



NOVA SCHOOL OF
SCIENCE & TECHNOLOGY

Interacção Pessoa-Máquina

2021/2022

TAKE A SEAT

Stage 3: Paper Prototype Report



Authors:

52919, Pedro Dimas
55201, Alexandra Raposo
62307, Justyna Tokarz
52698, Miguel Horta

Lab class Nº P1

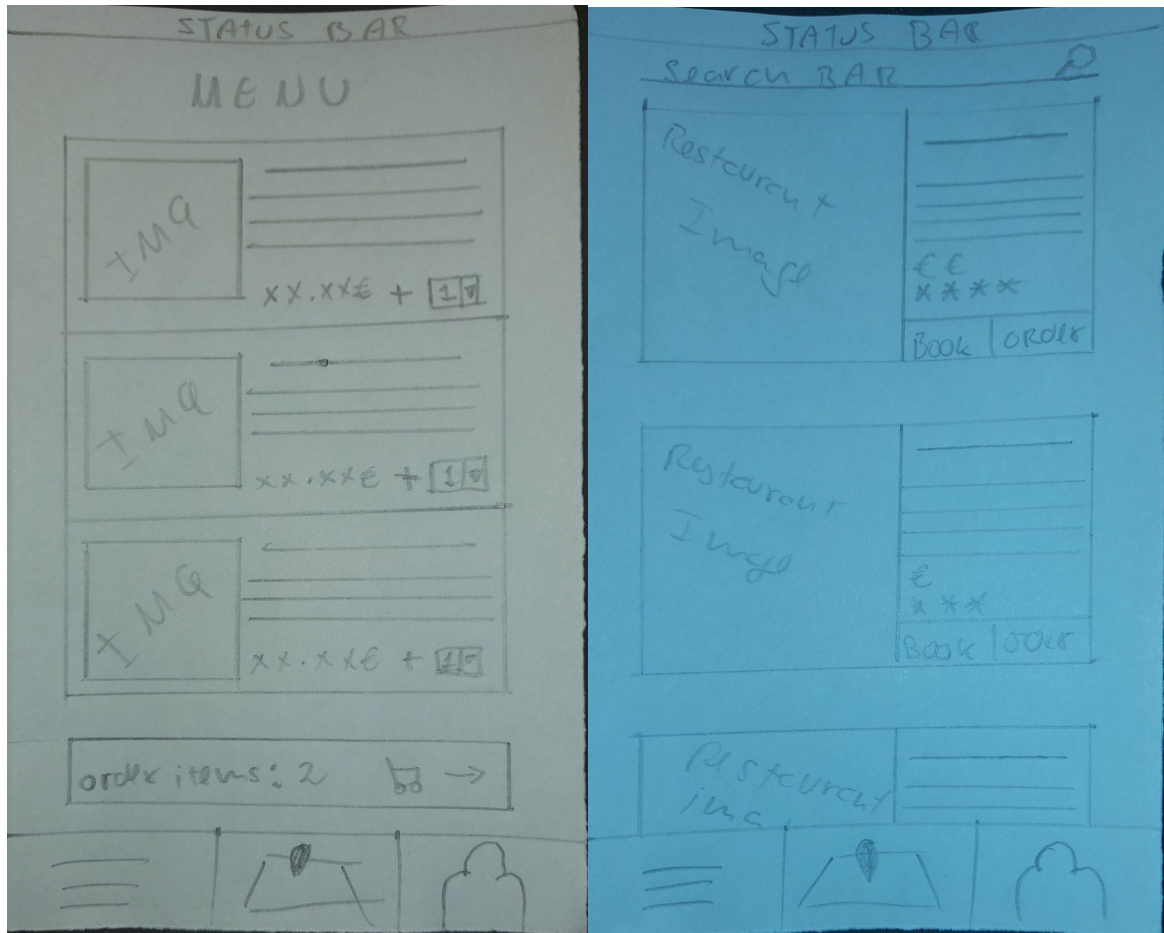
Group Nº 1

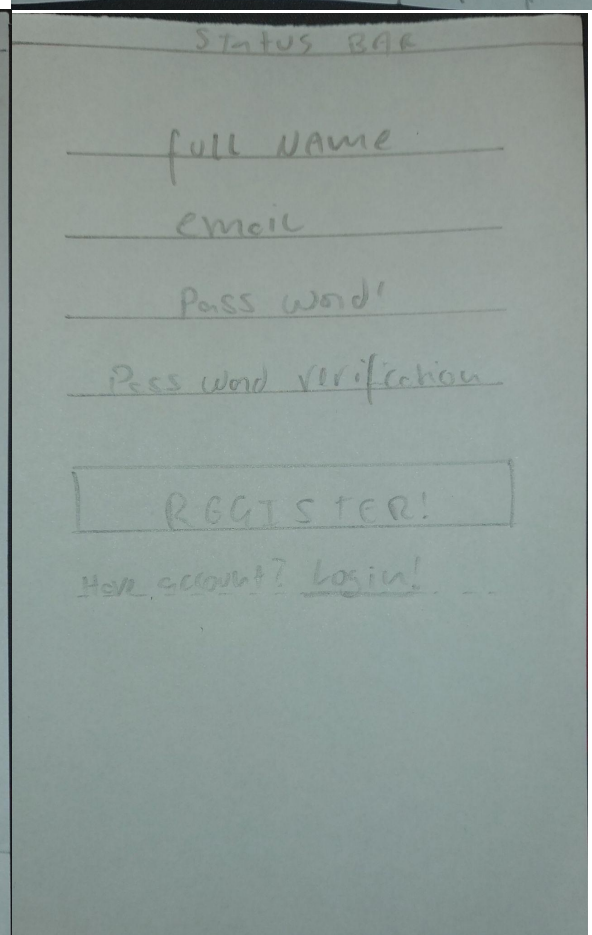
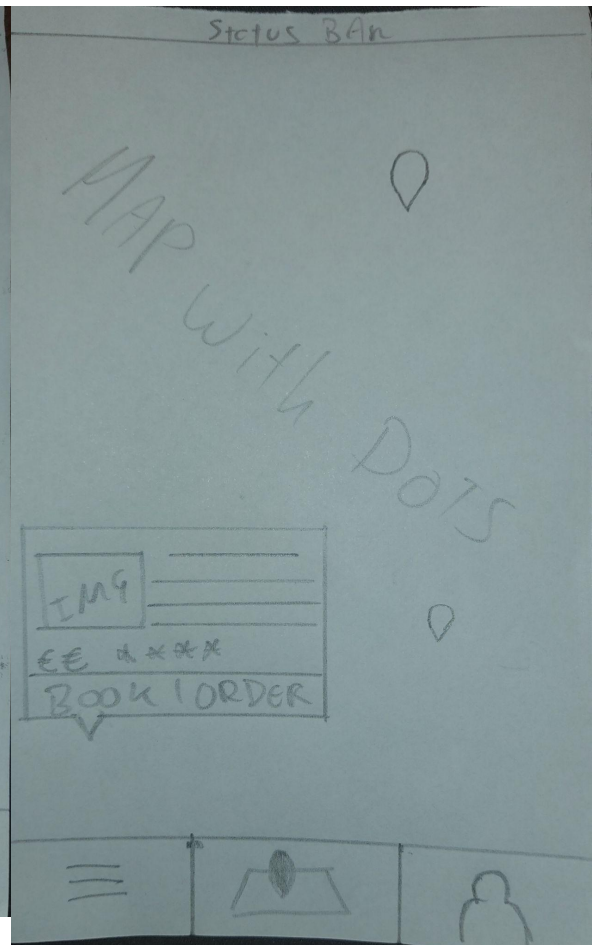
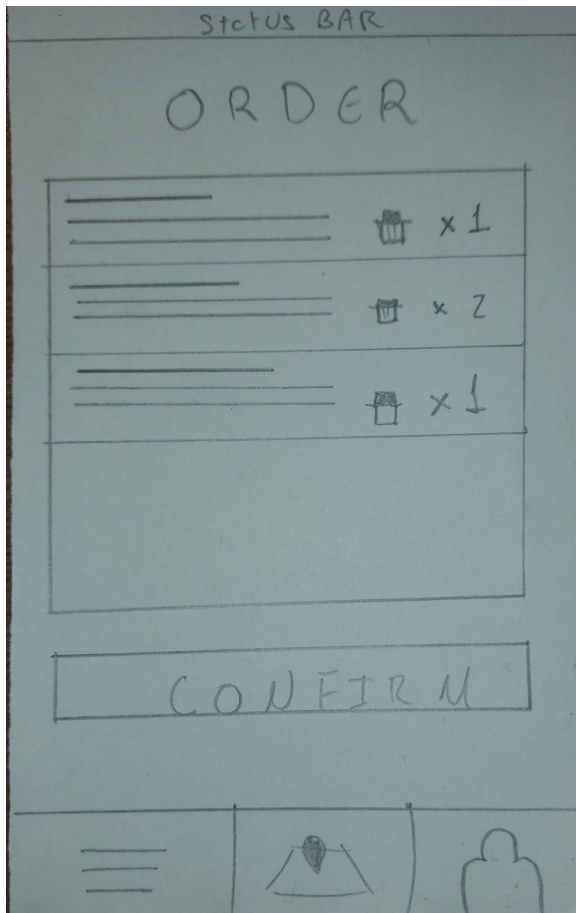
Professor:

Teresa Romão

November 2021

Mockups



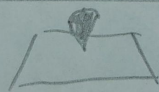


STATUS BAR
REST NAME

12:00 13/04/2021

Back

12:00 13/04/2021



STATUS BAR

TABLE

TABLE AT: _____

DATE: ____/____/____

NUMBER OF PEOPLE: _____

TOTAL: _____ €

CONFIRM

CANCEL

TABLE AT: _____
DATE: ____/____/____
NUMBER OF PEOPLE: ____
TOTAL: _____ €

TABLE AT: _____

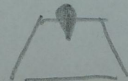
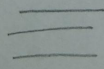
DATE: 1/1

NUMBER OF PEOPLE: _____

TOTAL: _____ €

CONFIRM

CANCEL

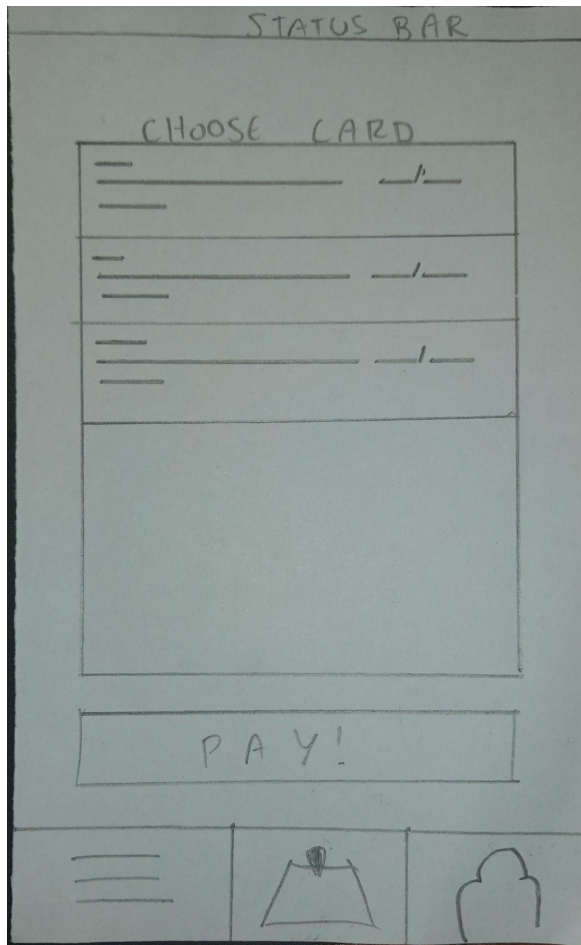


STATUS BAR

IMAGE

ORDER EDIT ACCOUNT BOOK





Link to the mockups: <https://marvelapp.com/prototype/2c4cdg5g>

Briefing

Nowadays people lead a busier lifestyle and they want simplicity and customizability in their life. Many restaurants don't have the option to book a certain table or to pre-order food to be ready when you sit down. This app aims to gather all of these functionalities in order to meet these needs.

Scenarios

(Scenario 1).

Lucas doesn't really like cooking his food so he tends to order take away. He knows of a new restaurant close to him that just opened but he doesn't know if it allows for take away. He then searches for it in *Take a Seat* and finds the take away menu where he can order his food.

The tasks involved are:

1. **Browse restaurants.**
2. **Order takeaway.**

(Scenario 2):

João works full-time in one of the international corporations. He has to arrange meetings with the purpose of acquiring new business partners. In order to succeed, he has to make a good impression, everything has to be perfect. Unfortunately, this day nothing goes as planned. He had a very stressful day at work since the first minute he came into the office and it's not over yet - he has an appointment with representatives of one of the most profitable companies available on the market right now. The meeting was arranged a month in advance but just an hour before the scheduled time he gets a phone call from the restaurant he was supposed to hold the meeting in, that they have a sudden malfunction - a power cut.

João has to find the solution very fast, his future career depends on it. So he uses one of his most trusted apps - *Take a Seat*. Not having much time left, he finds quiet, uncrowded, available restaurants with great reviews. He looks through the menu to see if it is appropriate. After making sure everything meets his expectations, he picks the table next to the window, away from other tables so as not to be disturbed during a discussion. It took only a few minutes, João regained control of the situation and could cool down before the meeting.

The tasks involved are:

3. **Browse restaurants:** João will look at several restaurants and look at their menus and reviews to decide if they are appropriate to hold the meeting.
4. **Book a table:** when booking a table, João will search for a table by the window where he will not be disturbed.

(Scenario 3):

Maria is an architecture student during the day and a hostel worker in the evening. She doesn't enjoy wasting time in the kitchen and that's why she likes eating out a lot but most of the time she has a very tight schedule - during the classes the only break she has lasts about 20 minutes. To address this problem she uses the *Take a Seat* app, which allows her to preorder the food from her favorite restaurant instead of any low-quality fast food and have it to go

The tasks involved are:

5. **Browse restaurants.**
6. **Browse the map.**
7. **Book a table**

Observations

After conducting four tests during the class, the team members came to the conclusion that the received feedback was positive. All of the users perceived the app as very intuitive and showed interest in the application and its functionalities. Having been presented to three scenarios the testers managed to perform the tasks correctly. However, they pointed out some very important flaws and their constructive criticism will lead to major improvements in our project.

In the first scenario all of the users successfully searched for the restaurants and ordered food. When it comes to the suggestions, the first user pointed out adding a 'go back' button, which would be very helpful while both ordering the food or picking out the restaurant, as it allows the user to correct previously made decisions. One of the main observations made during this scenario was the activity of picking out the restaurant or food, during which the users expected the chosen image to zoom in. It was also noticeable that most of the users was confused while trying to order - instead of using quick action buttons they tried to click on the restaurant name or picture or simply didn't notice the 'order' button, which suggests the solution in making the button more visible or changing it name to attribute it to 'take-away' food.

The second scenario was also acknowledged as instinctive. While most of the users found the booking process uncomplicated, one of them got confused whether it should be performed by clicking on the table or the seats. This comment influenced the team's further thoughts about simplifying the view of the restaurant room - reducing it to the zones, allowing the user to pick the preferred table and afterwards letting them choose a number of people to be seated. Another helpful suggestion was to not include the 'total' part in the booking process because this activity should be free of charge.

In the third scenario all of the users managed to find the restaurant on the map, and order the food. Final suggestions included improving ordering and booking interface as well as creating a list of prior orders or booking in order to make the app more user-friendly.