

**Determine research goals:**

- I want to understand the processes and emotions that people experience around ordering snacks at the movies.
- I want to understand common challenges people face when ordering snacks at the movies.
- I want to identify frustrations people experience during the process of ordering snacks at the movies.

**Target participant characteristics:**

- Ages 18-69
- Lives in metropolitan or suburban areas
- People who order food from restaurants at least once a week
- Include participants of different genders
- Include participants with disabilities

**Research questions:**

- “Could you describe your experience with ordering snacks at the movie theater?”
- “What are some of the things that contributed to that experience?”
- “What challenges do you face in the ordering process? How does this make you feel?”
- Is there any way in which you feel these challenges could be solved?”
  - “Tell me more about that.