Task Scenarios

# 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.

# 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.

# Explore Special Offers

**Scenario:** “You heard the café has a deal on lunch meals. Check if there are any current offers or discounts.”

**Goal:** Evaluate visibility and effectiveness of promotions.

# Navigate to Social Media

**Scenario:** “You want to see other peoples reviews of the cafes dishes. Find and open their Instagram or Facebook page.”

**Goal:** Test social media link placement.

# 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.

# 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 Book a table. Identify issues with lack of online booking.

Questions

# Difficulty

Rate the difficulty for each task below (1 = very difficult, 5 = very easy).

Finding the menu and vegan options

Checking Saturday opening hours

Locating contact details (phone/email)

Finding the cafes address/map

Finding current offers

Finding the social media pages

Identifying dairy free options

Attempting to book a table

# Frustrating

Which task(s) did you find the most frustrating?

Why?

How would you improve?

# General Feedback

How intuitive was the websites navigation?

What changes would make this website easier to use?

What design decisions would you change?

# Demographic

How often do you visit café websites?

Daily, Weekly, Monthly, Rarely