

b) The system should keep users ~~in~~ informed about what is going on, this would be through feedback within time. This would make the information appear in a natural order. For example, a cup would have a handle for the user to carry the cup and drink, hence there is a handle to use. Otherwise, they would be holding the cup and it would be too hot to hold. This would resolve an issue for the user. Users should not have to wonder where different words mean the same thing. For example, a check in counter is usually at the front of the hotel. The consistency would meet customers' expectations. Error messages are important, we would learn from the mistakes. The slips are unconscious errors that are caused by distraction. The mistakes are conscious errors between the user's design. We got to minimise the user's memory load by making the actions visible. Humans have short term memory, meaning the system should be visible and appropriate. Flexibility is important as shortcuts can speed up the interaction. Flexible processes can be carried out in different ways, so people can pick the method that works for them. Interfaces should not contain irrelevant information. The visual elements of the interface support the user's primary goals. Error message should