

## Café X Usability Study - Naïve User Exit Interview:

*Ok, now that you have your coffee, let's talk about your experiencing using Café X.*

- *How is your drink?*
  - *What do you like or dislike about it?*
  - *Is it what you were expecting?*
  
- *Overall, was the app difficult or easy for you to use?*
  - *What did you like about it?*
  - *What did you dislike about it?*
  
- *What did you think about the pick-up process?*
  - *Was it intuitive or were you unsure about what to do?*
  - *What was your favorite part about picking up your coffee?*
  - *Was there any part of the experience you disliked? Why?*
  
- *What did you think of the robot?*
  - *Did it change your experience?*
  - *How is it different from normal coffee shops?*
  - *Which do you prefer? Why?*
  - *In what ways is a coffee shop better? In what ways is the robot better?*
  
- *Would you use it again?*
  - *Why or why not?*
  - *Would you recommend to a friend?*
  
- *What are some words you would use to describe the ordering and pick up process?*
  
- *Is there anything else you'd like to share with me about your experience?*

*Thank you for your help. Enjoy your coffee!*