Think-Aloud Protocol

1. Warm-up
2. Introduction message: “We are interested in what you say to yourself as you use this prototype. We’ll ask you to talk aloud constantly as you work on the tasks. Say aloud everything you say to yourself.”
3. Then tell users to do this: “Use the CoffeeNow application to order a Dutch flavored coffee, with a shot of espresso, and with cream and sugar.”
4. After users complete task, ask these follow-up Questions:
   1. Do you think the CoffeeNow app save your time?
   2. Do you see yourself using this app if it is available? (Encourage participants to elaborate their answer)
   3. Is there anything else you would like to share with me on this application? (More user feedback)
5. Thank users for their inputs at the end of the interview