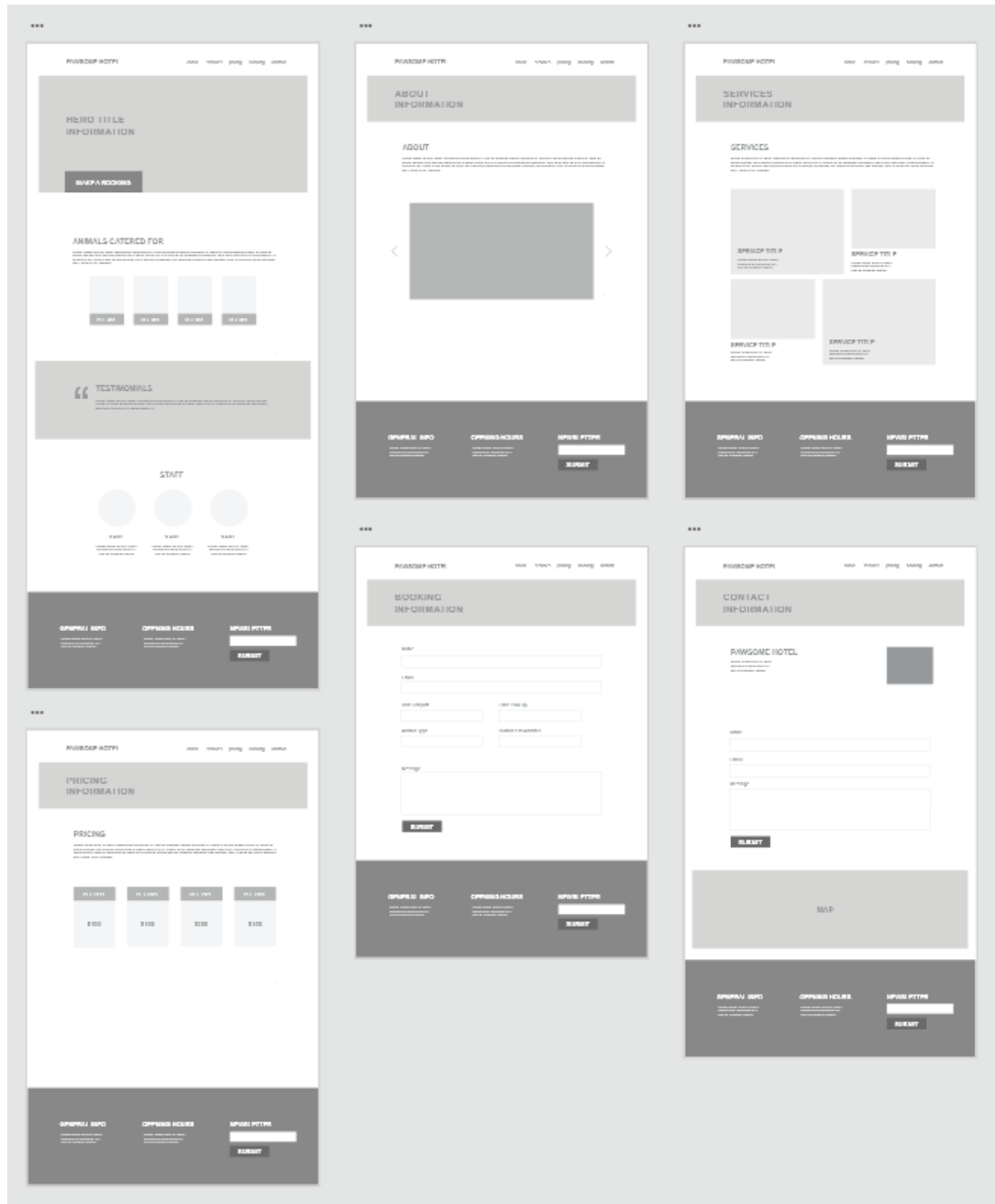
Basic Flow

1. Actor visits the website
2. Actor logs into Wordpress
3. Actor wants to update website content
 - a. Actor can enter the global customiser
 - b. Actor updates global content
 - c. Website content is updated
4. Actor wants to update global website content
 - a. Actor can enter the global customiser
 - b. Actor updates global content
 - c. Website content is updated

Alternate Flow

- 3b1. Actor cannot update website content
 - 3b2. Actor can contact developer
- 4b1. Actor cannot update global website content
 - 4b2. Actor can contact developer

Lo-Fi Wireframe.



Lo-Fi Wireframe with all client requirements from Pawsome Hotel implemented ready for user testing.

Lo-Fi User Testing.

Home Page

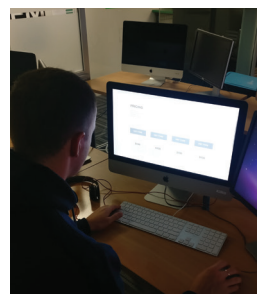
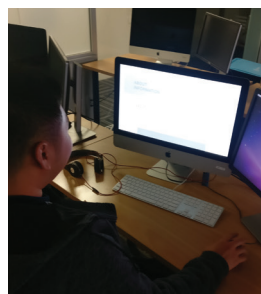
- Find customer **testimonials**
- See **staff** members
- Signup to the Pawsome **Newsletter**

Jules	Tasmin	Jason	Erind	Louella
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓

Sub Pages

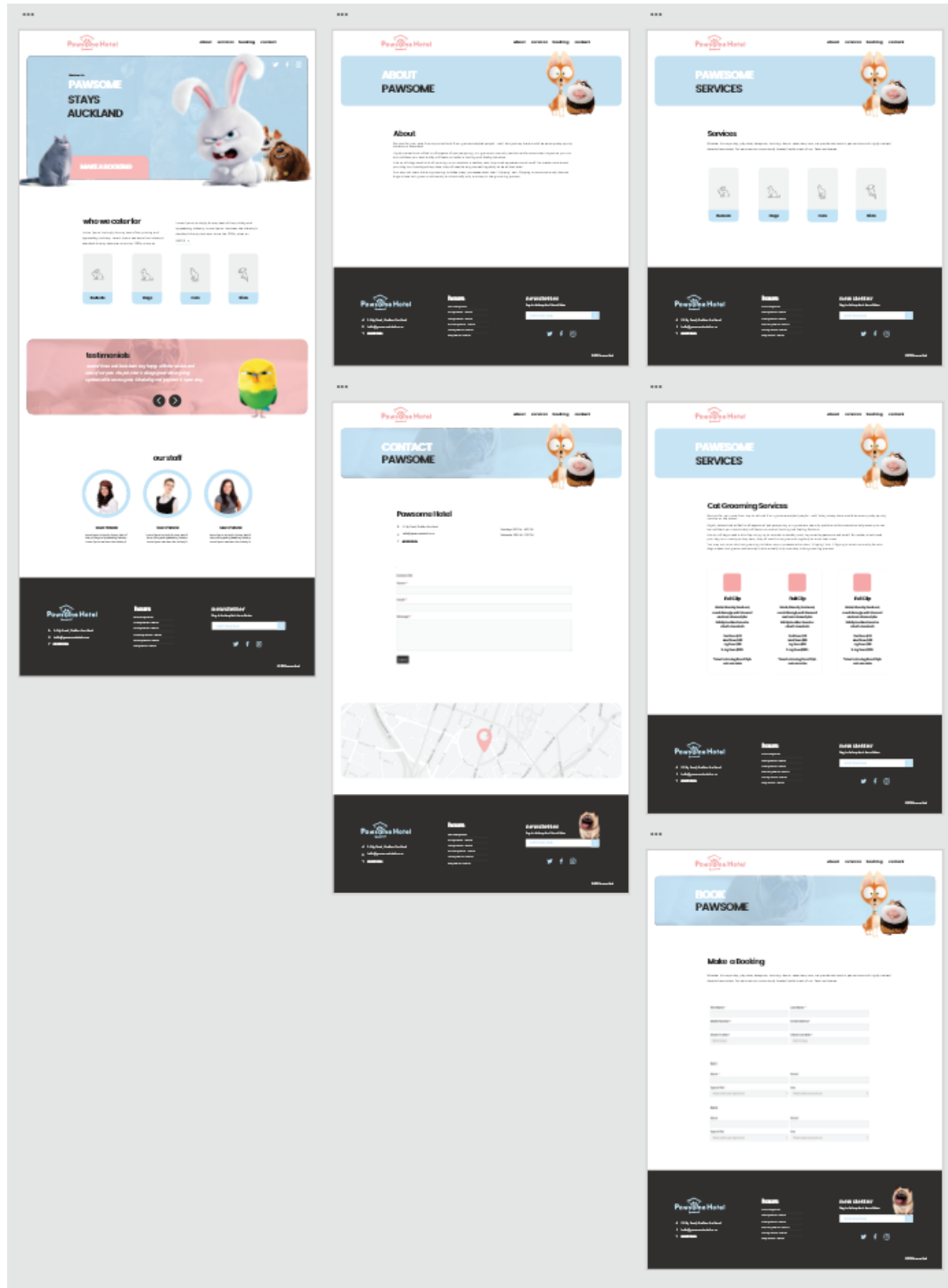
- Navigate to the **About** page to find out more about Pawsome
- Navigate to the **Services** page to find out what services Pawsome offer
- Navigate to the **Booking** page
 - Create a booking
- Navigate to the **Contact** page
 - Submit a contact form

✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓



Overall Lo-Fi wireframe testing went well, every user could complete all tasks with no issues, however users suggested that services could be filtered by animal rather than generic to all animals and include different pricing depending on the service and animal to make it feel like services are more personalised and cared for.

Hi-Fi Wireframe.



Hi-Fi Wireframe/Prototype with changes implemented suggested from Lo-Fi user testings.

Hi-Fi User testing.

Home Page

- Find customer **testimonials**
- See **staff** members
- Signup to the Pawsome **Newsletter**

Jules	Tasmin	Jason	Erind	Louella
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓

Sub Pages

- Navigate to the **About** page to find out more about Pawsome
- Navigate to the **Services** page and select animal type
 - See Services in relation to the selected animal
- Navigate to the **Booking** page
 - Create a booking
- Navigate to the **Contact** page
 - Submit a contact form

✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓

Hi-Fi User testing.

For Hi-Fi user testing I got the same group who did the Lo-Fi user testing to retest with the implemented changes from the Lo-Fi to see if it meets their expectations.

All users could complete tasks easily and enjoyed the experience, this gave me positive reinforcement that all of Pawsome's requirements from a user experience were well met and ready to move onto development.

Feedback was positive, users liked the way the services are now layered and managed. Users suggested changing the 'catered for' panels to images of branding animals rather than icons and making them more prominent on the page.

Client Feedback.

- Allow the user to click through on staff members to learn more about them.
- Text separate into 2 columns across the screen to improve readability.
- Happy with how I plan to allow them to customise website content

Cultural / Sociological Considerations.

Language

The language/ tone of the website has a caring / informative tone to help reassure that your pets are going to be looked after while they are staying at Pawsome Hotel. It also provides information to potential clients about why certain services are important to their pet wellbeing and educate the owners, such as grooming for cats i.e not regularly grooming med-long haired cats can cause mats in their fur which will cause their pet discomfort.

Business Model Suggestions

Suggestions for Pawsome Hotel to implement into their business model to increase social and cultural awareness.

- Adding a quick turn around service for service based animals such as guide dogs, police dogs etc
- Supporting the animal welfare, charity such as SPCA, Paw Justice.
- Training based information on caring for your pets at home to help improve animal welfare in households around New Zealand.

Treaty of Waitangi

After researching into the Treaty of Waitangi and analysing it with the project that I am working on for Pawsome Hotel, I have established that this project is not breaching the Treaty of Waitangi and is respectful to Maori culture.

Typography Principles.

Limit typography

It is best practice to limit your font selection to 1 or 2 styles

Poppins Bold will be used for Heading typography

Poppins Light for all other major typography

Typography Type

Sans Serif fonts have been selected as this font has better readability and aesthetics which goes along well with the modern quirky theme of the website.

Typography Weight

When using 1 – 2 more typefaces is a good practice to use different font weights such as “bold” for headings and “light” for body text.

Bold weight will be used for headings

Light weight will be used for body text

Typography Leading

Leading refers to the line height of the text, line height should be well considered as it affects readability and scannability. For small body text it is important that script is correctly spaced to improve this and stop text looking congested, for headings using script closer together can distract users so in this case it can work well for headings.

Typography Measure

It is good practice to make script not too narrow or too wide.

Typography Size

Large sized typography will be used for headings to help users identify key sections of the webpage, this will be sized at 32px.

Small sized typography will be used body text, this is will be sized at 14.5px to improve readability, the website is primarily aimed at a age range of 20 – 40years old.

Style Guide.

h1 Poppins heading

h2 Poppins heading

h3 Poppins heading

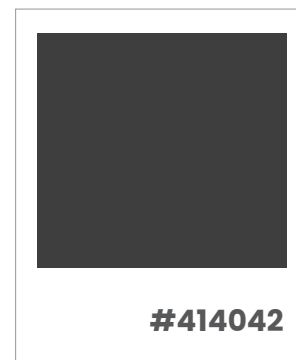
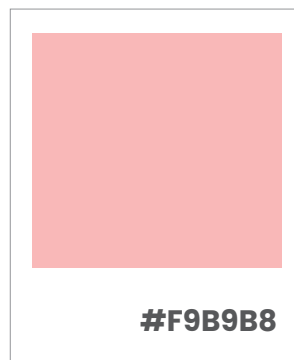
h4 Poppins heading

h5 Poppins heading

h6 Poppins heading

Body text

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pari.



Branding Imagery

Customisation Planning.

Banner Sections

Customise text information in Banner - Using global customiser

Customise Banner image - Update image using global customiser

Testimonials

Customise testimonial statements - Using a custom post type

Staff (click through to more information)

Customise staff information - Using a custom post type

Limit to 3 on home page

Services Category

General Page Content - Gutenberg Blocks

Customise service information - Using a custom post type

Services Sublevel

General Page Content - Gutenberg Blocks

Customise sub service information - Using a custom post type

Booking

General Page Content - Gutenberg Blocks

Booking form - Ninja Forms

Contact Page

General Page Content - Gutenberg Blocks

Google widget - Users can update location if they move

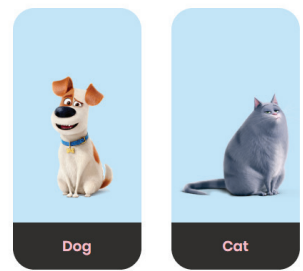
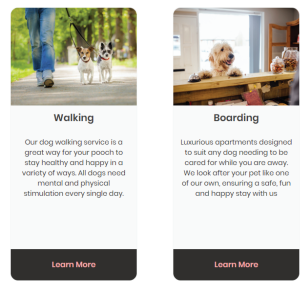
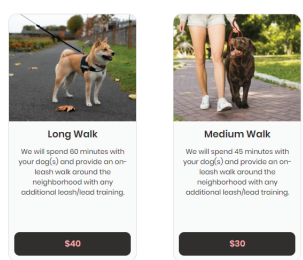
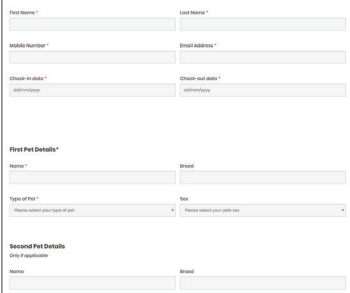
Contact Form - Ninja Forms

Footer

Customise footer content - Using a custom post type

Newsletter signup - Ninja Forms

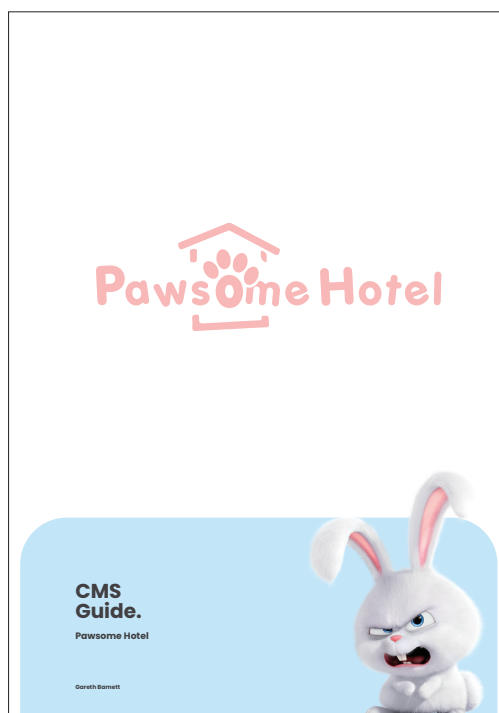
Usecase Deliverables.

Use Cases	Technology How it can be used in this project	Implementation
Find Service By Animal	Taxonomy https://codex.wordpress.org/WordPress_Taxonomy Menu https://codex.wordpress.org/Navigation_Menus Menu Image Plugin	
Get Service Information	Taxonomy https://codex.wordpress.org/WordPress_Taxonomy Custom Post Type https://wordpress.org/support/article/post-types/ Advanced Custom Fields Plugin https://www.advancedcustomfields.com/	
Get Pricing Information	Custom Post Type https://wordpress.org/support/article/post-types/ Advanced Custom Fields Plugin https://www.advancedcustomfields.com/	
Create a Booking	Caldera Forms https://calderaforms.com/	

CMS Training.

A CMS training manual has been created for helping guide users through add / updating content on the site. please see the Pawsome - CMS Training pdf.

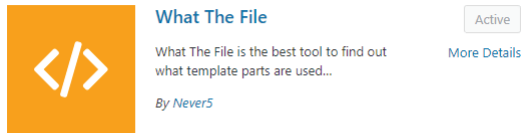
The client Kevin was also trained during the client acceptance testing and then asked to perform a task of modifying content using the global customiser and using the CMS to modify content. Kevin had no problems completing these tasks.



Customisation Deliverables.

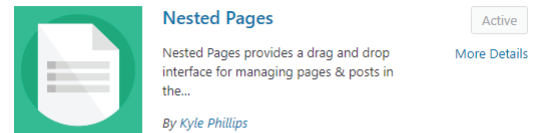
The CMS training manual (Pawsome - CMS Training pdf) shows all customisation deliverables have been met, set out in the customisation agreement between the client and I.

Wordpress Plugins.



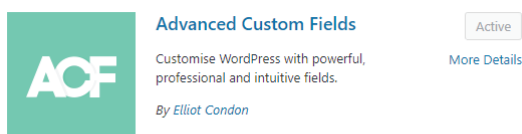
★★★★★ (711) Last Updated: 6 months ago
50,000+ Active Installations Untested with your version of WordPress

What The File – Was used to help with development of the site, being able to see which template parts / template the current page is using.



★★★★★ (95) Last Updated: 1 month ago
60,000+ Active Installations ✓ Compatible with your version of WordPress

Nested Page – Is used to help organise pages so it is easy to add them into categories or in site order.



★★★★★ (1,052) Last Updated: 1 week ago
1+ Million Active Installations ✓ Compatible with your version of WordPress

Advanced Custom Fields – Has been used to add custom fields to the custom posts created for Pawsome Hotel to add customisation to their site.



★★★★★ (118) Last Updated: 3 weeks ago
1+ Million Active Installations ✓ Compatible with your version of WordPress

Advanced Custom Fields – Has been used to add custom fields to the custom posts created for Pawsome Hotel to add customisation to their site.



★★★★★ (365) Last Updated: 2 weeks ago
200,000+ Active Installations ✓ Compatible with your version of WordPress

Caldera Forms – This plugin was used for the forms as it is the only free standalone form solution for creating conditional logic which I required for the booking form. It also has a much broader range of options compared to Contact Form 7 and Ninja Forms



★★★★★ (78) Last Updated: 1 year ago
80,000+ Active Installations Untested with your version of WordPress

Menu Image – For filtering custom post types for different animals a menu was used using taxonomy categories, menu image allowed me to easily add an image to a wordpress created menu.

Wordpress Plugins.



Yoast SEO

Improve your WordPress SEO: Write better content and have a fully optimised WordPress site using...

By Team Yoast

Active

[More Details](#)

★★★★★ (26,706)

5+ Million Active Installations

Last Updated: 3 days ago

✓ Compatible with your version of WordPress

Yoast SEO – To help improve Pawsome Hotels search rating Yoast Seo was used to optimise the site to help improve its ranking.



All in One WP Security & Firewall

A comprehensive, user-friendly, all in one WordPress security and firewall plugin for your site.

By Tips and Tricks HQ, Peter Petreski, Ruhul, Ivy

Active

[More Details](#)

★★★★★ (875)

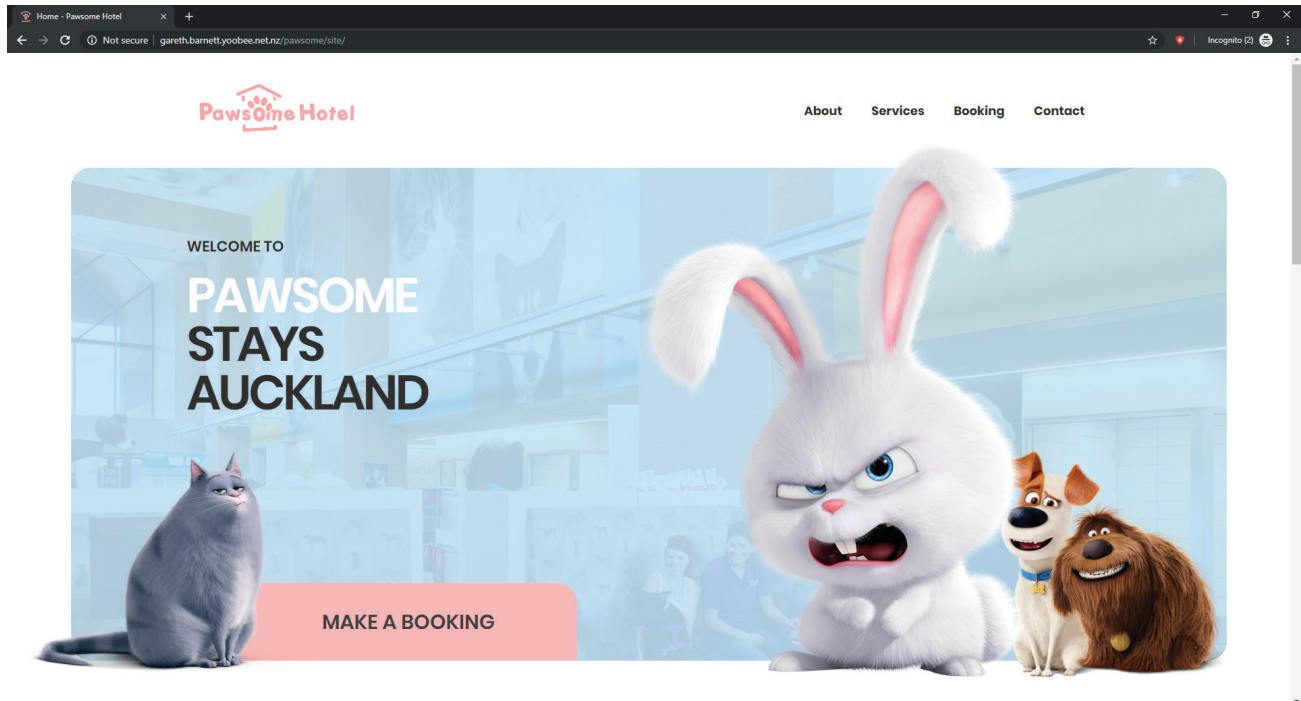
800,000+ Active Installations

Last Updated: 3 weeks ago

✓ Compatible with your version of WordPress

All in One WP Security – This plugin is used to help improve the security of the Pawsome Hotel website to prevent hacking and spammers.

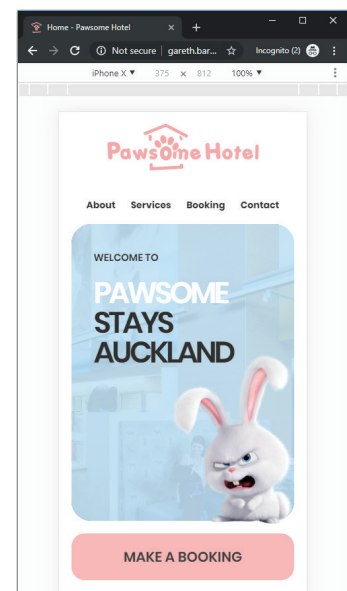
Viewport Compatibility.



During development the website was tested on both Mac and Windows Pc throughout the process. It was also tested in Chrome and Firefox on both platforms.

Autoprefixing was added to the CSS to help improve cross platform compatibility which also will help support older browsers.

The website was also developed testing on Apple and Android mobile devices Iphone XR and OnePlus 3T in Chrome and Firefox mobile browsers.



Site Optimisation.

Security



All In One WP Security & Firewall

A comprehensive, user-friendly, all in one WordPress security and firewall plugin for your site.

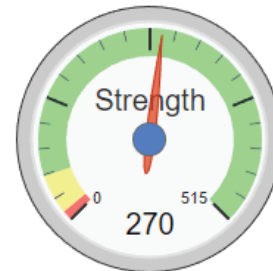
By Tips and Tricks HQ, Peter Petreski, Ruhul, Ivy

★★★★★ (875)
800,000+ Active Installations

Last Updated: 3 weeks ago
✓ Compatible with your version of WordPress

All in One WP Security – This plugin is used to help improve the security of the Pawsome Hotel website to prevent hacking and spammers.

Security Strength Meter



Total Achievable Points: 515
Current Score of Your Site: 270

Strength Rating

It is best to get the strength rating to around the middle of the guage, as the more security you add the more restrictions you put on the site which can cause more harm then good.

Additional Security Implentation

- **wp-config.php** was move up one folder level as this makes it alot harder for hackers to get to.
- **User Accounts** not naming an account admin to help prevent hackers.
- **Updates** keeping wordpress and plugins upto date are crucial for security.

Seo



Yoast SEO

Improve your WordPress SEO: Write better content and have a fully optimised WordPress site using...

By Team Yoast

★★★★★ (26,706)
5+ Million Active Installations

Last Updated: 3 days ago
✓ Compatible with your version of WordPress

Yoast SEO – To help improve Pawsome Hotels search rating Yoast Seo was used to optimise the site to help improve its ranking.

✓ Problems (0)

Good job! We could detect no serious SEO problems.

✓ Notifications (0)

No new notifications.

Yoast Seo setup with no problems

Site Optimisation.

Seo

☐ Title ▲	Author	Date		
☐ Home — Front Page	root	Published 2019/06/04	0	●
☐ About	root	Published 2019/06/04	0	●
☐ Services	root	Published 2019/06/04	0	●
☐ — Walking Dog	root	Published 2019/06/10	0	●
☐ — Grooming Rabbit	root	Published 2019/06/10	0	●
☐ — Grooming Dog	root	Published 2019/06/10	0	●
☐ — Grooming Cat	root	Published 2019/06/10	0	●
☐ — Boarding Dog	root	Published 2019/06/10	0	●
☐ — Boarding Bird	root	Published 2019/06/10	0	●
☐ — Boarding Cat	root	Published 2019/06/10	0	●
☐ — Boarding Rabbit	root	Published 2019/06/10	0	●
☐ — Daystay Dog	root	Published 2019/06/10	0	●
☐ Booking	root	Published 2019/06/04	0	●
☐ Contact	root	Published 2019/06/04	0	●
☐ Title	Author	Date		

Pages – All website pages have a good readability analysis rating.

robots.txt

Edit the content of your robots.txt:

```

User-agent: *
Allow: /

# Disallow these directories, url types & file-types
Disallow: /trackback/
Disallow: /wp-admin/
Disallow: /wp-content/
Disallow: /wp-includes/
Disallow: /xmlrpc.php
Disallow: /wp-
Disallow: /cgi-bin
Disallow: /readme.html
Disallow: /license.txt
Disallow: /*?*
Disallow: /*.php$

```

Save changes to robots.txt

Robots / Sitemap – robots.txt has all been added which includes the sitemap and have added settings to disallow certain parts of the site.

Yoast SEO

Snippet Preview

Pawsome Hotel - Your Pets Favourite Second Home!
localhost > pawsome > site > boarding-dog

Pawsome service whether it's a spa day, play date, sleepover, we provide the best in pet services with highly trained, devoted pet associates.

Edit snippet

Readability analysis

Analysis results

Problems (1)

Not enough content: Please add some content to enable a good analysis.

Custom Post Types – Due to the way the custom post types are being used on this website this accessment can be ignored as the posts are intended to have small amounts of content, e.g the footer custom post is designed to populate the footer with hours, address etc not paragraphs and the same goes for the service cards.

Yoast SEO

Snippet Preview

Pawsome Hotel - Your Pets Favourite Second Home!
localhost > pawsome > site > home

Pawsome service whether it's a spa day, play date, sleepover, we provide the best in pet services with highly trained, devoted pet associates.

Edit snippet

Readability analysis

Site Snippet – The site snippet has been optimised on all site pages to help improve Seo ranking.

User Acceptance Testing.

Tasks

Home Page

- Find customer **testimonials**
- See **staff** members
- Signup to the Pawsome **Newsletter**

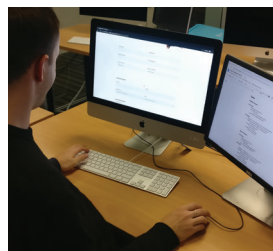
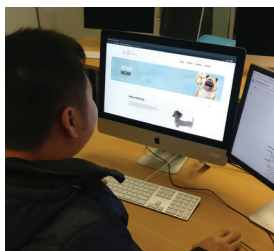
Sub Pages

- Navigate to the **About** page to find out more about Pawsome
- Navigate to the **Services** page and select animal type
 - See Services in relation to selected animal
- Navigate to the **Booking** page
 - Create a booking
- Navigate to the **Contact** page
 - Submit a contact form

Desktop	Mobile
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓

Summary

To test the final product was accepted by users and all use case's identified were achieved. I performed user testing by getting users to complete the tasks above. All users could complete tasks easily and enjoyed the experience.



100%
Completion

Testers

Jules, Tasmin, Jason, Erind, Louella

Client Acceptance Testing.

Tasks

Home Page

- Find customer **testimonials**
- See **staff** members
- Signup to the Pawsome **Newsletter**

Sub Pages

- Navigate to the **About** page to find out more about Pawsome
- Navigate to the **Services** page and select animal type
 - See Services in relation to selected animal
- Navigate to the **Booking** page
 - Create a booking
- Navigate to the **Contact** page
 - Submit a contact form

Customisation

- Customise the global customiser
- Customise the CMS customiser

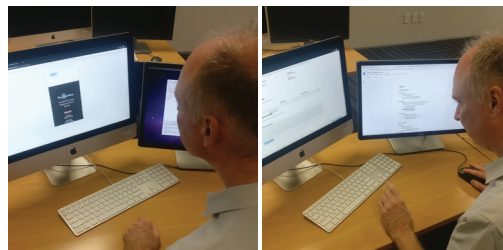
	Desktop	Mobile
✓	✓	N/A
✓	✓	N/A
✓	✓	*
✓	✓	
✓	✓	
✓	✓	
✓	✓	*
✓	✓	*
✓	✓	

Summary

The client Kevin from Pawsome Hotel could complete all acceptance tasks given on both desktop and mobile platforms. He did however offer feedback on certain aspects of the tasks marked with ✱ which have been addressed in the next pages.

100% Completion

Kevin - Pawsome Hotel

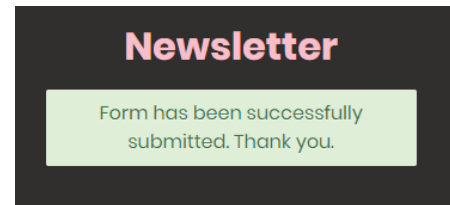


Client Acceptance Revisions.

Newsletter Signup – Original ✱

The client made the comment that they were confused as they had not submitted a form so the message was confusing, also the background colour of the message box did not match the rest of the Pawsome theme.

A comment was made that they would of liked the newsletter more front and center. The newsletter had passed user testing and is standard placing for most websites so this will need to be a revised in the next design sprint.



Newsletter Signup – Revised

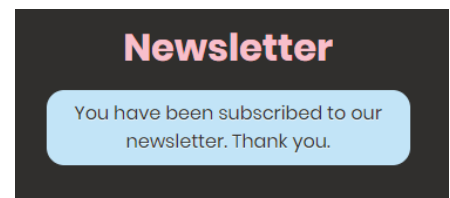
Original Script

"Form has been successfully submitted. Thank you."

Revised Script

"You have been subscribed to our newsletter. Thank you."

background colour updated to match the Pawsome theme.



Contact Form – Original ✱

The client made the comment about the contact submission message, same as the above footer message that they were confused as they had submitted a message not a form so the message was confusing, also the background colour of the message box did not match the rest of the Pawsome theme.

Contact Us

Give us a call or fill out our quick online enquiry form to send us a message and one of our Pawsome experts will be in touch asap.

3 City Road, Grafton, Auckland
hello@pawsomehotel.co.nz
09 821 2345

Weekdays
8:00 AM – 6:00 PM
Weekends
9:00 AM – 5:00 PM

Form has been successfully submitted. Thank you.

Contact Form – Revised

Original Script

"Form has been successfully submitted. Thank you."

Revised Script

"Your message was successfully submitted, we will contact you shortly. Thank you."

background colour updated to match the Pawsome theme.

Contact Us

Give us a call or fill out our quick online enquiry form to send us a message and one of our Pawsome experts will be in touch asap.

3 City Road, Grafton, Auckland
hello@pawsomehotel.co.nz
09 821 2345

Weekdays
8:00 AM – 6:00 PM
Weekends
9:00 AM – 5:00 PM

Your message was successfully submitted, we will contact you shortly. Thank you.

Client Acceptance Revisions.

Booking Form – Original ✱

The client made the comment that they were confused when filling in the form as it was too congested, it also wasn't clear which fields were not required such as pet 2, pet 3 etc.

First Name *	Last Name *
Mobile Number *	Email Address *
Check-in date *	Check-out date *
dd/mm/yyyy	dd/mm/yyyy
Pet 1	
Name *	Breed
Type of Pet *	Sex
Please select your type of pet	Please select your pets sex
Pet 2	
Name	Breed
Type of Pet	Sex
Please select your type of pet	Please select your pets sex

Booking Form – Revised

Revising field label font weight to give improve visual hierarchy to help differentiate different sections of the form.

Spacing between form sections has been added to also help hierarchy and confusion.

Let users know that adding a second pet is only necessary if applicable, including adding a * on first pet to signify that it is required.

First Name *	Last Name *
Mobile Number *	Email Address *
Check-in date *	Check-out date *
dd/mm/yyyy	dd/mm/yyyy
First Pet Details*	
Name *	Breed
Type of Pet *	Sex
Please select your type of pet	Please select your pets sex
Second Pet Details	
<i>Only if applicable</i>	
Name	Breed

Client Acceptance Revisions.

Booking Form – Original ✱

The client made the comment about the booking submission message, same as the above footer message that they were confused as they had submitted a booking not a form so the message was confusing, also the background colour of the message box did not match the rest of the Pawsome theme.

Make a Booking

Whether it's a day stay, boarding, walking or grooming, we provide the best in pet services with highly trained, devoted associates. To view more information on pet services we offer please see the services page.

To make a booking fill in the booking form below, if for any reason you are having issues with making a booking or require more information please head of to the contact page and we'll get in touch ASAP.



Form has been successfully submitted. Thank you.

Booking Form – Revised

Original Script

"Form has been successfully submitted. Thank you."

Revised Script

"Your booking has been submitted, we will contact you shortly. Thank you."

background colour updated to match the Pawsome theme.

Make a Booking

Whether it's a day stay, boarding, walking or grooming, we provide the best in pet services with highly trained, devoted associates. To view more information on pet services we offer please see the services page.

To make a booking fill in the booking form below, if for any reason you are having issues with making a booking or require more information please head of to the contact page and we'll get in touch ASAP.



Your booking has been submitted, we will contact you shortly. Thank you.

Pawsome Hotel

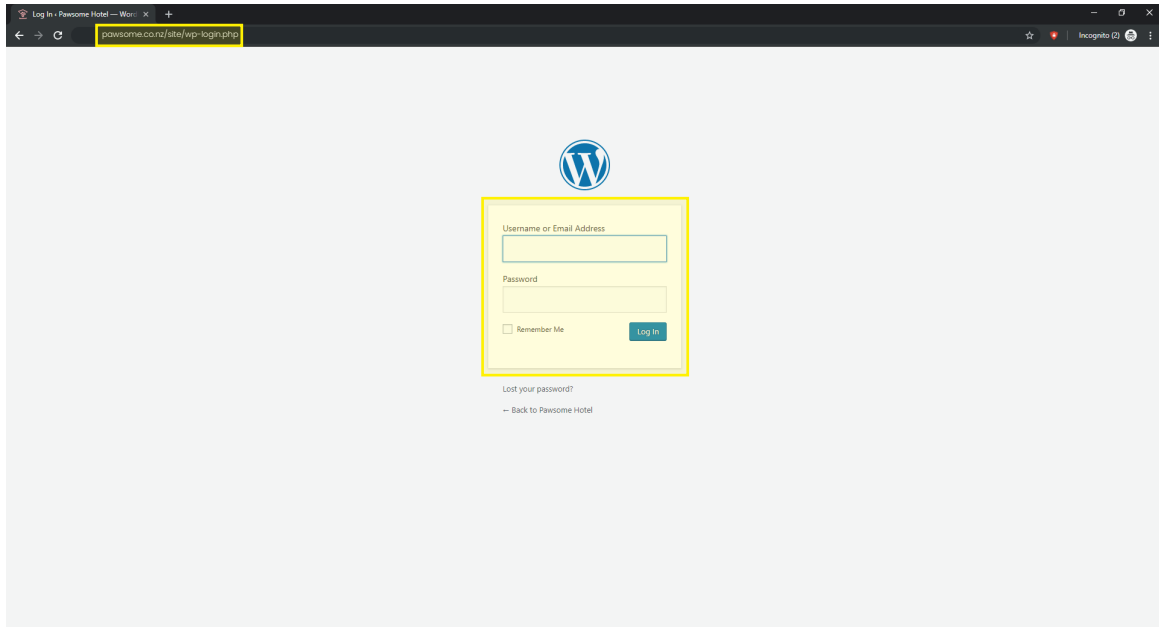
CMS Training Guide.

Pawsome Hotel

Gareth Barnett



Service Content.

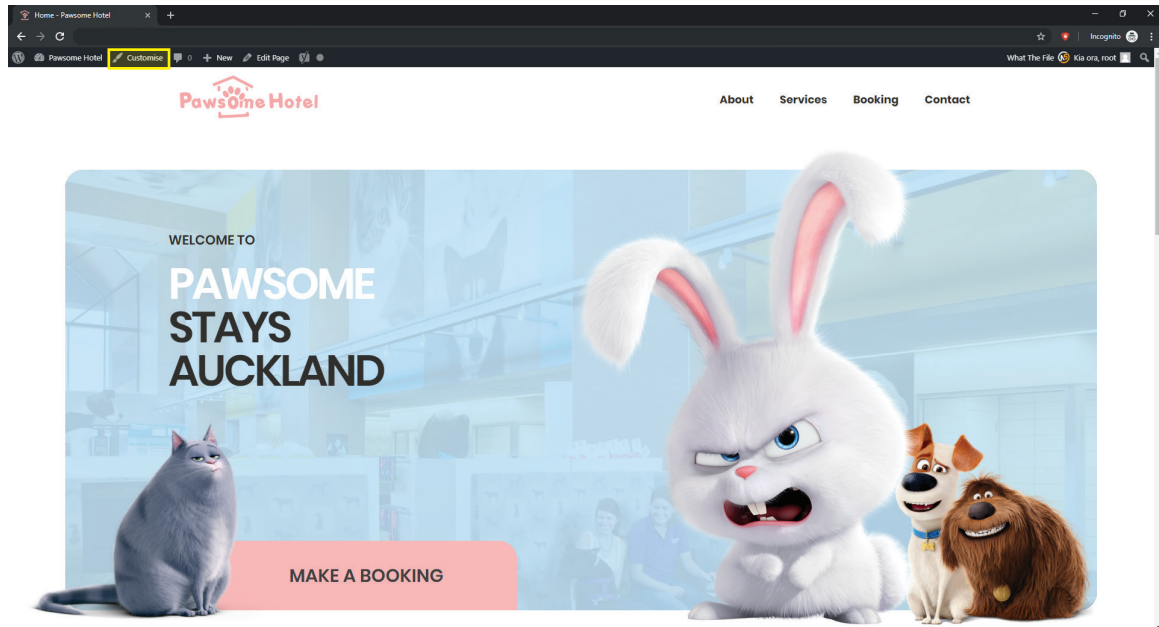


To customise the website first you will need to login to allow you to access the global customiser and cms customiser. To access this go to **pawsome.co.nz/site/wp-login.php**

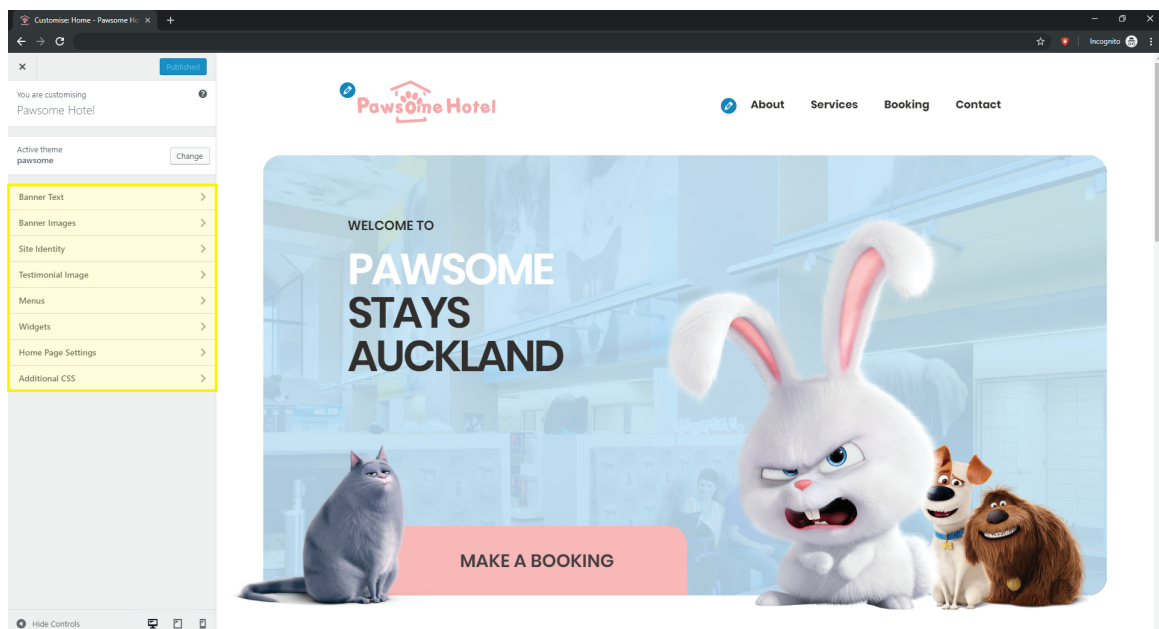
Note: Often wordpress or plugins require updates to improve website stability, please make sure you login regularly to keep these upto date.

Please note that the booking form created for your website are conditional based so you will need to contact me to add these new services into the booking form if you add extra service categories.

Global Customiser.



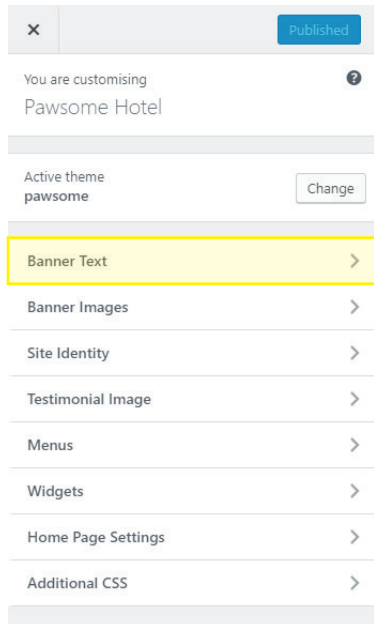
To access the global customiser select **Customise** from the top wordpress panel.



The highlighted fields are for updating global page content.

Note: Please don't edit menus, widgets, homepage settings or additional CSS as this may cause website issues. Edit at your own risk.

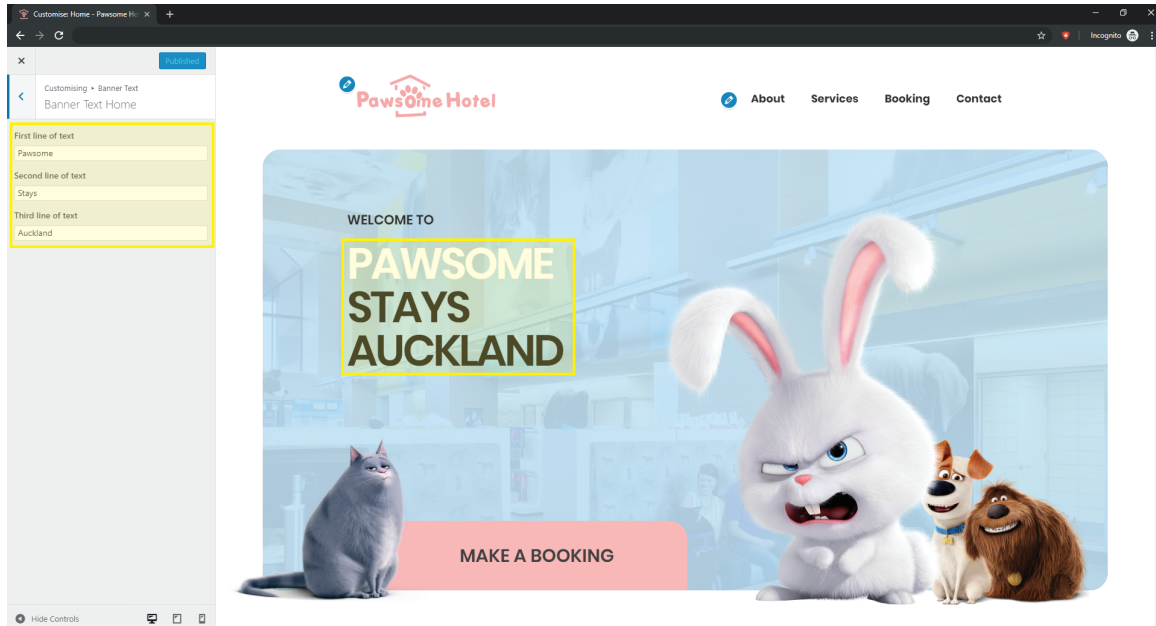
Banner Text.



Banner Text

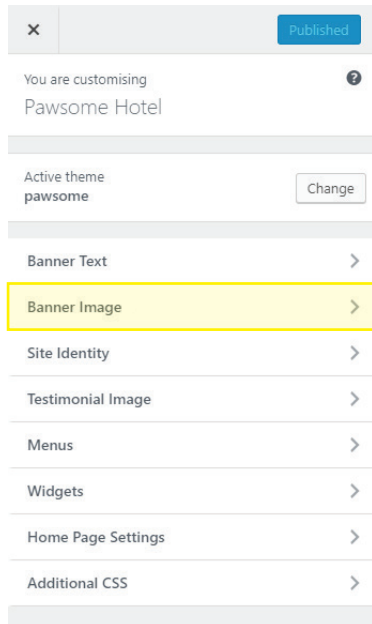
Select banner text panel to update the banner text for each main category page on the website including Home, About, Services, Booking and Contact page.

Note: You will need to be on the page you would like to update to see the customiser, ie. to update the About page make sure you are on the About page.



Using these fields will update the highlighted banner text. The first field will apply a colour of white, then as per customisation requests the second and third line being black.

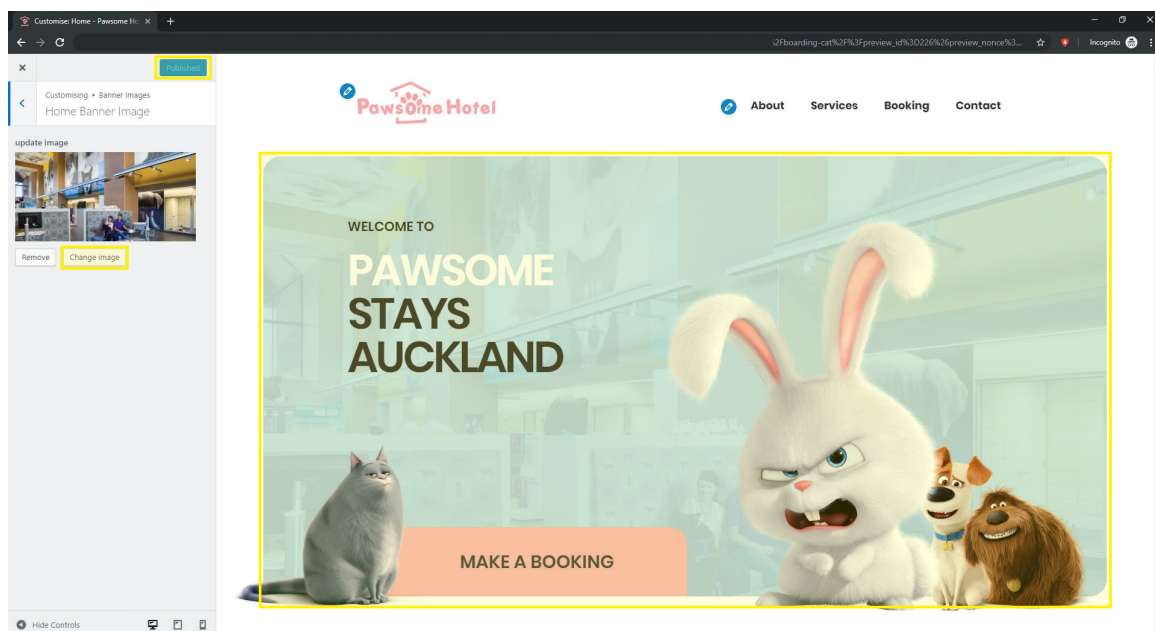
Banner Image.



Banner Image

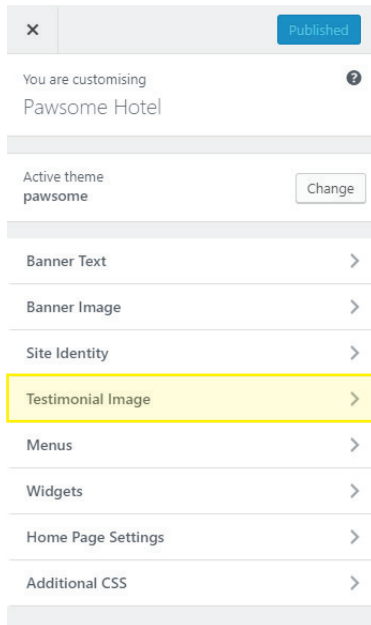
Select banner image panel to update the banner background image for each main category page on the website including Home, About, Services, Booking and Contact page.

Note: You will need to be on the page you would like to update to see the customiser, ie. to update About page make sure you are on the About page.



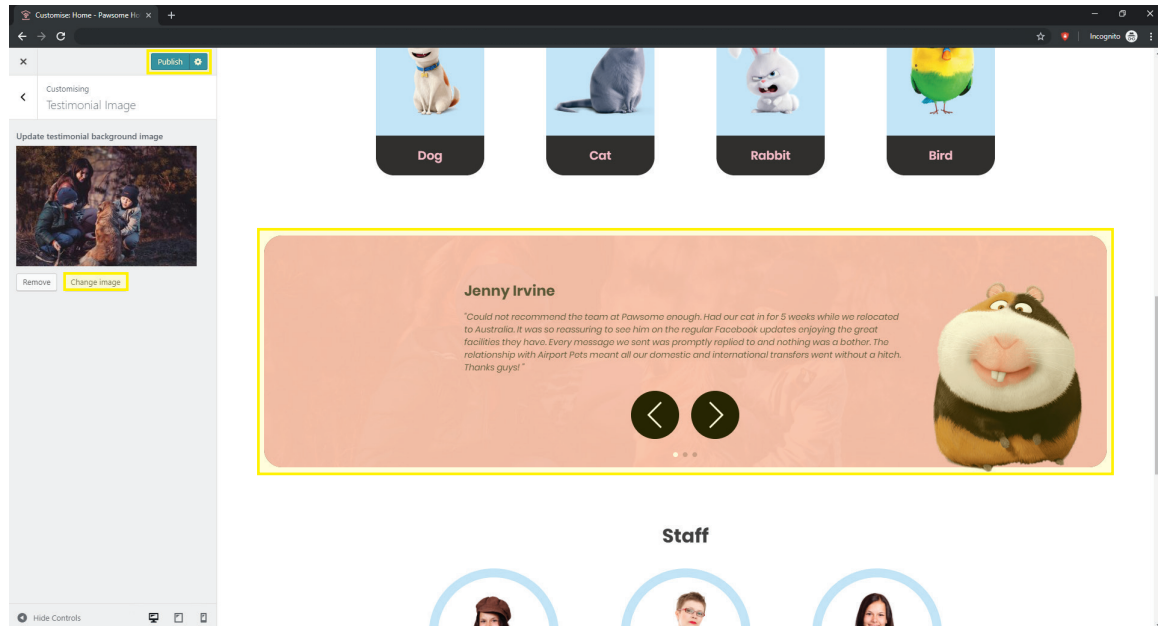
Select change image to upload your selected image. Once uploaded press publish.

Testimonial Image.



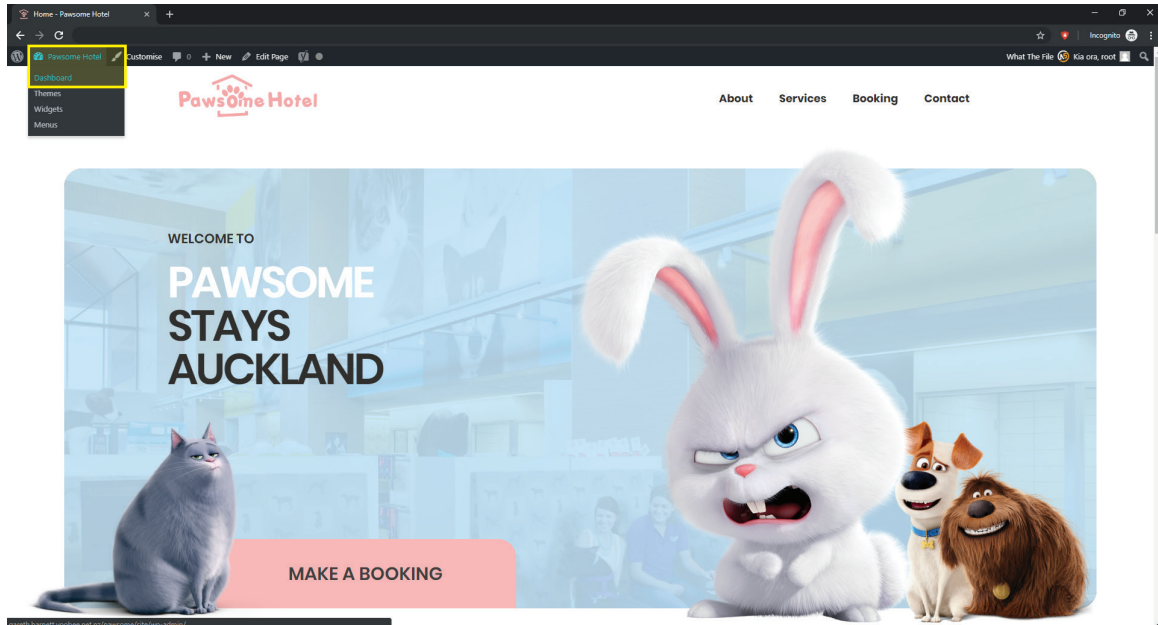
Testimonial Image

Select the testimonial image panel to update the testimonial background image.

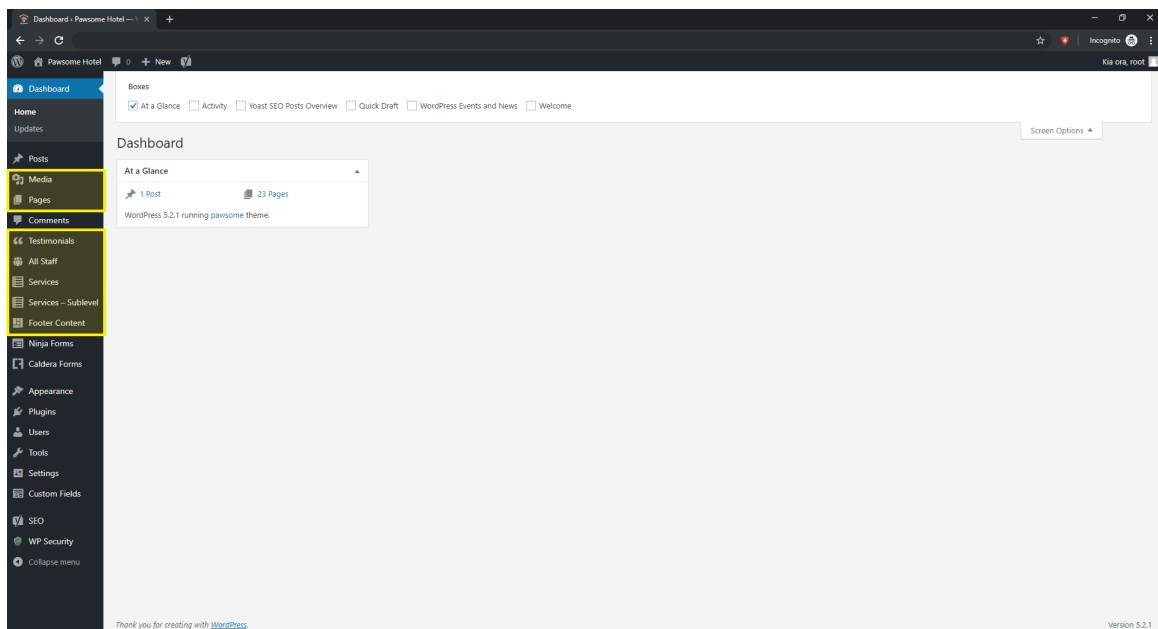


Select change image to upload your selected image. Once uploaded press publish.

CMS Customiser.



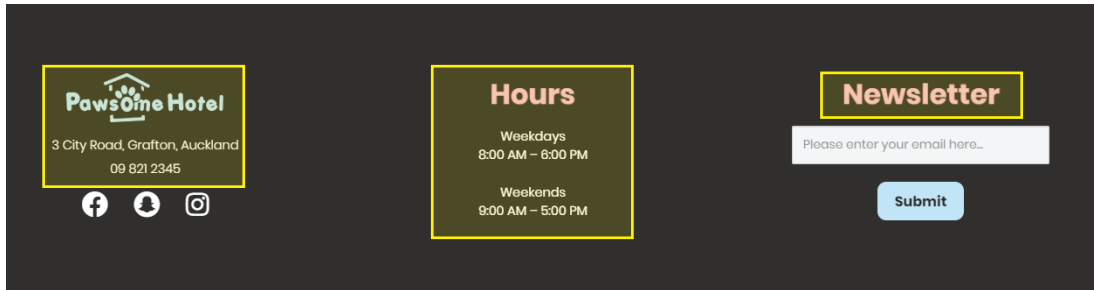
To access the cms customiser, select **Pawsome Hotel** from the top wordpress panel then **Dashboard**.



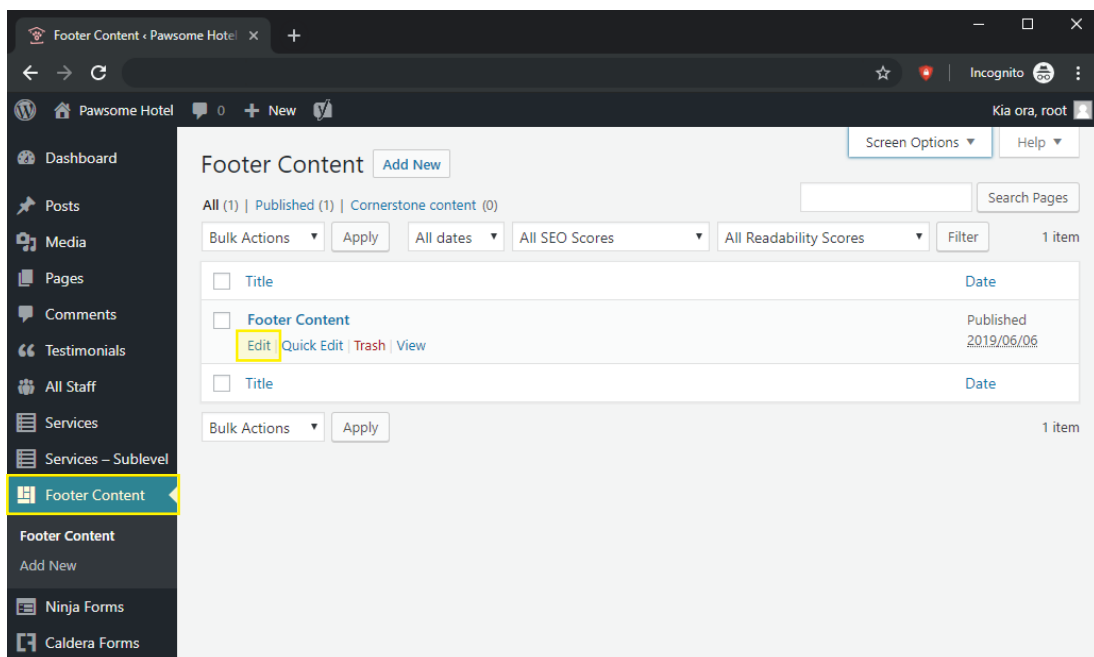
The highlighted fields are for updating website content. These are called **Custom Posts**.

Note: Please don't edit the excluded options as this may cause website issues. Edit at your own risk.

Footer Content.

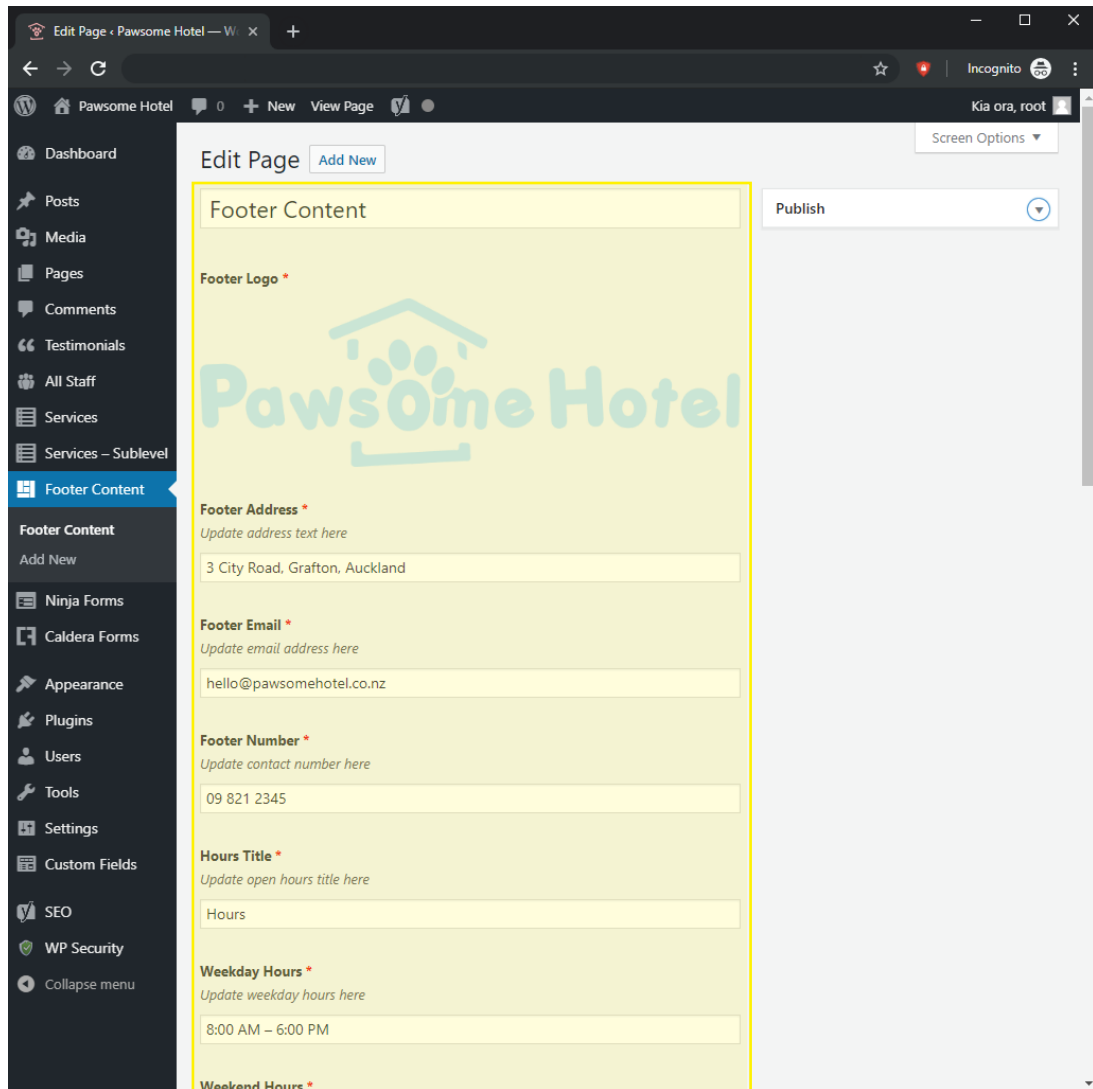


The highlighted panels are what can be updated within the footer content.



To edit footer content select **Footer Content** from the left side menu. Once selected press the **Edit** button to move on to the next step.

Footer Content.



Edit Page [Add New](#)

Footer Content

Footer Logo *

Footer Address *
Update address text here
3 City Road, Grafton, Auckland

Footer Email *
Update email address here
hello@pawsomehotel.co.nz

Footer Number *
Update contact number here
09 821 2345

Hours Title *
Update open hours title here
Hours

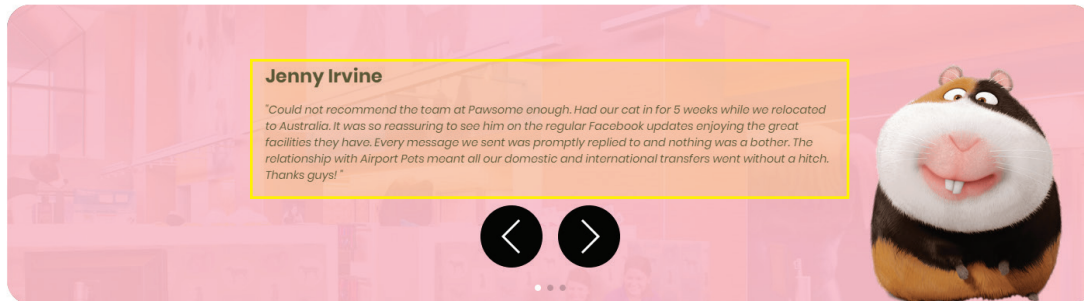
Weekday Hours *
Update weekday hours here
8:00 AM – 6:00 PM

Weekend Hours *

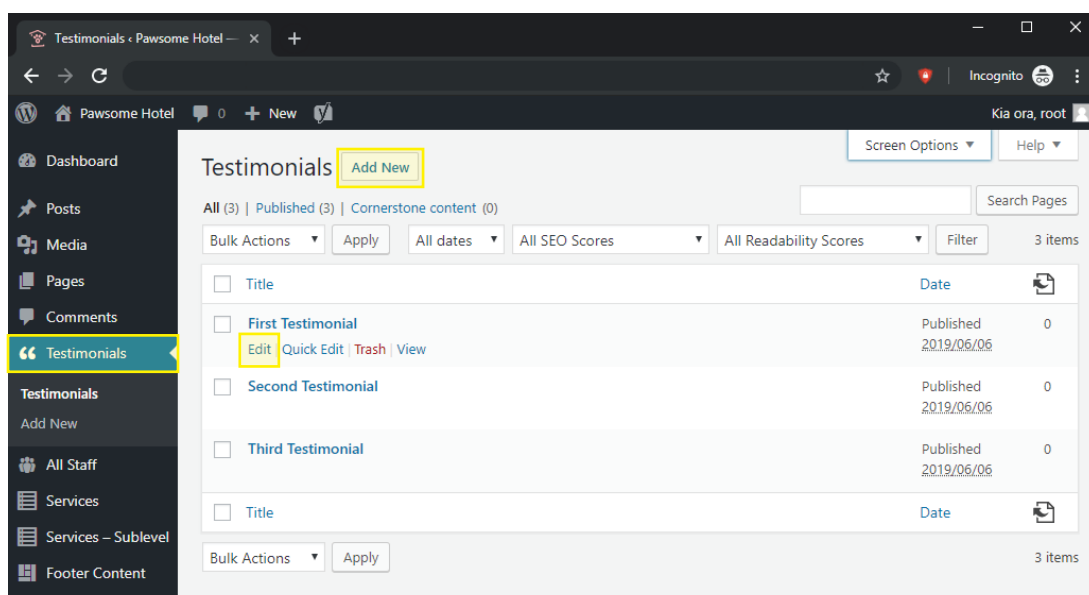
[Publish](#)

Update Footer Content in the highlighted fields. Once done select publish to make this live on your website.

Testimonials Content.



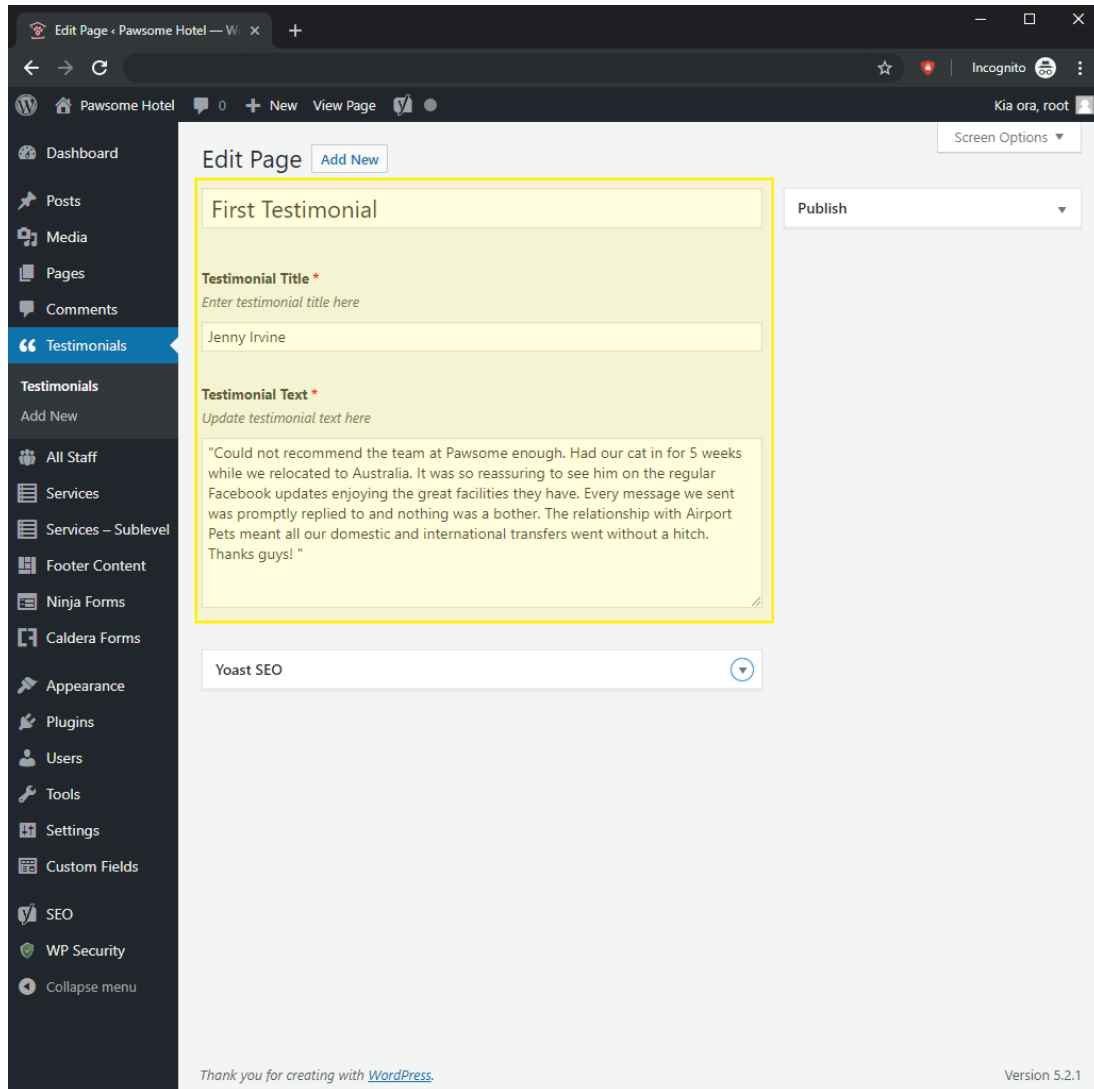
The highlighted panels are what can be updated within the testimonial content.



To edit testimonials content select **Testimonials** from the left side menu. Once selected press the **Edit** button to move on to the next step.

To add testimonials select **Add New** from the top menu and follow the same instructions as when editing on the next page.

Testimonials Content.



Edit Page [Add New](#)

First Testimonial

Testimonial Title *
Enter testimonial title here

Jenny Irvine

Testimonial Text *
Update testimonial text here

"Could not recommend the team at Pawsome enough. Had our cat in for 5 weeks while we relocated to Australia. It was so reassuring to see him on the regular Facebook updates enjoying the great facilities they have. Every message we sent was promptly replied to and nothing was a bother. The relationship with Airport Pets meant all our domestic and international transfers went without a hitch. Thanks guys! "

Yoast SEO

[Thank you for creating with WordPress.](#)

Version 5.2.1

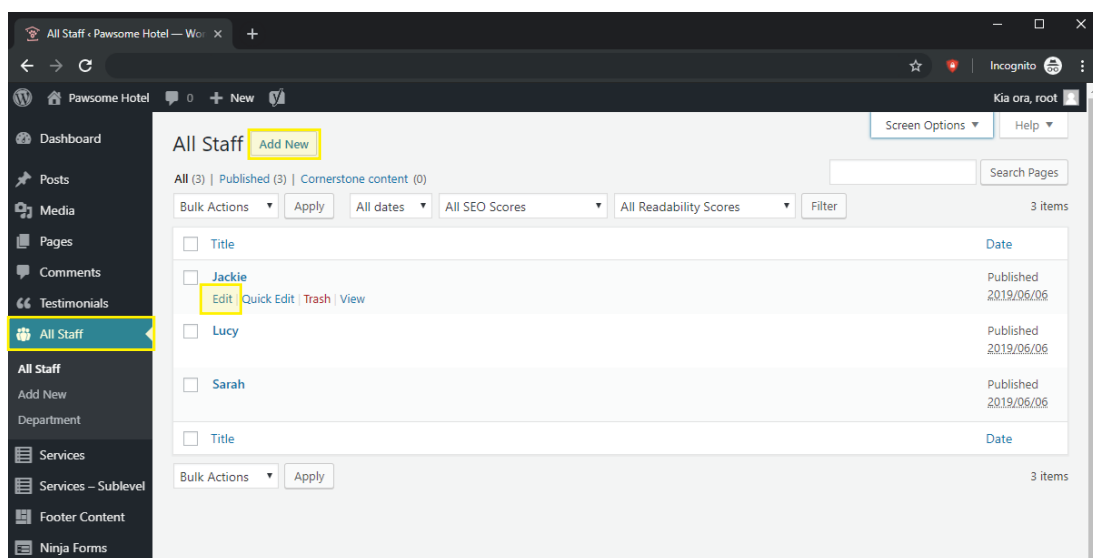
Update/add testimonials Content in the highlighted fields. Once done select publish to make this live on your website.

Staff Content.

Staff



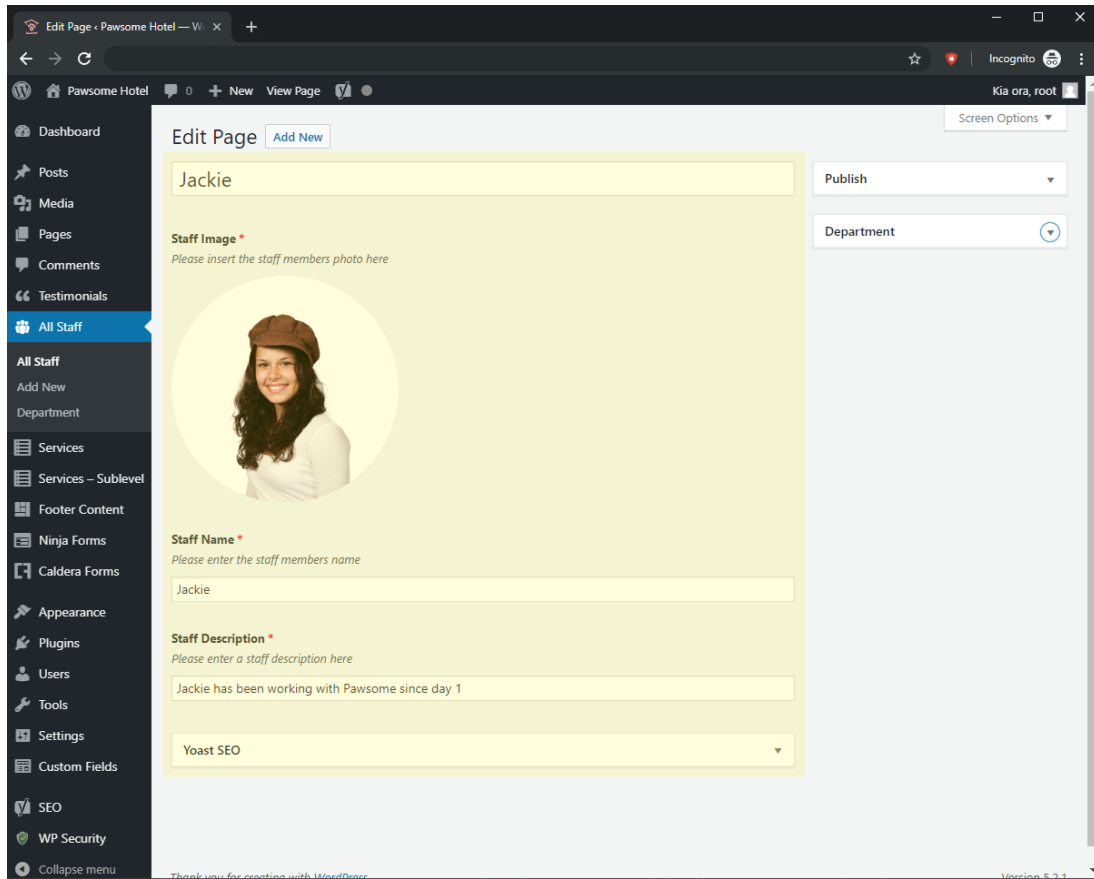
The highlighted panels are what can be updated within the staff content.



To edit staff content select **All Staff** from the left side menu. Once selected press the **Edit** button to move on to the next step.

To add staff members select **Add New** from the top menu and follow the same instructions as when editing on the next page.

Staff Content.



Edit Page [Add New](#)

Jackie

Staff Image *
Please insert the staff members photo here

Staff Name *
Please enter the staff members name

Jackie

Staff Description *
Please enter a staff description here

Jackie has been working with Pawsome since day 1

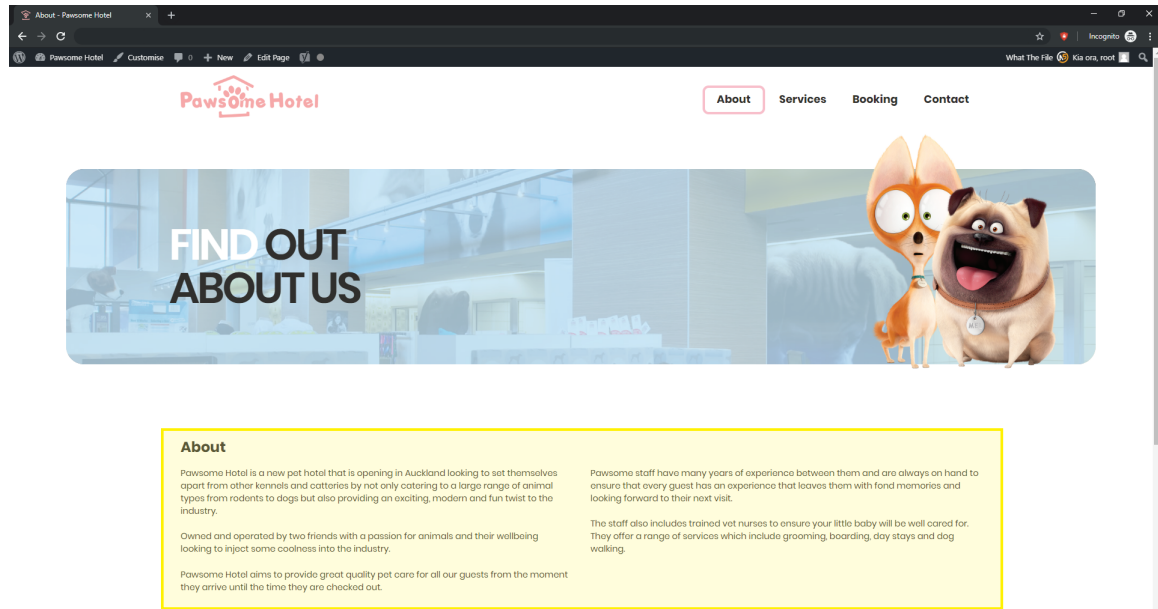
Yoast SEO

Publish

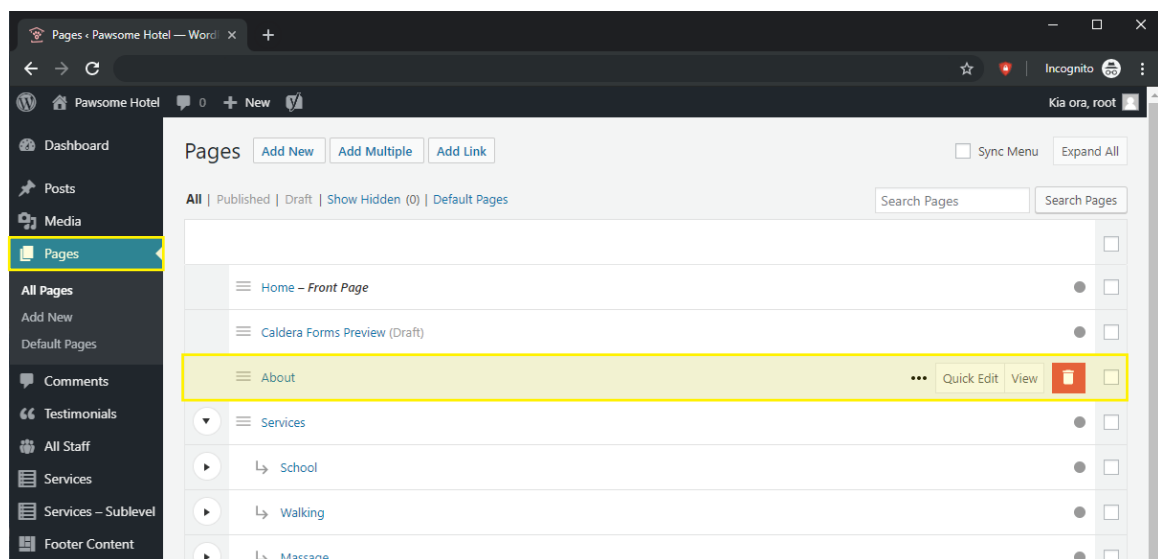
Department

Update/Add staff Content in the highlighted fields, once done select publish to make live on your website.

Page Content.

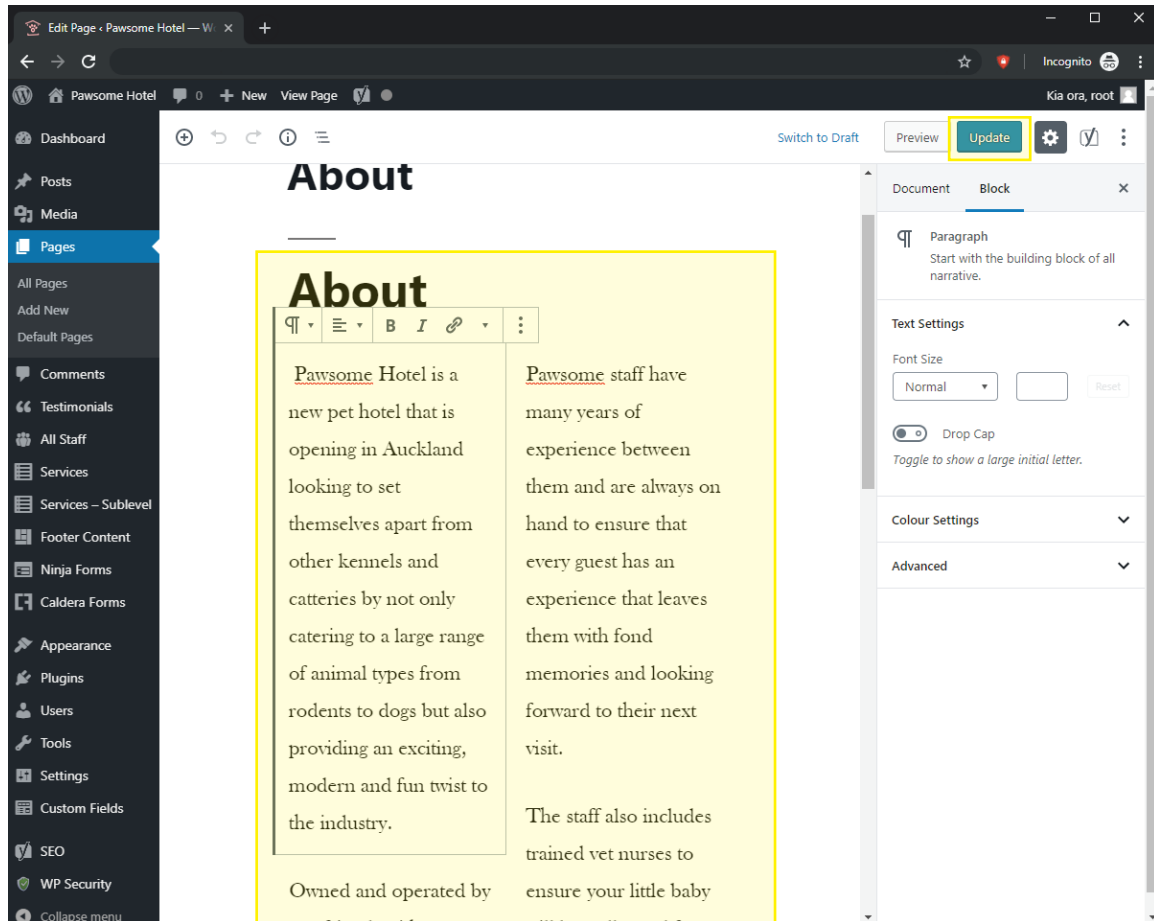


To update page content that is not coming from custom posts such as the highlighted content.



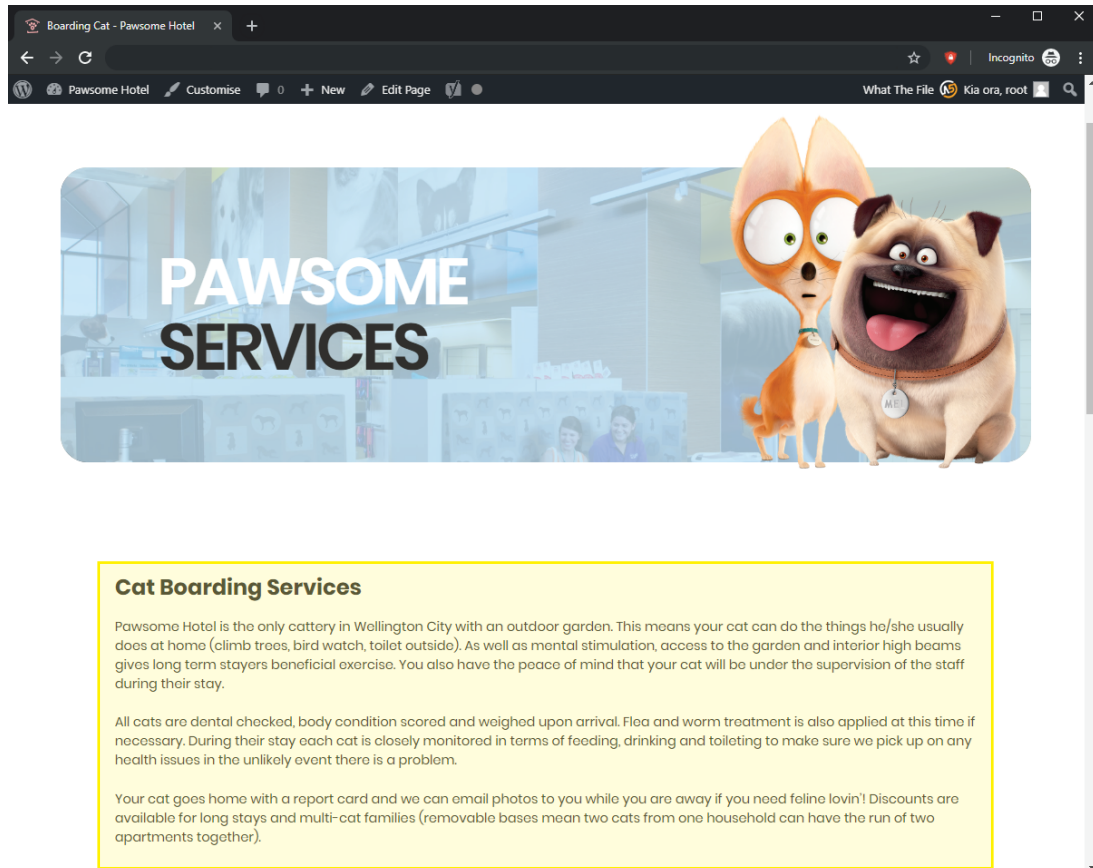
To edit page content select **Pages** from the left side menu. Once selected navigate to the page you would like to edit click the highlighted panel to move onto the next step.

Page Content.



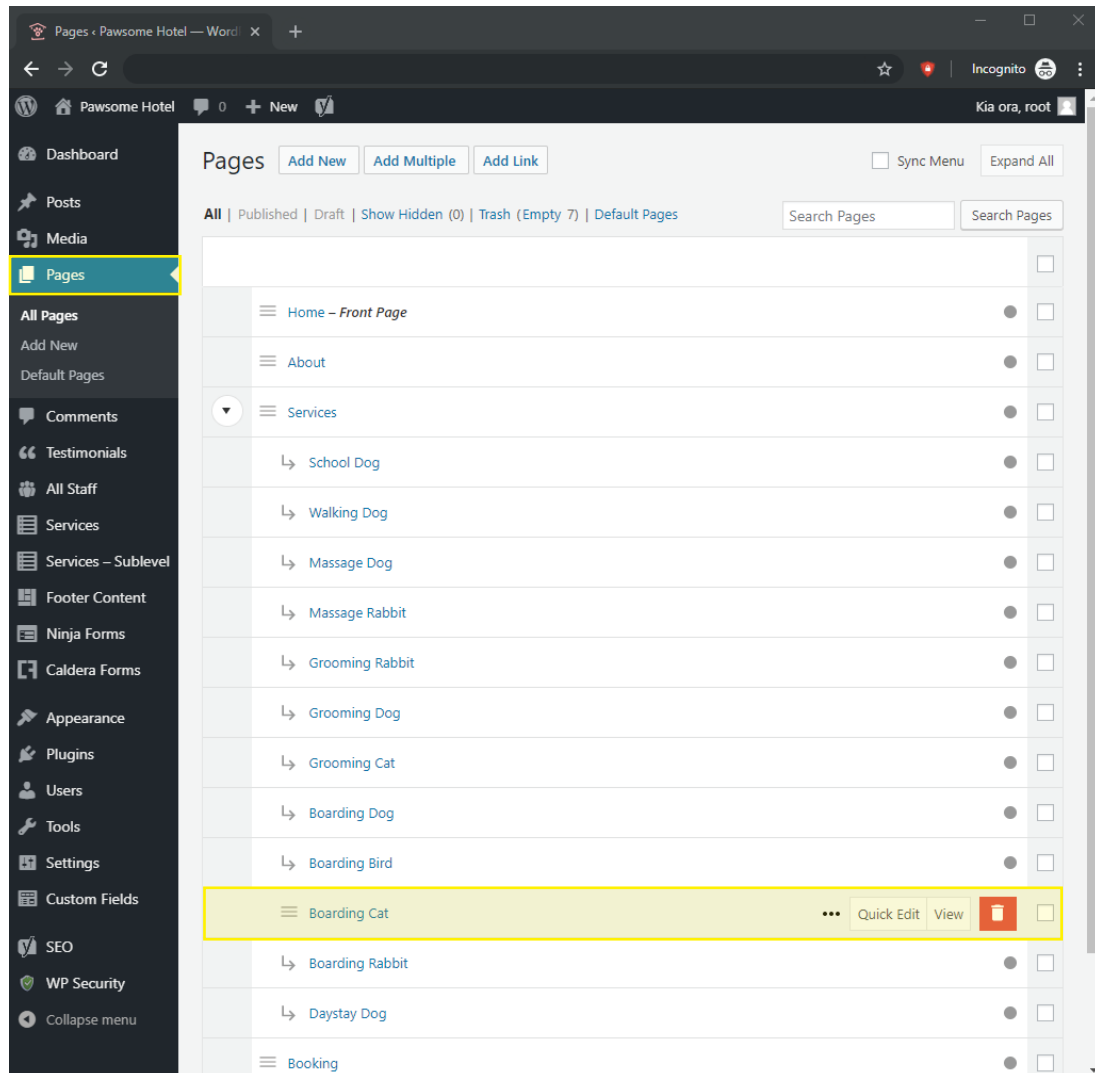
You can update general page content here using the new Wordpress editor **Gutenberg**.

Sub Page Content.



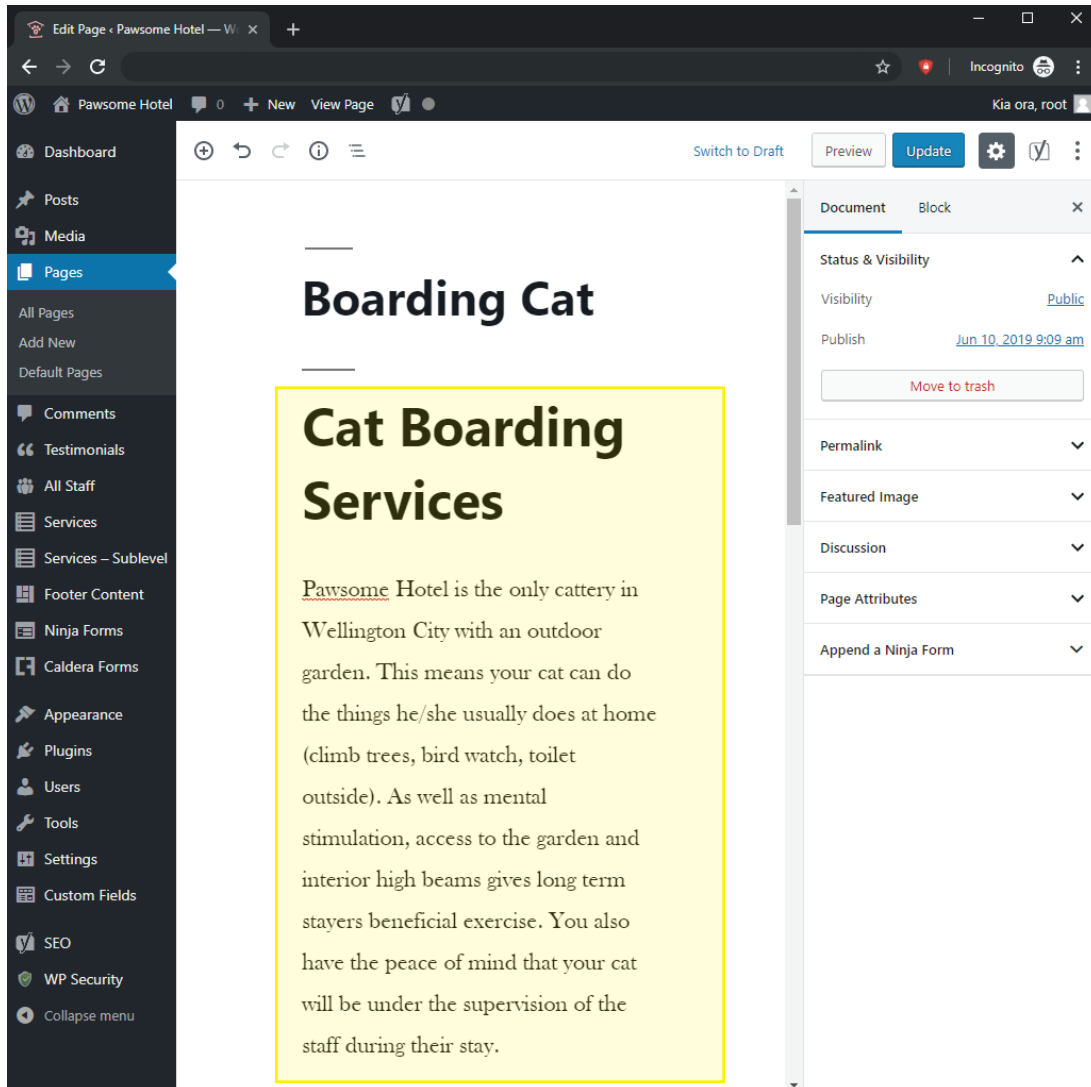
To update sub page content that is not coming from custom posts such as the highlighted content.

Sub Page Conent.



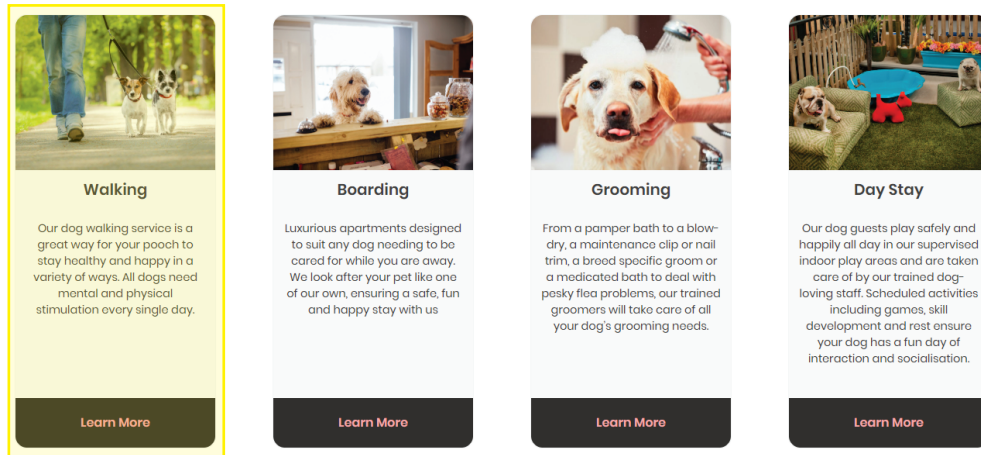
To edit page content select **Pages** from the left side menu. Once selected navigate to the page you would like to edit and click the highlighted panel to move on to the next step.

Sub Page Content.

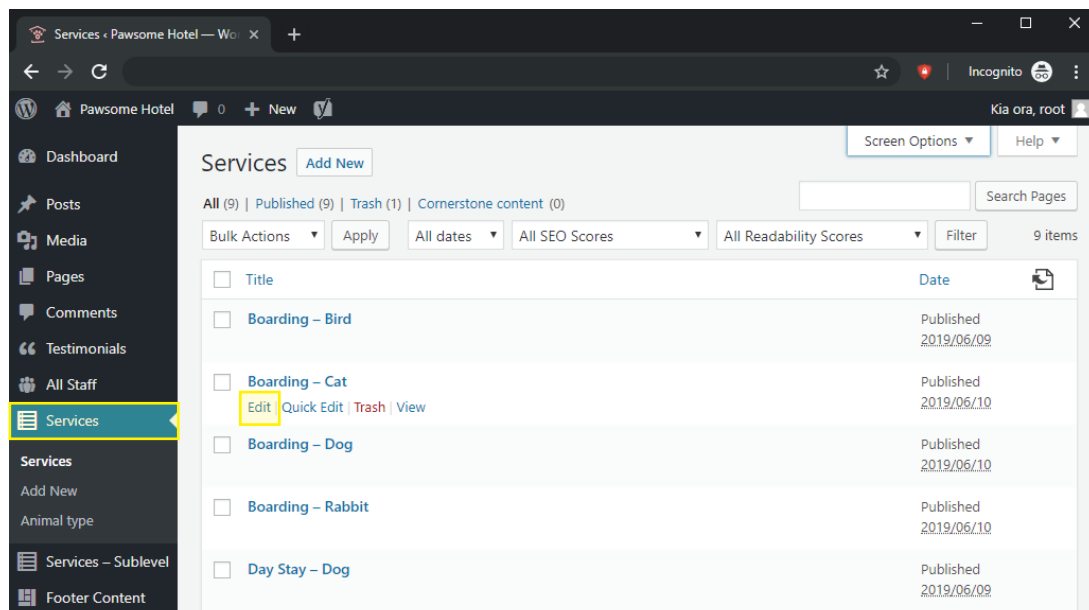


You can update general page content here using the new Wordpress editor **Gutenberg**.

Service Categories.

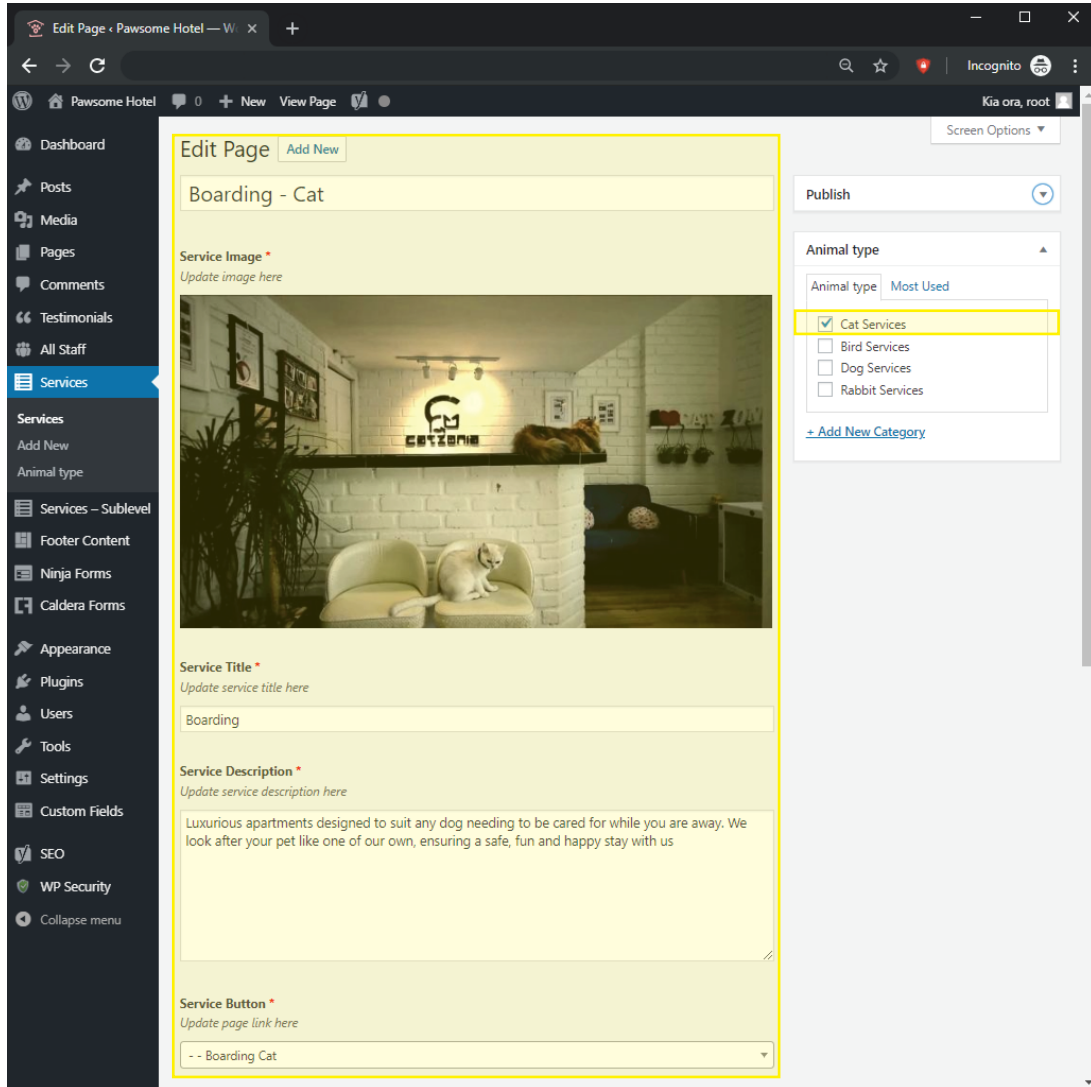


The highlighted panel is what can be updated within the service categories content.



To edit services content select **Services** from the left side menu. Once selected press the **Edit** button to move on to the next step.

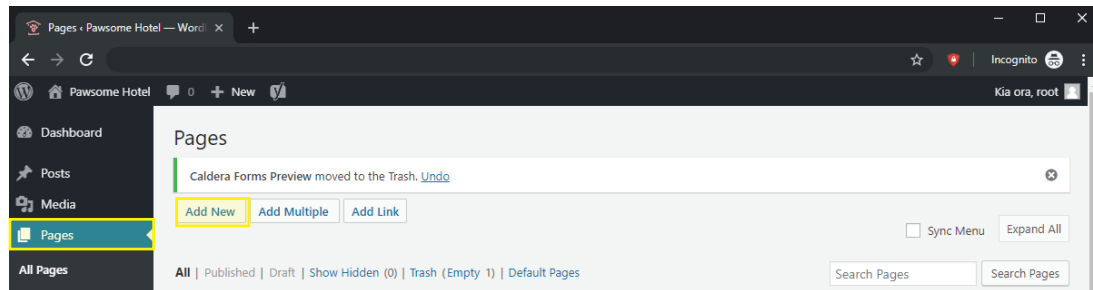
Service Categories.



The screenshot shows the WordPress admin interface for 'Pawsome Hotel'. The left sidebar contains a menu with 'Services' highlighted. The main content area is titled 'Edit Page' and shows the details for a service named 'Boarding - Cat'. The form includes a 'Service Image' field with a placeholder image of a cat sitting on a shelf. Below the image is the 'Service Title' field, which contains the text 'Boarding'. The 'Service Description' field contains the text: 'Luxurious apartments designed to suit any dog needing to be cared for while you are away. We look after your pet like one of our own, ensuring a safe, fun and happy stay with us'. The 'Service Button' field contains a dropdown menu with the text 'Boarding Cat'. On the right side of the form, there is a 'Publish' button and an 'Animal type' section. The 'Animal type' section has a dropdown menu with 'Cat Services' selected, and other options like 'Bird Services', 'Dog Services', and 'Rabbit Services' are listed below it. A '+ Add New Category' link is also present.

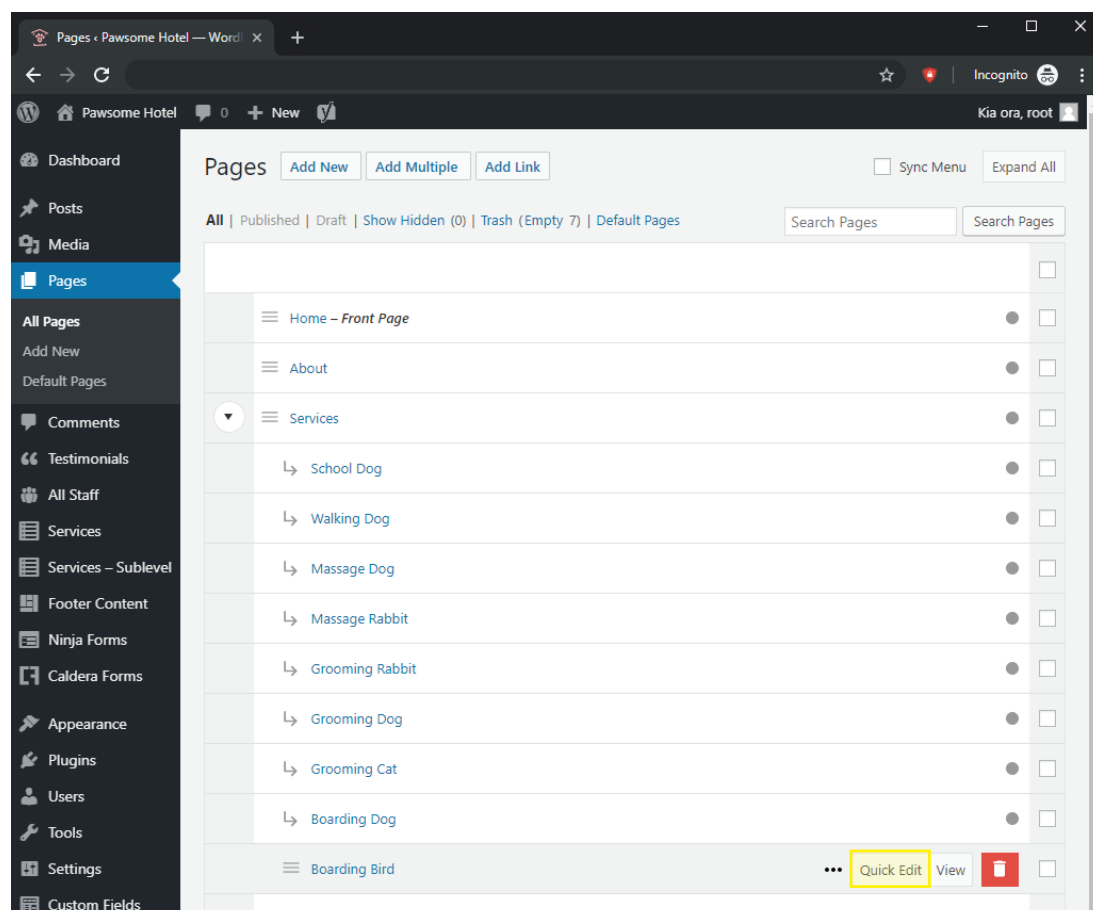
Update service content in the highlighted fields, once done select publish to make this live on your website.

Service Categories.



To add extra services, first you will need to create a page for the service to link to, i.e the boarding bird page following the logic/naming convention of existing pages on the site.

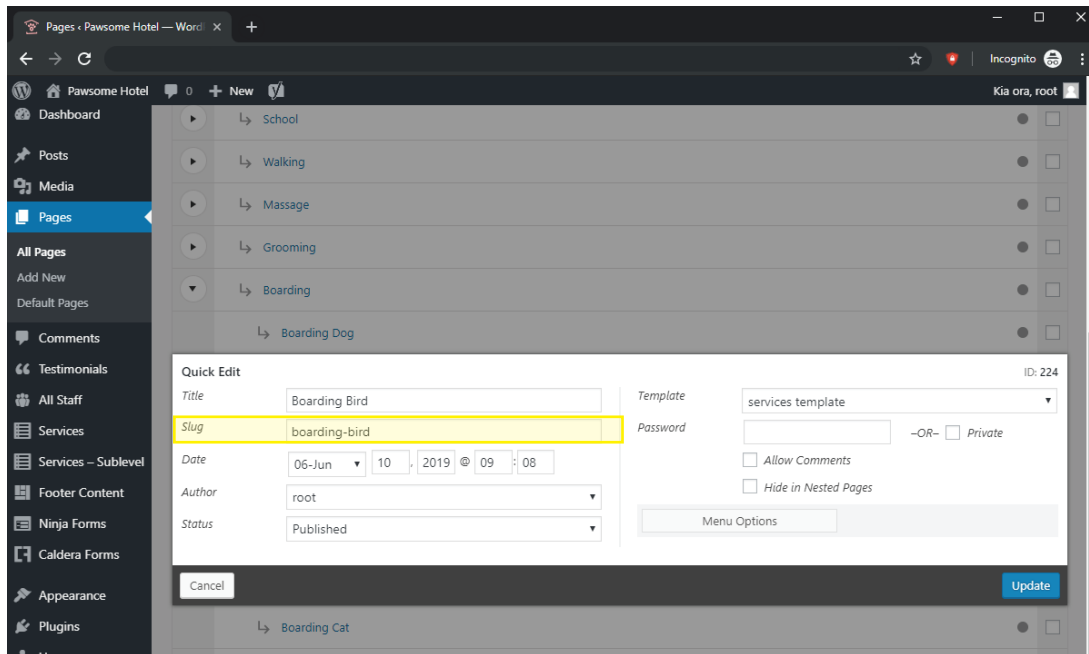
To add a new page select **Pages** from the left side menu. Once selected, select **Add New** from the top menu and create a page, then move on to the next step.



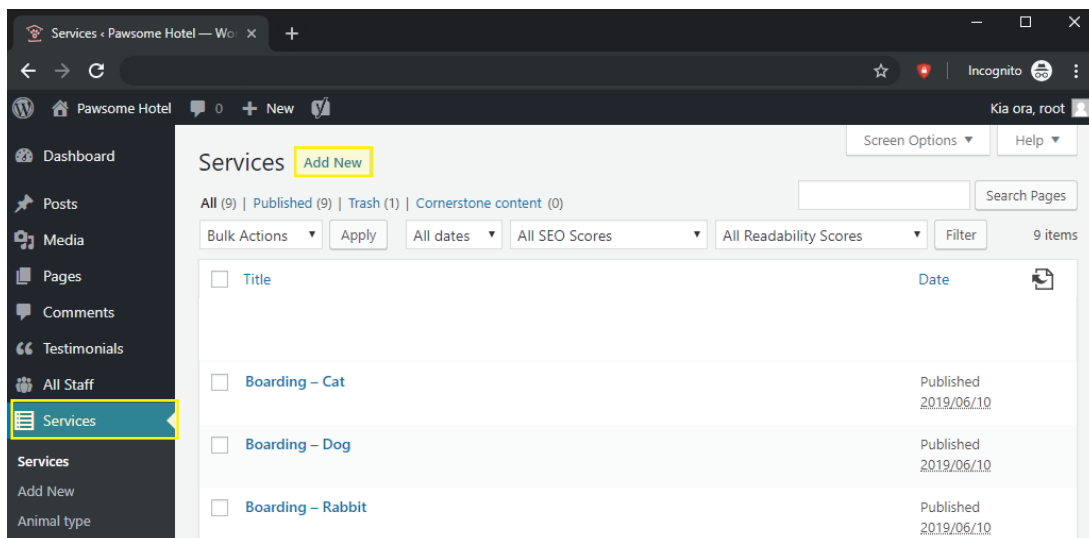
Once you have created your new page select **Quick Edit** on the page you have just created.

Please note that the booking form created for your website are conditional based so you will need to contact me to add these new services into the booking form.

Service Categories.

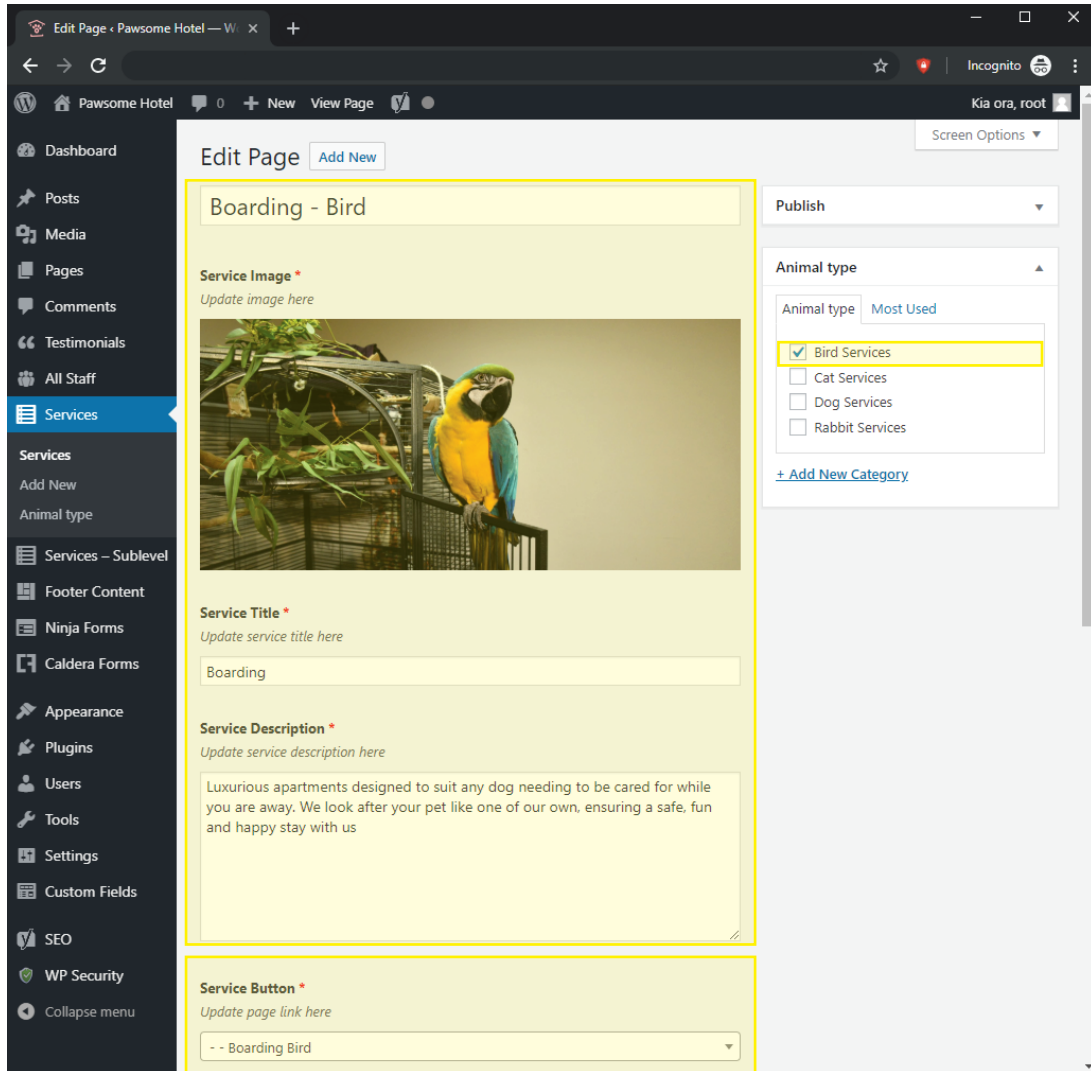


Make sure the slug is named in the correct way **boarding-brid** this is important as this needs to link to the service you add.



To edit services content, select **Services** from the left side menu. Once selected press the **Edit** button to move on to the next step.

Service Categories.

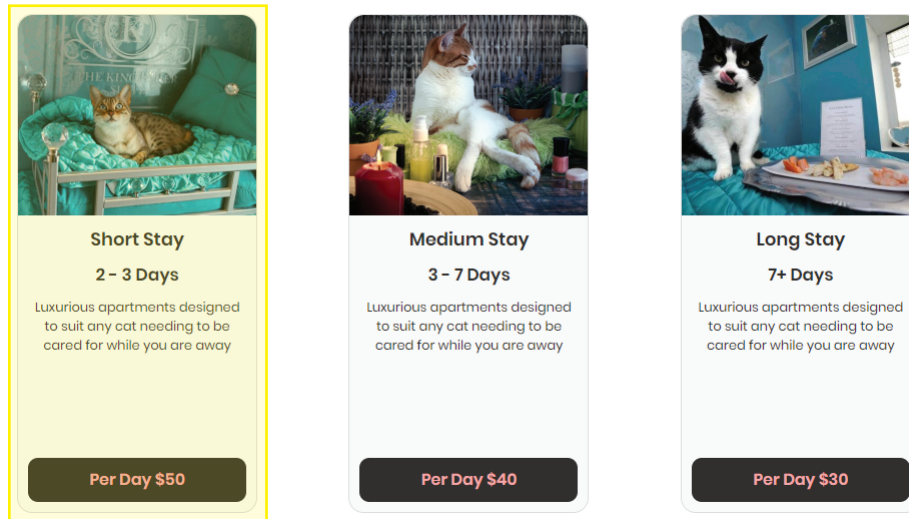


Fill in service content in the highlighted fields, once done select publish to make this live on your website.

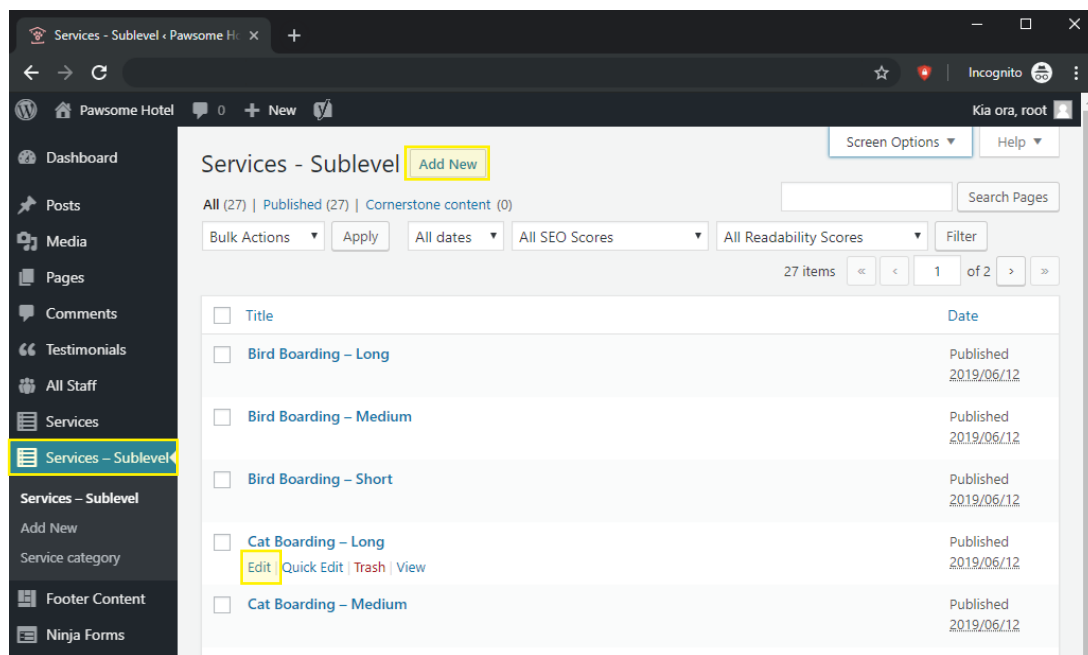
Note: You will need to link this new service to the page you previously created, to do this select the **Service Button** and find the page you just created.

Go to page 25 to learn how to add service content into the page you created.

Service Content.



The highlighted panel is what can be updated within the sub service content panels.

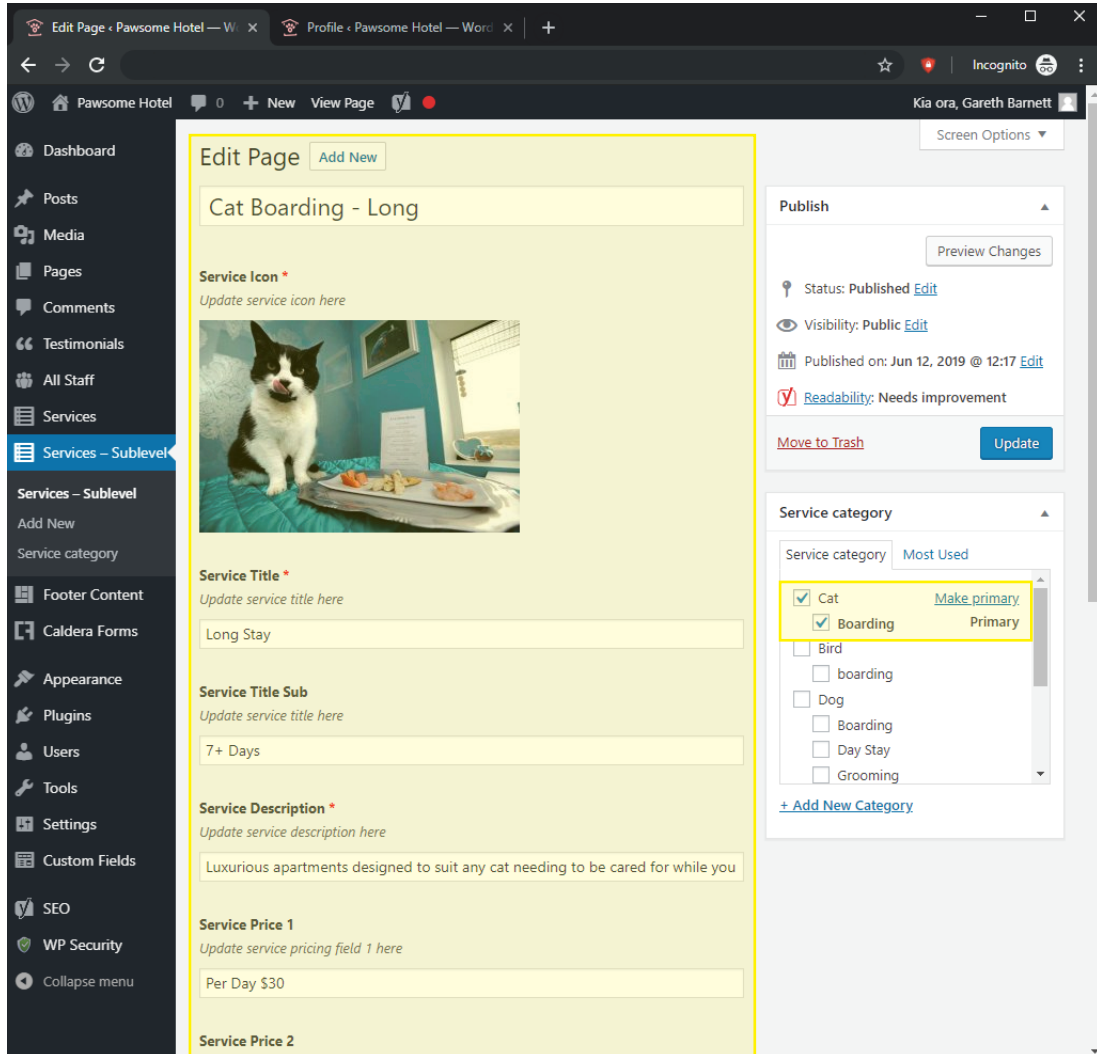


To edit services content select **Services – Sublevel** from the left side menu. Once selected press the **Edit** button to move onto the next step.

To add service content to existing service categories, select the **Add New** button from the top panel and move onto the next step .

Go to page 20 to learn how add a new service category.

Service Content.



Edit Page [Add New](#)

Cat Boarding - Long

Service Icon *
Update service icon here



Service Title *
Update service title here

Long Stay

Service Title Sub
Update service title here

7+ Days

Service Description *
Update service description here

Luxurious apartments designed to suit any cat needing to be cared for while you

Service Price 1
Update service pricing field 1 here

Per Day \$30

Service Price 2

Publish

[Preview Changes](#)

Status: Published [Edit](#)

Visibility: Public [Edit](#)

Published on: Jun 12, 2019 @ 12:17 [Edit](#)

Readability: Needs improvement

[Move to Trash](#) [Update](#)

Service category

Service category [Most Used](#)

☒ Cat [Make primary](#)

☒ Boarding [Primary](#)

☐ Bird

☐ boarding

☐ Dog

☐ Boarding

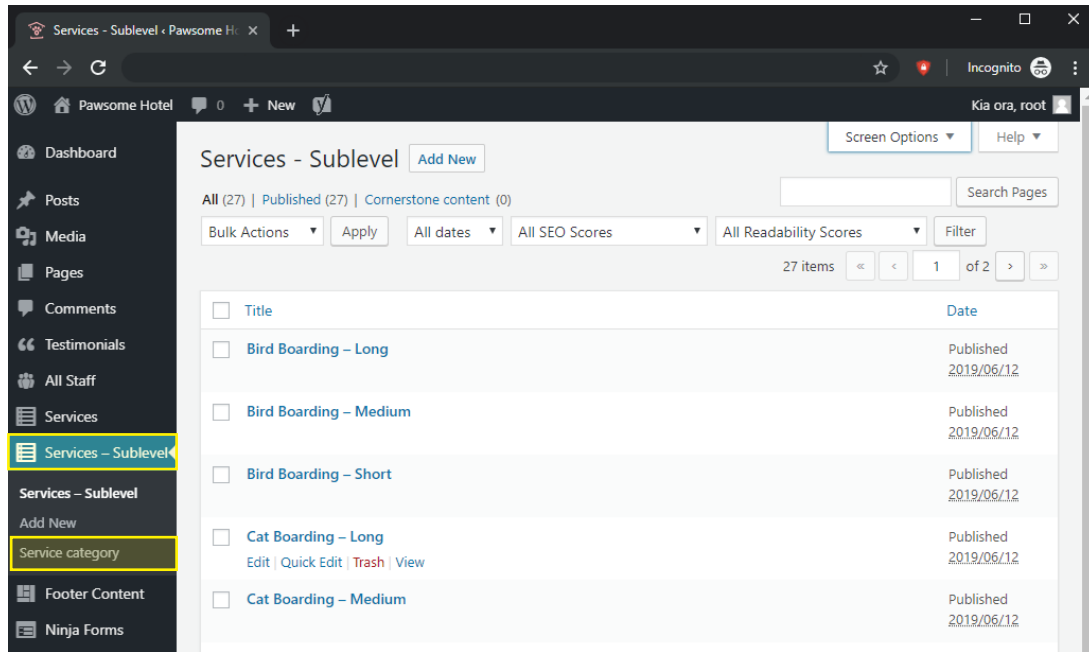
☐ Day Stay

☐ Grooming

[+ Add New Category](#)

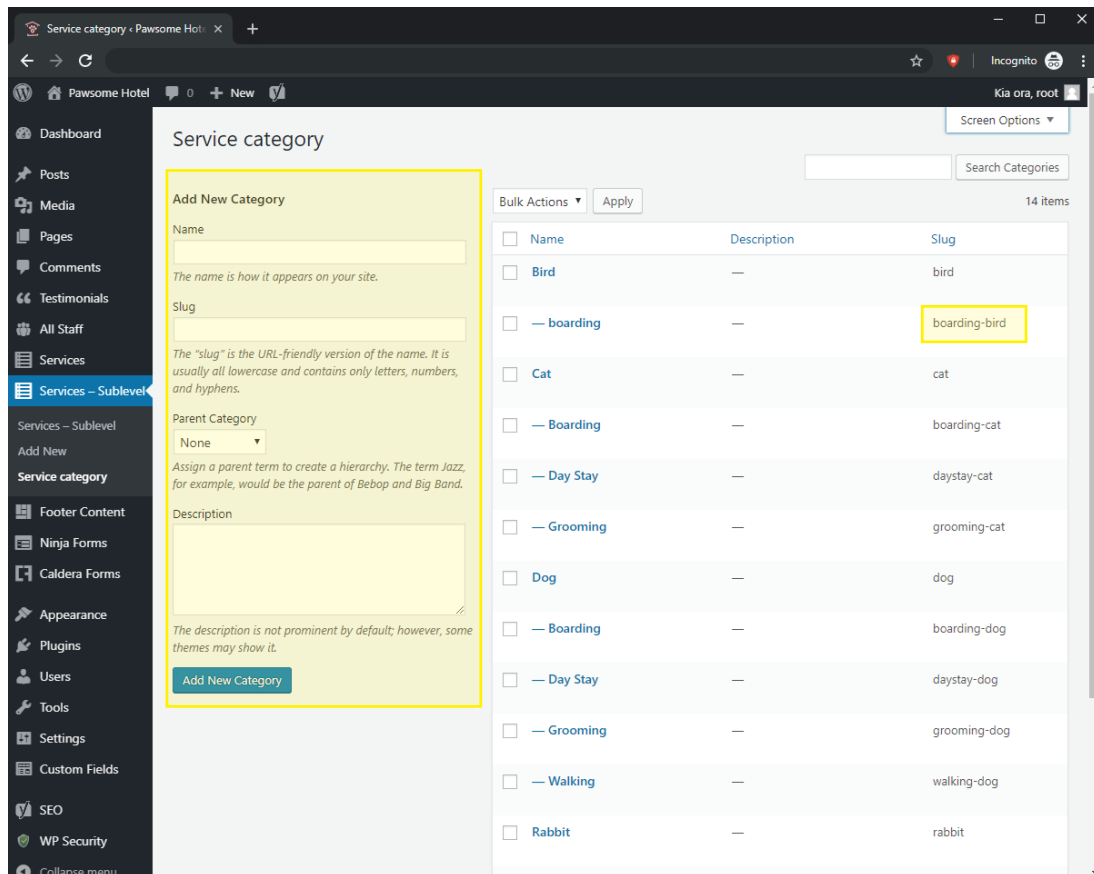
Update/Add the sub service content in the highlighted fields, once done select publish to make this live on your website.

Service Content.



To add a services category select **Services - Sublevel** from the left side menu. Once selected, press the **Service Category** button to move onto the next step.

Service Content.



To add a new service category you will need to enter the name such as **boarding** and the slug name will have to be the same as the page you created ie **"boarding-bird"** (on page 20 of this guide) so it links the appropriate page.

Next add it to the parent category you would like it in i.e Bird, Cat, Dog or Rabbit.

Go to page 23 to see how to add content into this new service.

Please note that the booking form created for your website are conditional based so you will need to contact me to add these new services into the booking form.