Logo

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Human Computer Interaction (CS421)

GIKI Food Ordering System

Project Milestone #3

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# Briefing for Test users

Hey there ! We are grateful to you for taking the time to be a part of this study. We will start by giving you a brief overview of the test. We all have experienced ,firsthand, the problems with the current food ordering system at GIKI. The website you will be given to perform tasks through this test, is developed to solve these problems and make the food ordering system from GIKI restaurants more convenient and automated. This system would be beneficial for both, the customers, and the restaurants, as besides making the ordering process more efficient, it is also designed to make the management of orders more convenient. To discuss things in more detail, we identified the following issues that asked for an automated system:

## Issues faced by Customers/Restaurant

1. The lead time caused by the busy operators (order receivers) during peak hours.
2. Negligence/Unfulfillment of order instructions due to shear number of orders.
3. Wrong quantity, and mismatch of orders.
4. Difficulty in keeping track of pending/completed orders without a reliable method of documentation on restaurants end.
5. Deliverymen/customer being short of change.

## Solution

1. The system will be changed to online instead of manual operation via phones, decreasing the lead time drastically.
2. Ubiquitous presence of order instructions for everyone involved in the ordering process such that the instructions are communicated to everyone clearly.
3. The quantity and type of order would be communicated to Cashier, Deliverymen, and Kitchen manager clearly.
4. Current orders and their status as well as completed orders will be saved in the database and can be viewed any time.
5. The order comments would help in telling the Deliverymen beforehand to bring change and there will be a credit system in place for previously unpaid amounts.

# Scenarios Given

## Task 1

Order one beef burger and two pizzas. Add special instructions for both items. Before checking out and submitting the order, remove the beef burger as you no longer want to order it and add a note for the delivery man to bring change.

## Task 2

Order as many items as you can within 1200 Rupees. Add special instructions for all items and add a note for the cashier stating that you are in a hurry and need the order as fast as possible before submitting.

## Task 3

Find pending orders, view the details of one of the orders and approve it. Navigate to check if the status of that order has changed to preparing.

## Task 4

Find orders being prepared and mark one of them as being delivered by you. Assume that you are then about to leave for delivery and check the order you must deliver. Lastly, assume that you have delivered the order and mark it as delivered.

# Observations

## Task 1

The users were able to complete the task without experiencing any major difficulty and were able to perform every sub task they were given. Furthermore, they explored and enjoyed using the interface provided. One problem that was encountered multiple times was figuring out from where the cart could be accessed, however, almost all users who stopped and thought for a moment ended up accessing the side menu through the hamburger button and found the cart button. Overall, the interface was found to be effective, efficient, and satisfactory.

## Task 2

This task was meant for testing the usability of displayed info of items for customers. Given the displayed amount of each item on the main menu, the users were easily able to plan what they were going to order. Besides this, the rest of the sub tasks were performed with ease and efficiency and the only minor inconvenience encountered was of finding the cart button, but all users were able to figure out its position with ease ultimately. The interface was shown to be efficient throughout the execution of this task.

## Task 3

The users who were given this task were able to perform it without experiencing any difficulty. They were able to identify easily where they could find the pending orders and then later the preparing orders. Hesitance was shown initially when dealing with the cancel, accept and close icon buttons, but ultimately all the users were able to intuitively figure out (through the icon’s affordance) what each button was for. Overall, the interface was found to be effective, efficient, and satisfactory.

## Task 4

Given the similarity between the interface for deliverymen and cashier’s interface, the observations were also pretty much the same. Users who were given this task were able to perform it without any difficulty and same as in cashier’s case, hesitance was shown at first with the icon buttons, but users were able to learn their functions within no time. Majority of the users found the interface useable.

# Screenshots of the Prototype

## Task 1

A picture containing dish

Description automatically generated

Graphical user interface, application

Description automatically generated

Graphical user interface, text, application, chat or text message

Description automatically generated

Graphical user interface, text, application

Description automatically generated

Graphical user interface

Description automatically generated

Graphical user interface

Description automatically generated

Graphical user interface

Description automatically generated

## Task 2

Chart

Description automatically generated

A picture containing graphical user interface

Description automatically generated

A picture containing graphical user interface

Description automatically generated

A picture containing graphical user interface

Description automatically generated

Chart

Description automatically generated with medium confidence

Chart

Description automatically generated with low confidence

## Task 3

Chart, bar chart

Description automatically generated

A picture containing graphical user interface

Description automatically generated

A picture containing table

Description automatically generated

A picture containing timeline

Description automatically generated

Chart

Description automatically generated

A picture containing bar chart

Description automatically generated