

## Understandable

E: Doesn't understand how to order and browse the menu

B: Understand how to order and browse the menu smoothly

D: Doesn't understand how to order and browse the menu

C: Understand how to order and browse the menu smoothly

A: Understand how to order and browse the menu smoothly

## Getting Started

C: Know how to get started

A: Has a hard time knowing what to do first

A: Know how to get started

C: Has a hard time knowing what to do first

D: Confuse how to get started

B: Confuse how to get started

E: Confuse how to get started

## Tone

E: Speaks in a positive tone

E: Speaks in an friendly tone

D: Speaks in a frustrated tone

D: Speaks in an friendly tone

A: Speaks in a positive tone

A: Speaks in an friendly tone

A: Speaks in a confident tone

B:Speaks in a frustrated tone

B: Speaks in an friendly tone

C: Speaks in an friendly tone

C: Speaks in a positive tone

C: Speaks in a confident tone

## Order

D: Confused how to add items on the current order page

A: Confused how to add items on the current order page

D: Has difficulties completing the order by mobile payment

E: Feels frustrated adding preferred order

B: Feels frustrated adding preferred order

C: Has difficulties completing the order by mobile payment

B: Has difficulties completing the order by mobile payment

E: Confused how to back the homepage after clicking "Add to order"

B: Confused how to back the homepage after clicking "Add to order"

## User profile

D: Frustrated finding where to edit address in profile

A: Frustrated finding where to edit address in profile