

Field research

What is visible before you start placing an order?

you see a start screen with a text that reads: order and pay her.

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

At the start, you're greeted with a direct menu of a certain type of food, on the left side you can choose a different type of dish, when clicked on, the different dish type will show all the other options.

How do you add an item to your order?

first you click on the dish you want, after you modify the ingredients

How do you remove an item from your order?

when clicked on the shopping cart, you're met with a view of all the items, on the right side of the items, there's a button to trash your order from the shopping cart

How are the items displayed or located on the screen?

there's a 3 items column grid of menu items on the screen located more to the right side of the screen

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

scrolling and clicking is both available for the user to make use of, to maximize the users experience, the items are all listed nicely in a grid. Scrolling down will display other items of the same food category. On the right side of the screen you have all the different types of food categories available which you can also scroll down on.

How does the checkout process take place?

First you're shown a screen of your order list with all the items you ordered, on the bottom of the screen there's a button that says your total price and pay. after you click on that you're shown the option between ideal and card, after you choose either one of the options you're given the opportunity to pay.

What does the design look like?

user friendly and easy to navigate

What do the images and lettering look like?

clear and big so customers can easily navigate the screen

How is the image quality?

bright and clear

How big is the screen?

69 cm

What is the screen ratio and position?

16:9 inch

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

they stood along side the wall next to each other

How many kiosks are present?

3 in total