

USABILITY TEST SCRIPT

Food Delivery App

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A. Test Preamble

This section acts as a reminder for the researcher conducting the tests, functioning as a checklist for each session.

Welcoming

- ❖ I appreciate your help today and thank you for being here.
- ❖ This session is intended to last approximately 50-60 minutes.
- ❖ In this section, the setup and the steps of this session will be explained.

The session plan

- ❖ I'm carrying out some customer research for an online food delivery app.
- ❖ We want to learn more about how people use the app A and uncover any issues that might be making it harder to use. We aim to gather feedback from the users that will help us make the app smoother and more enjoyable.

Session setup

- ❖ Now, I will explain our setup for this session.
- ❖ I will be guiding you through the session and asking you some questions along the way.
- ❖ We're using a camera and microphone to record what you do — this is just so we can take accurate notes later. The recording will only be seen by our team and won't be shared outside of it.
- ❖ The session today will have two parts: first, I will ask you a few general questions about your overall experience ordering food from this app, which will last approximately 15-20 minutes. Then, we will move on to some tasks on the app, and we will spend the rest of our time there.

Consent

- ❖ Before we get started, I would like to go through a consent form with you to make sure you are happy to take part in this research. I will walk you through it, and you can ask if you have any questions, so I can clarify them. Then, you can sign the consent.
- ❖ Just so you know:
 - You are free to stop the session at any time, for any reason.
 - You can also take a break whenever you need to. There are no scheduled breaks, but just let me know if you need one, and we can pause.

(The consent to be signed)

Some notes before starting:

There are just a couple of points that will help today's session run smoothly:

- ❖ First issue is, please keep in mind that this is what we call a usability test. That means we are testing the app — not you. There are no right or wrong answers, or no trick questions. If something feels confusing or doesn't work the way you expect, that's on the app, not you. In fact, finding those issues is better for us since it will help us make improvements.
- ❖ Secondly, we ask you to be as open and honest as you can. If something feels frustrating or awkward, please let me know. Since I haven't been involved in the design of this help, your judgment cannot offend me; oppositely, your honest feedback will be genuinely helpful.
- ❖ Thirdly, as you use the app, it's really useful if you can say out loud what you're thinking. For example, you might say, *"I'm going to tap this button because I think it'll show me the menu,"* or *"I'm looking for the delivery fee."* Thinking aloud helps us understand what's going through your mind and capture better notes. And also it would be great if you can go on a little slower than you normally would, so it gives us time to follow along.
- ❖ Finally, feel free to ask me any questions at any time. That helps us understand your thoughts too. Just a heads-up: I might not answer everything straight away if it would affect the way you naturally use the app.

Before we dive in, do you have any questions for me so far?

B. Interview Questions

Before we try out the app together, I would like to start with a few questions about your experience with food delivery services. This will help me better understand your habits, preferences, and any challenges you might face. There are no right or wrong answers here - I am just interested in your honest experiences.

Personal Questions

- Occupation
- Where do you live?
- Do you use apps on your laptop/smartphone?
- What sort of apps do you use in general? Please describe them and state the reasons why you use these apps.

Food delivery apps usage

Why do you usually order food for delivery?

- ❖ Is it more for convenience, special occasions, or other reasons? ❖ In what situations do you usually choose delivery over cooking or dining out?

Which food delivery apps do you use regularly?

- ❖ e.g., Wolt, Uber Eats, Glovo, Bolt Food, others?
- ❖ Do you have any favourite apps or ones you avoid? Can you tell me the reasons why you prefer/do not prefer these apps?

Can you describe the last time you ordered food for delivery?

- ❖ What was the occasion or situation?
- ❖ Where were you when you placed the order?
- ❖ What was the reason for this order? And what did you order? Anything special or something usual you generally order?
- ❖ Were you alone or with others?

How did you choose which app to use when placing this order?

- ❖ Do you usually stick to one app or compare across several? What did you do in your last order?
- ❖ If you compared, what aspects did you look at? (price, delivery fees, estimated delivery time, restaurant availability, promotions, etc.) How did you compare apps?

How did you decide what to order?

- ❖ Do you usually order from your favourite restaurants or like to try new options? What was your behaviour in your last order?
- ❖ What influenced your choice the most (e.g., price, cuisine type, ratings, delivery time)?
- ❖ Did you decide what to order before or after choosing the app? Was your app decision affected by your food choice or vice versa?

Did you experience difficulties or concerns when ordering food through this delivery app?

- ❖ Any issues with finding what you wanted?
- ❖ If you compared apps, any problems with comparing options across different apps?

C. Usability Test

Scenario and the Purpose

For this test, please imagine:

- ❖ It's a usual evening, and you're planning to order dinner using a food delivery app.
- ❖ You want to find something you will enjoy that fits your preferences and needs right now.
- ❖ You're free to browse and order as you normally would.

Tasks

Task 1: Explore the Homepage

Open the app A. Take a look around the homepage and tell me what you notice.

- ❖ What catches your eye on this page?

- ❖ What else do you see on this page?
- ❖ What are you looking for?
- ❖ What would you do next?

Task 2: Search and Filter for Restaurants

Search for a meal you want to order.

- ❖ How would you find the food/restaurants you like?
- ❖ What filters or sorting options do you see?
- ❖ (If they use filters) I noticed you used filters. Can you tell me why you chose those?"
- ❖ What will you do next?

Task 3: Explore Your Options

Please take some time to look through the available restaurants and meal options. Find something that interests you.

- ❖ What do you notice about the restaurants or meals listed?
- ❖ How do you decide which one to look at more closely?
- ❖ What information do you find most helpful when browsing?
- ❖ Is there anything you find confusing or difficult while exploring the options?

Task 4: Place an Order

Select one restaurant and add an item (or a few items) to your basket. Proceed as if you were going to place the order, stopping before final confirmation.

- ❖ What do you see on the checkout page?
- ❖ What delivery options are available?
- ❖ Are there any additional fees or charges you notice?
- ❖ What do you do if you want to change something in your order? E.g. adding another item, customising one of the items, etc.

Task 5: Reflect on the Experience

- ❖ Overall, how did you find the experience of searching for and ordering food on this app?
- ❖ Was there anything you particularly liked or disliked about the app and/or ordering experience?
- ❖ (*Ask if they compared options*) Did you find it easy or difficult to compare

options?

- ❖ Was there anything you expected to see but did not?
- ❖ Was there anything particularly difficult and/or easy?
- ❖ If you could improve one thing about this app, what would it be?