Field research

 **What is visible before you start placing an order?**

* Before we started placing an order we saw a welcome screen with a video. There was also a start button that we can press to begin our order.

 **How do you start an order, and are there different options at the start?**

* To start an order you press a start button. Which would lead you to the ordering page where you could order a multitude of items and choose either eat in or take out.

 **How do you add an item to your order?**

* You add an item to your order by pressing a button or icon next to the menu item you want and press add to order.

 **How do you remove an item from your order?**

* Items can be removed by selecting the item in your shopping cart and pressing a “-” button next to the product in question.

 **How are the items displayed or located on the screen?**

* Items are displayed in a list format. Each item will have a picture a description and a price. Items are categorized in different selections as well like drinks or fast food.

 **How does the interaction take place? Do you only have to click or is scrolling also possible?**

* Interaction happen through both clicking and scrolling. You can click on items to add them to your order and scrolling with your finger to go up and down on the screen to view more items or navigate through the menu options.

 **How does the checkout process take place?**

* The checkout process starts when you click the checkout button. You'll be directed to review your order select your payment method card, cash, or digital payment and confirm the order. Once finished with ordering you will get a receipt with a number on it.

 **What does the design look like?**

* The design of the kiosk is simple and user-friendly with slightly big letters and light colors with a lot of images to fit the text beneath it. It’s designed for easy navigation like with large buttons as big as your fingers.

 **What do the images and lettering look like?**

* Images are high quality and not to bad to look at. As for the lettering the names of the products are in big **BOLD** letters. While the description beneath it is in soft and soothing letter style.

 **How is the image quality?**

* The image quality is high and sharp and easy to look at.

 **How big is the screen?**

We didn’t have a way to measure the screen, but we can roughly guess it is around 1080-1920 in size.

 **What is the screen ratio and position?**

* The screen ratio is 16:9 widescreen, making it well-suited for displaying images and menus. The screen is positioned at a comfortable height for standing users, often between waist and eye level.

 **Where and how is the kiosk positioned in relation to its surroundings?**

* The kiosk is positioned next to the counter, where there is another counter where you can go get your food and drinks. And the kiosks are lined up next to each other besides that counter.

 **How many kiosks are present?**

There are 4 kiosks lined up next to each other and positioned wide enough for there to be enough standing distance between them.