

List of questions for Momondo:

**Yes/No question:** (Start, to categorize the users **Experienced | New**):

- 5sec test: what is this website about?
- Have you used this website before?
- How often do you think you have used Momondo?

**User tasks:** (Think aloud)

- Change the language.
- Find the cheapest return tickets in March for Dubai.
- Then change to two adults and a toddler in their own seat with Wifi.
- Change the currency.
- Find corona information about specific country/destination about a specific destination.
- Find a way to contact customer service.

**Open-ended questions:** (After tasks are completed)

- What stuck out in your experience?
- What opportunities do you have on this website?
- What services do you miss from this website?
- Where would you expect to see the covid information?

**Direct quotes:**

**Follow-up ideas:**

Gangster test

Trunk test

5 seconds test

Guns