Usability review

[Enter product name]

| | **Score** | **Comments** |

N/A = not applicable or can't be assessed

Optional - Provide a short rational for the score, such as a description of the issues found; examples of good practice and the likely impact for users.

Features & functionality

#	Guideline	Score	Comments
1	Features and functionality meet common user goals and objectives.	**Excellent**	
2	Features and functionality support users desired workflows.	**Moderate**	*Cuando compras una entrada te redirige a otra página externa. Si cierras dicha página "cancelando" el pedido, no se actualiza la información en la anterior*
3	Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).	**Excellent**	
4	Users are adequately supported according to their level of expertise (e.g. short cuts for expert users, help and instructions for novice users).	**Poor**	
5	Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.	**Excellent**	

Homepage / starting page

#	Guideline	Score	Comments
6	The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available.	**Good**	

| 7 | The home page / starting page is effective in orienting and directing users to their desired information and tasks. | **Excellent** | |

| 8 | The homepage / starting page layout is clear and uncluttered with sufficient 'white space'. | **Moderate** | *Algunas partes de la página principal están muy sobrecargadas* |

Navigation

| 9 | Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines). | **Excellent** | |

| 10 | The navigational scheme (e.g. menu) is easy to find, intuitive and consistent. | **Excellent** | |

| 11 | The navigation has sufficient flexibility to allow users to navigate by their desired means (e.g. searching, browse by type, browse by name, most recent etc…). | **N/A** | |

| 12 | The site or application structure is clear, easily understood and addresses common user goals. | **Excellent** | |

| 13 | Links are clear, descriptive and and well labelled. | **Excellent** | |

| 14 | Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported. | **Excellent** | |

15 The current location is clearly indicated (e.g. breadcrumb, highlighted menu item).

Excellent

16 Users can easily get back to the homepage or a relevant start point.

Moderate

Como, a la hora de comprar, se redirige al usuario a otra página, para volver a la página principal tenemos que leer el formulario hasta el final donde se encuentra la opción de volver a la página principal. Este aspecto es poco intuitivo

17 A clear and well structure site map or index is provided (where necessary).

Excellent

Search

18 A consitent, easy to find and easy to use search function is available throughout (where desirable).

N/A

19 The search interface is appropriate to meet user goals (e.g. multi-parameter, prioritised results, filtering search results).

N/A

20 The search facility deals well with common searchs (e.g. showing most popular results), misspellings and abbreviations.

N/A

21 Search results are relevant, comprehensive, precise, and well displayed.

N/A

Control & feedback

22 Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action).

Excellent

23 Users can easily undo, go back and change or cancel actions; or are at least given the chance to confirm an action before commiting (e.g. before placing an order).

Good

24 Users can easily give feedback (e.g. via email or an online feedback / contact us form).

Good

Si quieres acceder a la información de contacto (que no sea Whatsapp), tienes que acceder al menú ubicación, lo que no es intuitivo.

Forms

25 Complex forms and processes are broken up into readily understood steps and sections. Where a process is used a progress indicator is present with clear numbers or named stages.

Good

26 A minimal amount of information is requested and where required justification is given for asking for information (e.g. date of birth, telephone number).

Good

27 Required and optional form fields are clearly indicated.

Poor

En la zona de contacto, no se especifica qué campos son obligatorios hasta que pulsas "Enviar".

28 Appropriate input fields (e.g. calendar for date selection, drop down for selection) are used and required formats are indicated.

Excellent

29 Help and instructions (e.g. examples, information required) are provided where necessary.

Excellent

Errors

30 Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.).

Excellent

31	Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.	**Excellent**	

32	Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented.	**Moderate**	

33	Users are able to easily recover (i.e. not have to start again) from errors.	**Poor**	*Si seleccionamos una bebida o un tipo de entrada y pasamos a la página de pago. Si vuelves atrás para corregir la selección, la página se queda pillada y tienes que volver a introducir los datos de nuevo.*

Content & text

34	Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals.	**Moderate**	*Las fotos de la comida no concuerdan con los platos que se citan en el apartado "cenas"*

35	Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context.	**Good**	*Faltan algunos links y los que hay se encuentran poco visibles.*

36	Language, terminology and tone used is appropriate and readily understood by the target audience.	**Excellent**	

37	Terms, language and tone used are consitent (e.g. the same term is used throughout).	**Excellent**	

38	Text and content is legible and scanable, with good typography and visual contrast.	**Good**	

Help

39	Online help is provided and is suitable for the user base (e.g. is written in easy to understand langugage and only uses recognised terms). Where appropriate contextual help is provided.	**Good**	
40	Online help is concise, easy to read and written in easy to understand language.	**Good**	
41	Accessing online help does not impede users (i.e. they can can resume work where they left off after accessing help).	**Excellent**	
42	Users can easily get further help (e.g. telephone or email address).	**Good**	*No se especifica ningún horario de contacto.*

Performance

43	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).	**Good**	
44	Errors and reliabilty issues don't inhibit the user experience.	**Moderate**	
45	Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.	**Good**	

Overall usability score (out of 100) *	**84**	-	**Good**

* Very poor (less than 29) - Users are likely to experience very significant difficulties using this site or system and might not be able to complete a significant number of important tasks.

* Poor (between 29 and 49) - Users are likely to experience some difficulties using this site or system and might not be able to complete some important tasks.

* Moderate (between 49 and 69) - Users should be able to use this site or system and complete most important tasks, however the user experience could be significantly improved.

* Good (between 69 and 89) - Users should be able to use this site or system with relative ease and should be able to complete the vast majority of important tasks.

* Excellent (more than 89) - This site or system provides an excellent user experience for users. Users should be able to complete all important tasks on the site or system.