

Test Script

Today we're going to be testing the usability of the Hertz website. I'm going to ask you to perform several tasks. I want you to say out loud what your thoughts are about the site. Is it clear or confusing?

Before we start, I would like your permission to record our session. This will only be for reference and will not be made public.

First, I would like you to log on to the hertz.com website. Once you're there, let me know.

Perform the following tasks:

- Find Hertz locations near you.
- Assume you are making a one-and-a-half-week trip to Seattle. Find a car that meets your needs and determine how much the rental would cost.
- Find out what offers are available for AAA members.

Thank you for participating!