

Group: G10 - Strawberry Dumplings
Topic: Smart Ordering in a Restaurant

Assessment

How did you choose the interviewee?

- Students are one of the main user groups of online food ordering systems.
 - They typically lead **busy lives and need quick and convenient food solutions**.
 - They **come from various cultural backgrounds**, with different eating habits and preferences, which could provide us with a more comprehensive feedback and insights.
 - Mostly, they are **highly receptive and proficient with new technologies**. They might use various online food ordering systems and can provide in-depth user experiences.
 - Plus, students **represent future consumers**, their habits and preferences could influence future consumption trends.

So, we chose students as interviewee.

Expectations

- We aim to gather specific experiences of the interviewees using online food ordering systems, including their favorite features, the problems they've encountered, as well as their suggestions for system improvements. We also hope to understand their ordering habits, such as when, where, and how they typically use these systems, and the factors they consider when choosing restaurants and dishes.

This information will aid us in developing a better system.

Experiences

- In the beginning of the interview, we outlined the purpose of the interview, respected the interviewee's time and opinions, and explained our request for recording.

Following the script, we had prepared, we had open-ended questions ready in advance to guide the interviewee to share more, rather than just responding with "yes" or "no." We also had some follow-up questions prepared based on their responses.

Of course, we encountered some challenges. When we asked the eighth question, the interviewee's response was unclear, so we guided the situation and requested more details from them.

Conditions

- In our case, we chose to conduct the interviews in a relatively quiet and private room to minimize disruption and ensure interviewee comfort. We strived for a limited time to complete the interview, explaining the purpose of the interview at the beginning, and making sure he/she felt at ease.

At the same time, we use scripted and open-ended situational questions to help keep the conversation flowing and encourage interviewees to share more valid information.