User Testing Report

Test Date: July 10, 2024
Participants: 5
Facilitator: Test Admin

Task 1: Homepage and "Order Now" Button

- **Positive Feedback**:

  - The "Order Now" button is prominently placed and easily noticeable.
  - The homepage has a clean and attractive design, creating a positive first impression.

- **Areas for Improvement**:

  - Nothing

Task 2: Explore Menu

- **Positive Feedback**:

  - The menu is well-organized with clear categories, making it easy to find specific items.
  - Visuals of food items are appealing and add to the browsing experience.

- **Areas for Improvement**:

  - Adding filter options (e.g., vegetarian, gluten-free) could enhance usability.

Task 3: Information Sections

- **Positive Feedback**:

  - Sections on delivery and food quality provide valuable information and build trust.
  - The layout is visually appealing and easy to read.

- **Areas for Improvement**:

  - Including customer testimonials in these sections could further enhance credibility.

Task 4: App Download Section

- **Positive Feedback**:

  - The section is visually engaging with clear CTAs for app downloads.
  - Users appreciated the inclusion of download links for multiple platforms (iOS, Android).

- **Areas for Improvement**:

  - Nothing

Task 5: FAQs

- **Positive Feedback**:

  - FAQs are comprehensive and cover a wide range of topics.
  - The expandable sections make it easy to find and read specific answers.

- **Areas for Improvement**:

  - Some users suggested reordering the FAQs to prioritize the most commonly asked questions.
  - Adding a search bar within the FAQ section could improve usability.

Task 5: Overall Feedback

- **Positive Feedback**:

  - The overall design is modern, clean, and user-friendly.
  - Users found the website intuitive and easy to navigate.

- **Areas for Improvement**:

  - A few users mentioned that the footer could be streamlined to reduce visual clutter.
  - Including a live chat option for customer support was suggested.