

User 2

23 years old | Lives in Bellingham, WA

Works in the parks department for the city of Denver.

User 2 has celiac, and autoimmune disease which makes her gluten intolerant.

[Researcher] Have you ever used a digital menu at a cafe or restaurant before? If so, how was your experience with it?

[User 2] We have a few places that have been doing that for COVID here, and I actually really like it. Especially because I used to work in a beer garden and I know how rough it can be as a waiter. I think it would be a lot less stressful on the waiters, but I worry if that affects the tips they get.

[Researcher] How do you feel about pictures of the food or beverage in a menu?

[User 2] Pictures always. Seeing what I'm ordering always gets me to order faster.

[Researcher] Do you have a preference between using a digital menu and a physical menu?

[User 2] Digital menus usually have more information about things. I have a gluten intolerance, and I have come across a few digital menus that either have a disclosure about which items are gluten free, or if things might come in contact with gluten in the kitchen.

[Researcher] If you had the option, would you like to order through a digital menu rather than having a cafe barista take your order?

[User 2] I could go either way I guess. Sometimes it's nice to connect with people. But sometimes I'll do work in a coffee shop and I just want to keep focused, so in those cases the app is better.

[Researcher] How do you usually order from a cafe, and is there anything that you find tedious about it?

[User 2] I just honestly hate having to constantly ask about gluten when I order. I know it's fine, but I find it so embarrassing. I'd rather just know.