

Observations	Participant A	Participant B	Participant C	Participant D	Participant E
Understand how to order and browse the menu smoothly	1	1	1		
Doesn't understand how to order and browse the menu				1	1
Know how to get started	1		1		
Confuse how to get started		1		1	1
Has a hard time knowing what to do first	1		1		
Feels frustrated adding preferred order		1			1
Has difficulties completing the order by mobile payment		1	1	1	
Frustrated finding where to edit address in profile	1			1	
Speaks in a positive tone	1		1		1
Speaks in an indifferent tone					
Speaks in a frustrated tone		1		1	
Speaks in an friendly tone	1	1	1	1	1
Speaks in a confident tone	1		1		
Confused how to back the homepage after clicking "Add to order"		1			1
Confused how to add items on the current order page	1			1	
Summary:					
Behaviors, questions, and feedback	The app is easy to order and pay, but I confused a little bit about functions of profile and add items.	I feel frustrated about completing the order and adding order, but totally is great.	It's a really nice app. I could easily use. At the beginning, I have a hard time ordering and paying. However, I'm familiar with it now.	I don't understand how to order at first. Payment process, address edit, and add items frustrated me.	Although I can't fully know how to add preferred order at first, I think other functions are very simple to use.