

# Usability Test Script

## Test With Real Users

### **Schedule**

10:15 MEET

10:30 Ishany - Andreas

12:00 Mick - Steffi

14:30 Anna - Michael

### **1. Briefing**

1.1 Hi [Andreas](#)! My name is [Ishany](#). Welcome to our session.

1.2 Today, I will be moderating and we are also joined by [Linda](#), [Michael](#) and [Anna](#), who will watch the session and take notes.

1.3 First, could you please check that your phone is on silent?

1.4 Next, we would like to make sure that all the technology is in order.

Could I please ask which browser you will be using?

- a. [\*<If applicable>\*](#) If possible, please switch to either **Chrome, Firefox or Safari**.
- b. Great. Now could you please share screen with me via Zoom?

*But please just share your 'browser window'. You can do so by clicking on the green button. It should say something like 'Bildschirm freigeben' in German or 'Share screen' in English.*

- c. You only need to share the browser that you are using. So please select the option where you can see your browser and then click on the share button.

[\*<Check that you can see the person's face and the application>\*](#)

- d. Are you familiar with the chat function in Zoom?
- e. [\*<If applicable> Move the mouse to the top of your browser and the 'Chat' button should appear.\*](#)

1.6 Next, I will go through our '**Non-disclosure agreement**'. An NDA is basically an agreement between us, that you won't share any confidential information. Instead of a signature, I will **post the NDA in the chat** and read it to you and then you can tell us if you agree.

[\*<Post NDA into chat - see below>\*](#)

Regarding the Usability Evaluation of the website Pizza Hut Germany we would like you to agree to a non-disclosure agreement on the following points:

1. The participant agrees that the usability evaluation will be recorded on video. This will allow us to check our findings later.
2. The usability evaluation will be observed by one or more people via Zoom. They were introduced to you beforehand as part of an open and transparent cooperation.
3. The above product will be evaluated. You will help us to improve the product.
4. The participant can leave at any time. Breaks can be made at any time, while the time frame should be respected.
5. You will be working with a product that is still in development. Any information you receive about the product is confidential. It will only be provided to you so that you can take the test. By hearing and agreeing to this agreement, you confirm that you will not disclose the information.

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**<Read the NDA>**

1.7 I have now finished reading the non-disclosure agreement. If you agree, please say 'I agree'.

1.8 **<Participant agrees>** Thank you! We will now start recording.

**<Start recording>**

1.9 **<Explain video cameras>** We are now recording and we will continue to record until this session is finished. Could the observers please turn off their video and mute their audio whilst observing the session.

**<Check that observers turned off their video and audio>**

1.10 Excellent. **<Explain purpose>** So, **Andreas**. The purpose of today is that we want to find out if the Pizza Hut website is easy to use.

1.11 We do not evaluate you in any way. We evaluate the product.

1.12 Also, you can leave at any time. Even if you leave early, you will still get the agreed incentive.

**1.13 Throughout the evaluation, please comment out loud what you are thinking. So as you are doing the tasks, just think out loud mentioning what you're doing, how you're solving the tasks and making decisions along the way.**

1.14 You can always ask questions but please bear in mind that we can't answer questions directly related to the task.

1.15 Before we continue, do you have any questions?

< Brief = 3 min 10 sec >

1.16 Now I would like to ask you a few questions about how you use technology.

## 2. Pre-Session Interview

<Task approx. 4-5 min>

1. On a day to day basis, do you spend a lot of time using computers/technical interfaces?
  - a. If yes:
    - i. What do you use computers for the most?
2. Do you buy many things on the internet?
  - a. If Yes:
    - i. What do you normally order online?
    - ii. How often do you order things online?
    - iii. Which device (phone/laptop) do you normally use?
  - b. If no:
    - i. Why not?
3. Do you buy or order food online?
  - a. If yes:
    - i. What kind of food do you order?
  - b. If no:
    - i. Why not?

4. Have you ever ordered pizza online?
  - a. If yes:
    - i. Where do you normally order pizza from?
    - ii. What is your experience with that site/app?
    - iii. Do you know Pizza Hut?
  - If yes,
    - iv. Have you ever used the Pizza Hut Germany website?
- b. If no:
  - i. Why not?

### 3. Task Scenario

**(COPY PASTE TEXT INTO CHAT AND READ ALOUD!)**

Imagine you are from Ireland and have recently moved to Cologne, Germany. You have found an apartment at Gernotstrasse 20, 50739 Cologne. You love Cologne but only recently started a German language course.

It is Saturday night, and your friends are at your apartment. You want to offer them delicious hot pizza and make sure there is something for everyone. A friend of yours told you that Pizza Hut has great food.

<Time 1 min >

<Copy URL into chat>

3.1 Please go to the Pizza Hut website. I have posted the link in to the chat.

**<https://pizzahut.de/?language=en#ChooseDelivery>**

**3.2 Whilst you are doing the tasks now, please comment out loud what you are thinking throughout the entire process.**

## 4. Tasks

### TASK 1:

#### For User (COPY PASTE TEXT INTO CHAT AND READ ALOUD!)

You would like to know the opening times of your local Pizza Hut, both for today and tomorrow.

You live at **Gernotstrasse 20, 50739 Köln.**

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#### For Facilitator

<Task approx. 1 min>

**Precondition:** Test participant on homepage.

**Postcondition:** NA

**Success criterion:** Test participant can name the opening times for their local restaurant for today and tomorrow.

**Termination criterion:** The test participant takes **longer than 5-6 minutes** to succeed.

### TASK 2:

#### For User

Two of your friends like to eat pizzas with cheese inside the pizza crust.

One friend is a strict vegetarian and he is allergic to nuts. His favorite pizza toppings are peppers, sweetcorn, onions, mozzarella, herder's cheese, and two portions of BBQ sauce. The other friend would like a pizza with grilled chicken.

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<Task approx. 3 min>

## For Facilitator

**Precondition:** The user finds the menu and the option to select cheesy crust pizza. The tester also understands that they need to find the allergy information.

**Postcondition:** The tester finds the allergy information and figures out how to alter toppings.

**Success criterion:** The Tester manages to find the allergy information and orders two cheesy crust pizzas: one with grilled chicken and the other with peppers, sweetcorn, onions, mozzarella, herder's cheese, and two portions of BBQ sauce.

**Termination criterion:** The user takes too **longer than 12 mins** to find the allergy information and does not move on to adding pizzas to the order.

## TASK 3:

Your friends enjoy salads that contain black olives and onions. In addition to the salad, they would both like a vegan appetizer. With this vegan appetizer they love having garlic flavoured sauce, and usually need at least 9 portions of it. After a meal, you and your friends enjoy finishing off with some sweet goodies that contain dark chocolate, white chocolate, raspberry, and caramel.

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<Task approx. 3 min>

## For Facilitator

**Precondition:** The tester is able to find the salads, side dishes and dessert section of the menu and read the item descriptions.

**Postcondition:** The tester has found all listed items.

**Success criterion:** The tester adds a Greek Salad, Potato Wedges, 9 portions of garlic sauce and “3 small cookies” with the listed ingredients to their order.

**Termination criterion:** The tester is unable to find at least one of the items or takes **longer than 9 mins** trying to figure it out.

## TASK 4:

<Task approx. 1 min>

## For User

Your friend who wanted a grilled chicken pizza has decided he now wants one with lots of beef, pepperoni and salami instead.

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## For Facilitator

**Precondition:** User has a Pizza menu visible to them.

**Postcondition:** Pizza with beef, pepperoni and salami is shown in the shopping basket.

**Success criterion:** Pizza with correct ingredients in the shopping basket within 3 minutes.

**Termination criterion:** **After 4 minutes** test is stopped.

Okay we have one last task left.

**<If applicable>** Okay, we have a few minutes left so we might go on to some general questions about the task. **<Skip to post-session interview>**

## **TASK 5:**

<Task approx. 4 min>

### **For User**

After checking all the food, your friends say they would like to eat at 8:30 pm. Your grandmother gave you a 200€ note which you would like to use. Moreover, you have the discount coupon HMN56478C you would like to use, and you are interested in Pizza Hut's special offers.

Use the following contact details:

Email - seanthesheep@dist.com  
Phone - 0211 834567  
Name - Sean Sheep

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### **For Facilitator**

**Precondition:** All the required food is in the shopping basket. The user is viewing the food order at the end stage.

**Postcondition:** Voucher, Email, telephone and name of customer is shown by the system. Newsletter box is selected. The new delivery time is shown by the system.

**Success criterion:** The new delivery time is properly put into the system and accepted by the system. Voucher, Email, telephone and name of customer is entered into the system and newsletter box is properly selected. Everything completed within 4 minutes.

**Termination criterion:** Task is taking longer than 8 minutes.

<If applicable - Interruption> Thank you very much for your work. We will now go on **some** general questions.

Okay, those were all the tasks. We now have some general questions about the tasks.

## **5. Post Session Interview**

*<Task approx. 4 min>*

**Question 1:**

Please name at least 2-3 aspects of the website you liked the most.

**Question 2:**

Please name at least 2-3 aspects which could be improved.

**Question 3:**

How would you describe your overall experience with the product?

**Question 4:**

On a scale from 1 to 5 (1=not at all likely, 5=very likely), how likely are you to recommend ordering from this website to a friend?

**Question 5:**

Can you imagine that you would use this website to order for yourself?

If yes,

How frequently would you / do you use this product to order pizza?

[Option 1:] Never

[Option 2:] Very Rarely (once per month)

[Option 3:] Rarely (2-3 times/month)

[Option 4:] Occasionally (2-3 times/week)

[Option 5:] Frequently (1-2 times/day)

[Option 6:] Very Frequently (3+ times/day)

Thank you very much for your time and patience.

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	Gender	Internet use	Food delivery use	Previous experience with the Pizza Hut
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1	F	38	Once a month	No experience
2	M	27	Once a week	Used a few times



		Participant 1	Participant 2
<b>Task1</b>	<p>You would like to know the opening times of your local Pizza Hut, both for today and tomorrow.</p> <p>You live at Gernot Straße 20, 50739 Köln.</p>		

<b>Task 2</b>	Two of your friends like to eat pizzas with cheese inside the pizza crust. One friend is a strict vegetarian and he is allergic to nuts. His favorite pizza toppings are peppers, sweetcorn, onions, mozzarella, herder's cheese, and two portions of BBQ sauce. The other friend would like a pizza with grilled chicken.		
<b>Task 3</b>	Your friends enjoy salads that contain black olives and onions. In addition to the salad, they would both like a vegan appetizer. With this vegan appetizer they love having garlic flavored sauce, and usually need at least 9 portions of it. After a meal, you and your friends enjoy finishing off with some sweet goodies that contain dark chocolate, white chocolate, raspberry, and caramel.		
<b>Task 4</b>	Your friend who wanted a grilled chicken pizza has decided he now wants one with lots of beef, pepperoni and salami instead.		
<b>Task 5</b>	After checking all the food, your friends say they would like to eat at 8:30 pm. Your grandmother gave you a 200€ note which you would like to use. Moreover, you have the discount coupon HMN56478C you would like to use, and you are interested in Pizza Hut's special offers.		