

## **Introductions and Instructions:**

Hi,\_\_\_\_\_. My name is Parth Bhakta, and I'll be moderating our session today. Before we begin I would like to provide context to what you will be doing today.

We're asking people to try using a mobile app that we're working on so we can see whether it works as intended. The session should take about 30 minutes.

We are testing the app, not you. Meaning that you can't do anything wrong. In fact, if something does not work according to its intention, it is a mistake of the app. So do not worry about making mistakes.

As you use the app, I will ask you to try to think out loud. What you are seeing, what you feel, and what you think. Be as transparent and blunt as possible.

At any time, if you have any questions please feel free to ask. I may not answer the questions since it affects the test itself. However, at the end of the test, I will be able to answer any questions.

Any questions?

## **Background Info:**

- **Occupation?**
- **Importance of mobile device**
- **Do you enjoy traveling**
- **What do you not like about traveling**
- **Do you use travel apps often?**

## **Initial Thoughts:**

What are your initial thoughts on the app, what do you see and what sticks out? Talk out loud

## **Tasks/Scenario:**

I will now ask you to play through a specific scenario where you will be asked to complete a set of tasks.

1. Looking to plan a solo trip you decide to use the new app TravelView. Looking to keep all your travels organized and secured you decide to create an account on the app.
2. Looking to the future you decide you want to book your solo trip on March 1st, 2023. Specifically to Puerto Vallarta Mexico.
3. It is not 2 days prior to your reservation date. You can now check-in to your hotel.