



①. Problems !

Likes

1. Convenient payment method
 2. Rewards system
 3. Order on app
 4. Saving an order to Favorites
 5. Customizable options
 6. Easy to use
 7. Intuitive
- 

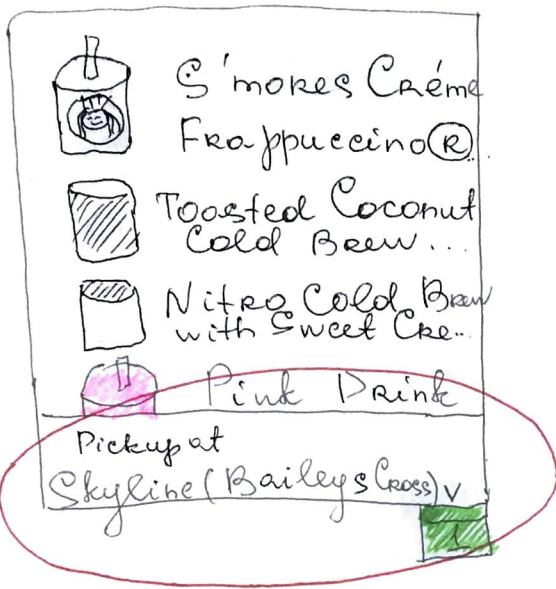
Dislikes

1. Can't find pricing
 2. Doesn't update calories
 3. Wallet doesn't consistently sync.
 4. Not user-friendly
 5. Checkout process
- 

Recommendations

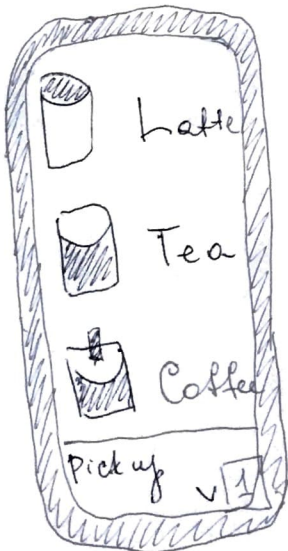
1. Scan credit or debit card instead of manually entering card info.
2. Increase the size of the menu buttons on the home screen
3. Place the Rewards banner in a different location (lower priority)
4. Make buttons more distinguishable.

2



3

Find how much the coffee costs (difficulty)



The application only shows the price after a user have gone through to the checkout section. Many users have expected the price to be shown earlier on in the process while they were selecting their items.

④ The application does not notify sometimes when the order is ready.



Socialize



☑ ☑


📶 🔊 🔌 73% 🔋 7:55 AM

✓
Review order (1)

Pickup at
Melroy's Place... ✓

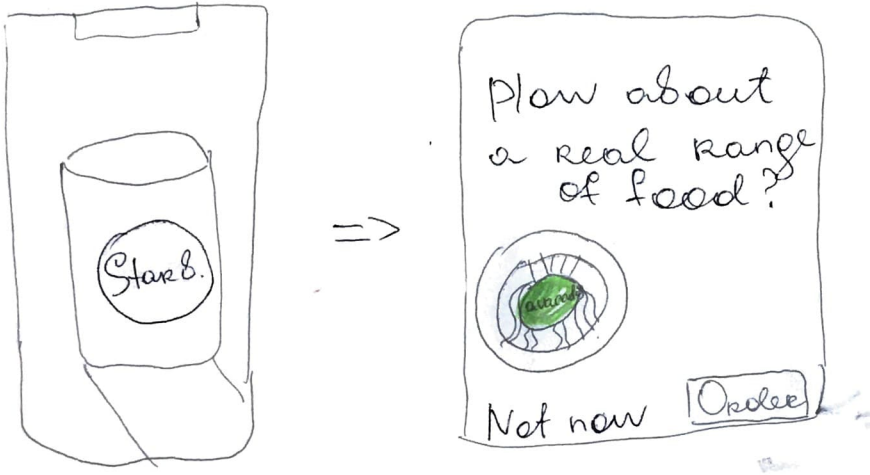
Prep time 5-15 min

🚗 5min ✓

Ready 

Suggestion:

① Expand the range of food.



⇒ Starbucks Expands Plant - Based Food Menu.

Menu :

Food ~~impossible~~

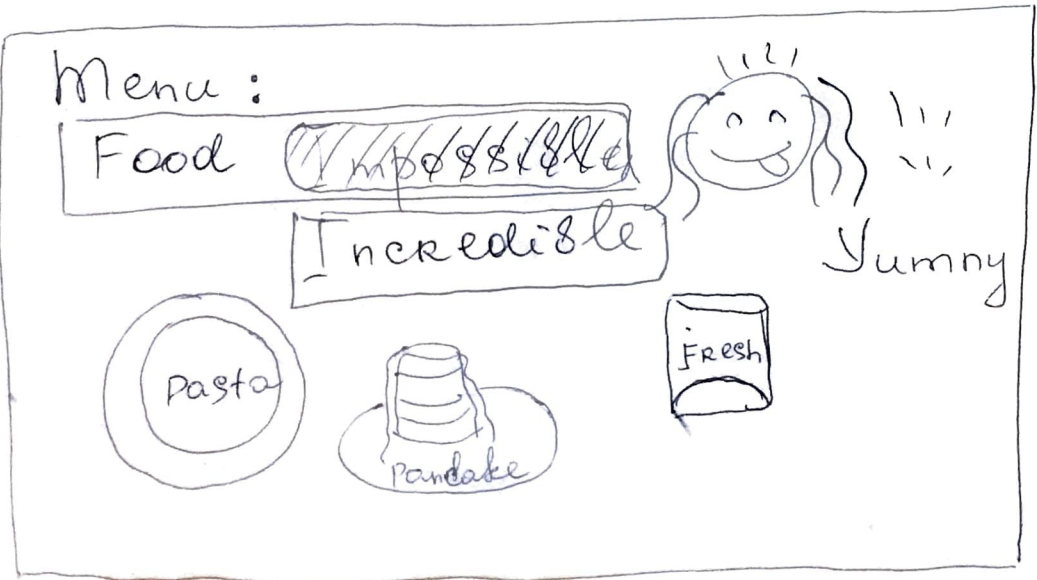
Incredible

Pasta

Pandake

Fresh

Sunny



This block contains a menu layout with several hand-drawn elements. At the top left, it says "Menu :". Below that, the word "Food" is written next to a rectangular box containing the word "impossible" with diagonal hatching. Below this is another box containing the word "Incredible". To the right of these boxes is a simple drawing of a smiling sun with rays. Below the "Food" box is a circular icon containing the word "Pasta". To the right of the "Pasta" icon is a drawing of a stack of pancakes on a plate, labeled "Pandake". To the right of the "Pandake" icon is a drawing of a carton of milk labeled "Fresh". To the right of the sun icon is the word "Sunny".

② How to do it

1. Open your app and tap on "Order"

2. Click on the Breakfast Set option

Lunch

Dinner

3. Select your breakfast of choice

Lunch

4. Dinner

5. Select the store to pick up your food at, then submit your order.

5. Pick up or delivery your food

~~Impossible~~
(incredible)



* Breakfast set price differs as top-up amount applies for selected beverages (except tall-sized Fresh Orange Juice)



③ How is looking.



① Download

Find the latest Starbucks app.

② Order
or + Pay
Delivery

Tap the Order button
and Delivery or Pick-up.

Be sure your orders only
when you're in this area.

