**Summary: –**

The user had to plan a party for which they had to make and send out invitations, order food and order the needed Items.

**Observations: -**

The user made use of total 4 tools for completing this activity – Paper, WhatsApp, Discord, and Safeway.

Initially, the user wrote names of people from her contacts list to invite to the party on paper. Then she sent out invitation to people via WhatsApp. Instead of sending an invitation to all people together at the same time, the user sent an invite to a specific user and later forwarded that message to the remaining guests.

After receiving RSVP from attendees via Discord on the food preferences, she chose the Safeway application to order food (Pizzas). Since the user hadn’t used the online application before, it took some time to initialize setup for the same.

The user faced some issues while checking out the items during delivery. The Safeway application selects “Pickup” option by default along with time slots shown below. The user got confused and chose “Pickup” option instead of “Delivery” to select a time slot. Later, she rectified this mistake and proceeded to checkout. She chose the delivery time of those items to be 2 hours prior to the start of the party.

**I found the following things surprising during observation: –**

Though the user was familiar with the interface of WhatsApp, forwarding that invite to everyone took a lot of time. The user took RSVP via Discord and not through WhatsApp, since she thought it would be easier to keep track of. The user did not consider any other items required for a party including decoration, music, etc.

Though it was her first time using the Safeway application to order food, the user was able to add items to the cart very easily by simply entering “Margarita Pizza” and “Peperoni Pizza” in the Search bar.

The user even added a substitution item (Veggie Pizza) to one of the items (Margarita Pizza) in her cart in case the original item was sold out.

**RQ1 - What problems do users face across various steps when users plan a social gathering?**

Users must also perform some additional steps to navigate from one application to other while keeping track of previous information.

Users face many problems including selection of appropriate food and beverages according to mentioned preferences.

Text, letter

Description automatically generated Graphical user interface

Description automatically generated Graphical user interface, application

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