

Task Scenarios

All task scenarios have individually focused goals to discover what the user experience is like. With the overarching goal of all the task scenarios being to find what is good for the user experience and what can cause issues that can be improved upon in the redesign.

--- Finding basic info---

Check Opening Hours

Scenario: You want to visit the café this Saturday for breakfast. Find the opening hours for Saturdays.

Goal: Evaluate visibility of key information

Locate Contact Details

Scenario: You need to book a table for 4 people tomorrow evening. Find the phone number or email to contact the café.

Goal: Assess ease of accessing contact information.

Find the Location

Scenario: You are going to the café for the first time. Locate the address or map showing its location.

Goal: Test how quickly users can find directions.

--- Exploring the menu---

Find the Menu

Scenario: You are planning to visit the café and want to check if they offer vegan desserts. Find the menu and identify if vegan options are available.

Goal: Test menu accessibility and labelling clarity.

Finding prices

Scenario: You are planning to have afternoon tea at the café and want to know the cost of a high tea. Find the menu and locate the price for the high tea.

Goal: Evaluate the menu accessibility and visibility of pricing information.

Identify Dietary Information

Scenario: You are lactose intolerant and can't have dairy. Check if there are dairy free options available.

Goal: Assess allergen and dietary information clarity.

--- Booking a table---

Try to Book a Table

Scenario: You want to reserve a table for two this Friday at 7PM. Use the website to make a booking.

Goal: Test usability of the current booking process. Determine if it effectively conveys how a user would book a table.

--- General ---

Navigate to Social Media

Scenario: You want to see other peoples reviews of the cafe's dishes. Find and open their Instagram or Facebook page.

Goal: Test social media link placement.

Explore Special Offers

Scenario: Your friend's birthday is approaching and you heard that the café offers vouchers which you can gift. Find out information about the voucher and how you can order one.

Goal: Evaluate visibility and effectiveness of promotions.