

# User Testing Interview Questions

## Screen Test

1. How old are you?
2. What is the highest level of education you have achieved?
3. Have you heard of Pamela's Diner? If yes, have you ever visited?
4. Have you ever used Pamela's Diner's website?
  - a. If yes, what do you use the website for?
  - b. How satisfied are you with the website?

## In-Test Questions

1. Can you order food from Pamela's Diner?
2. Can you find a Pamela's Diner nearby?
3. Can you contact Pamela's Diner with a question?
4. Can you find Pamela's Diner's Facebook page?
5. Can you find what customers think of Pamela's Diner?

## Post-Test Questions

1. What was your overall experience with the website?
2. If you could change anything about the website what would you change?
3. Would keep using this website?
  - a. If yes, why do you want to continue using it?
  - b. If no, what is making you want to stop using it?
4. How likely are you to refer this website?