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Beverage Booker Staff Feedback

The intention of this form is to gather feedback while testing our cafe app, Beverage Booker. We hope you can provide us with feedback that will further the quality of the app while resolving unforeseen issues that could be present in the app.

The first section of the form requires you to tell us hardware specifications so we may be able to eliminate issues that are occurring with certain devices.

The next sections of the form will describe different tasks that are to be completed, these tasks take you through the application and test the main process of the app. These tasks are:

- Fill Order (Queueing)
- Deliver Order
- Add Menu Item
- Update Inventory

The tasks are split into different sections in the form and will have multiple questions asked about them. There is a final section for additional feedback after all the tasks are completed and questions answered for them.

A user manual is provided to assist the user in completing the tasks if the user requires assistance.

What is your assigned Tester ID

Short-answer text

After section 1 Continue to next section

Section 2 of 8

Hardware Specifications

Please fill out the details for the hardware you will be using in the test.

What brand of device are you using? *

For example: Samsung, OnePlus 5, Nova, X2, etc.

Short-answer text

What model of device are you using? *

For example: S8, OnePlus 5, Nova, X2, etc.

Short-answer text

What version of Android does your device use? (Leave blank if unknown)

For example: Oreo 8 - 8.1, Pie 9, Android 10

Short-answer text

After section 2 Continue to next section

Section 3 of 8

Fill order (queueing)

Please fill any order within the Staff app.

When you pressed the Start Order button, did the app advance to the 'Fill Order' page? *

*This is the page that displays the individual items in a specific order

- ☐ Yes
- ☐ No

If you answered No above, was there a message displayed or did the application crash?

- ☐ Yes, there was a message.
- ☐ No, there was no message but the application didn't crash.
- ☐ The application crashed.

If you answered Yes above, what was the message?

Short-answer text

If you answered 'The application crashed' above, please explain the application's behavior in the lead up to it crashing.

Long-answer text

When arriving at the 'Fill Order' page, was each item and its options displayed clearly? *

- ☐ Yes
- ☐ No

If you answered No above, was it due to any of the text on the interface appearing to display incorrectly, or overlap?

- ☐ Yes
- ☐ No

If you answered No above, please explain the issue you had that caused the page to be unclear.

Long-answer text

When you pressed the Complete Order button, did the app return to the 'Orders' page? *

*The previous page that lists the orders.

- ☐ Yes
- ☐ No

If you answered No above, was there a message displayed?

- ☐ Yes
- ☐ No

If you answered Yes above, what was the message?

Short-answer text

Was assistance required to complete the task? *

For example: the user manual.

- ☐ Yes
- ☐ No

If assistance was used to complete the task, how useful was the assistance?

Long-answer text

Were there any other issues during the task that haven't been covered? *

- ☐ Yes
- ☐ No

If there was an issue, please describe it below.

Long-answer text

Was the 'Fill Order' interface easy to use and understand? *

This is the interface seen after you press 'Start/Continue' button on an individual order.

- ☐ Yes
- ☐ No

If anything, what was difficult to use and understand about the Fill Order interface?

Long-answer text

After section 3 Continue to next section

Section 4 of 8

Deliver order

Please deliver any order from within the app.

When you click the Delivered button, does the app remove the order from the 'Delivery' page? *

- ☐ Yes
- ☐ No

If you answered No above, did the app crash when you clicked the Delivered button?

- ☐ Yes
- ☐ No

If you answered No above, what happened to the order when the Delivered button was pressed?

Short-answer text

Was assistance required to complete the task? *

For example: the user manual.

- ☐ Yes
- ☐ No

If assistance was used to complete the task, how useful was the assistance?

Long-answer text

Were there any other issues during the task that haven't been covered? *

- ☐ Yes
- ☐ No

If there was an issue, please describe it below.

Long-answer text

Was the Deliver Order interface easy to use and understand? *

The interface displayed after pressing the deliveries button on the home page.

- ☐ Yes
- ☐ No

If anything, what was difficult to use and understand about the Deliver Order interface?

Long-answer text

After section 4 Continue to next section

Section 5 of 8

Add Menu Item

Please add a new menu item to the cafe menu.

When you click the Add Item button, does the app advance the the 'Item Type' page? *

- ☐ Yes
- ☐ No

If you answered No above, was there a message displayed?

- ☐ Yes
- ☐ No

If you answered Yes above, what was the message?

Short-answer text

When you click the Food or Drinks button, does the app advance to the 'Add Menu Item' page? *

*Add Menu Item screen is the interface where a user inputs the details for the new menu item

- ☐ Yes
- ☐ No

If you answered No, was there a message displayed?

- ☐ Yes
- ☐ No

If you answered Yes above, what was the message?

Short-answer text

When you clicked the Add button, was there a message displayed? *

- ☐ Yes
- ☐ No

If you answered Yes above, what message was displayed?

Short-answer text

Was assistance required to complete the task? *

For example: the user manual.

- ☐ Yes
- ☐ No

If assistance was used to complete the task, how useful was the assistance?

Long-answer text

Were there any issues during the task? *

- ☐ Yes
- ☐ No

If there was an issue, please describe it below.

Long-answer text

Was the Add Menu item interface easy to use and understand? *

*Add Menu Item screen is the interface where a user inputs the details for the new menu item

- ☐ Yes
- ☐ No

If anything, what was difficult to use and understand about the Add Menu Item interface?

Long-answer text

After section 5 Continue to next section

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Update Inventory

Please update the inventory (stock) level for a menu item in the inventory.

When you clicked the Update button, did the app display a message? *

- ☐ Yes
- ☐ No

If you answered Yes above, what did the message say?

Short-answer text

Was assistance required to complete the task? *

For example: the user manual.

- ☐ Yes
- ☐ No

If assistance was used to complete the task, how useful was the assistance?

Long-answer text

Were there any issues during the task? *

- ☐ Yes
- ☐ No

If there was an issue, please describe it below.

Long-answer text

Was the Update Inventory interface easy to use and understand? *

This is the interface seen once you have selected inventory from the home screen.

- ☐ Yes
- ☐ No

If anything, what was difficult to use and understand about the Update Inventory interface?

Long-answer text

After section 6 Continue to next section

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General questions

Please answer the general feedback questions concerning your experience with the app.

How easy was the app to use? *

1 2 3 4 5
Easy ☐ ☐ ☐ ☐ ☐ Hard

How easy was the app to navigate? *

1 2 3 4 5
Easy ☐ ☐ ☐ ☐ ☐ Hard

How difficult were the tasks to complete? *

1 2 3 4 5
Easy ☐ ☐ ☐ ☐ ☐ Hard

If used, how useful was the user manual for completing tasks?

1 2 3 4 5
Useful ☐ ☐ ☐ ☐ ☐ Useless

If used, how useful was the help video for complete the tasks?

1 2 3 4 5
Useful ☐ ☐ ☐ ☐ ☐ Useless

After section 7 Continue to next section

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Additional Feedback

Please provide any additional feedback you may have concerning the app.

Do you have any other feedback you would like to provide concerning the Beverage Booker staff app? *

Long-answer text