

Coffee Break™

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Google UX Design Professional Certificate



Project overview



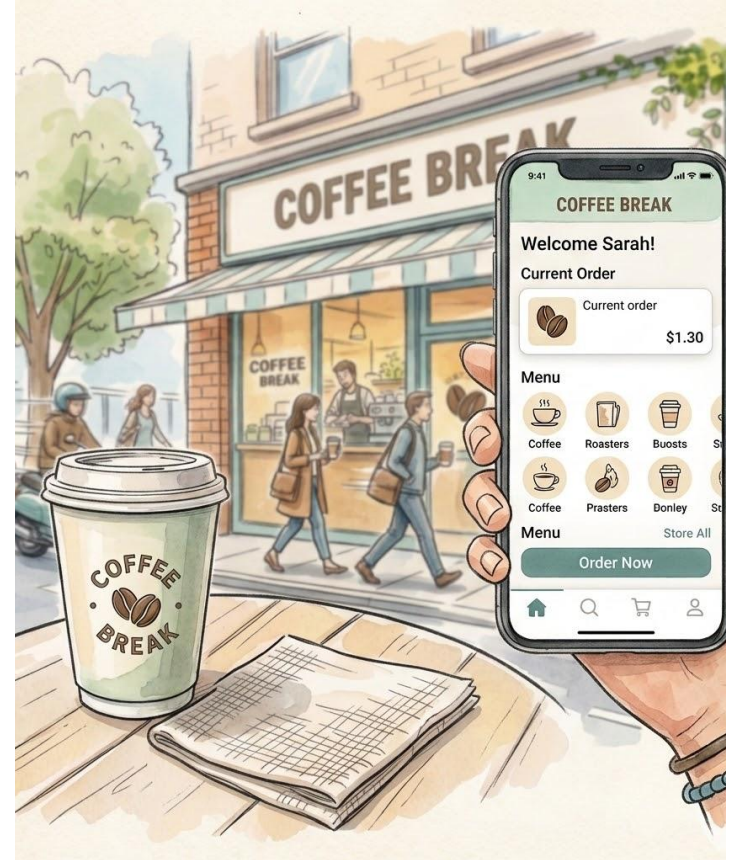
The product:

Coffee Break™ is an app for a coffee shop that focuses on selling coffees quickly and easily to busy customers.



Project duration:

July - August 2026



Project overview



The problem:

Customers wanted their coffees faster, with more convenience. Coffee Break™ needed a way to make their shopping experience easier and faster.



The goal:

Create a fast and super convenient app, so that users will be able to have their coffees ready for them, when they want them, and so that the process should be simple and smooth.

Project overview



My role:

UX Designer and Researcher



Responsibilities:

User Research (Interviews, Personas, Journey Map, Usability Studies), Creating Wireframes, Low-Fidelity Prototypes, Testing, Mockups and High-Fidelity Prototypes.

User research: summary



We interviewed 4 participants between the ages of 18-60 in a classic interview style.
We asked about Coffee Break's service and Weaknesses

User research: pain points

1

Timing Issue

Coffees were being prepared too early or too late, and were either not ready for customers, or all ready cold.

2

Inconvenience

to calling to order, or ordering in-store, takes time. These are very time-consuming ways to place an order.

3

Behind the times

Customers felt that it was very old-fashioned to call to order, and wanted a way to order in advance.

Persona: *Sophia*



Sophia is **32** with a **Bachelors of fine arts** Originally from **Yellow Springs, Ohio** working as a **Fashion Photographer**.

"My mornings are a mad rush, every minute matters."

Goals:

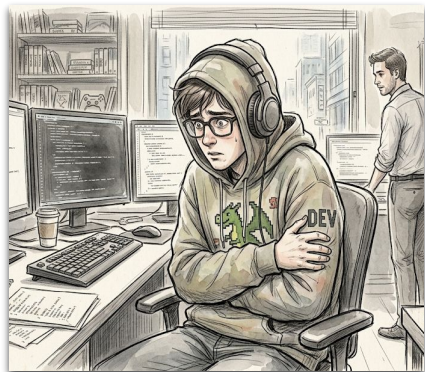
Be able to get her coffee easily without waiting at all.

Frustrations:

No time or patience to wait for her daily coffee. Needs fast and reliable service.

Sophia is a hard-working photographer with an extremely difficult boss, and long demanding hours. While she is a great multi-tasker, she is usually rushing to do a ton of things at once. It also means she can be a little impatient. Oh, and mornings are not her thing, but what can she do? She has to go to work. Her coffee is more important than her camera, she needs it for her action-filled job that has her on her toes the whole day, and that starts well before she would like to do.

Persona: *James*



James is **24** with a **Business Degree**, Originally from **Yellow Springs, Ohio**. He works as a **Game Programmer**.

"I need to know exactly when my coffee will come, otherwise I might see someone I know."

Goals:

Be able to know when to pick up his coffee exactly when it will be ready, so that he doesn't bump into anyone he doesn't want to meet.

Frustrations:

Nervous to be stuck waiting for his coffee, and being in a social environment.

James has severe social anxiety. He lives alone with Daisy, his puppy. He likes to buy coffee, and get out a little in the morning, but he wishes he didn't have to wait in the shop since it makes him very overwhelmed. James is busy programming a new version of his favorite video game, Candy Crush. He also likes to go fishing on the weekends. He loves the coffee at Coffee Break, but wishes he didn't have to wait around for his order.

User journey map

Sophia wants to order her coffee in advance, and not have to wait.

Action	Order coffee in advance	Arrive at the shop	Pay for Order	Plan tomorrow's order	Order for tomorrow
Task List	A. Call the shop B. Wait on hold C. Explain her order to the Cashier	A. Check if her order is ready B. Wait for her order	A. Wait for Cashier B. Pay with her Credit Card C. Wait for payment to process	A. Remember to place order B. Find a quiet time to make phone call	A. Call in advance B. Wait on hold again
Feeling Adjective	Annoyed, Impatient	Frustrated	Annoyed, frustrated	Overwhelmed	Impatient
Improvement Opportunities	Create a online ordering process that can be placed in advance	Send Notifications to customers so they know their order is ready.	Payment should be able to be processed in the app, and can save card information for the next time too	In-app ordering should be accessible without using sound	Offer to repeat your order on the app

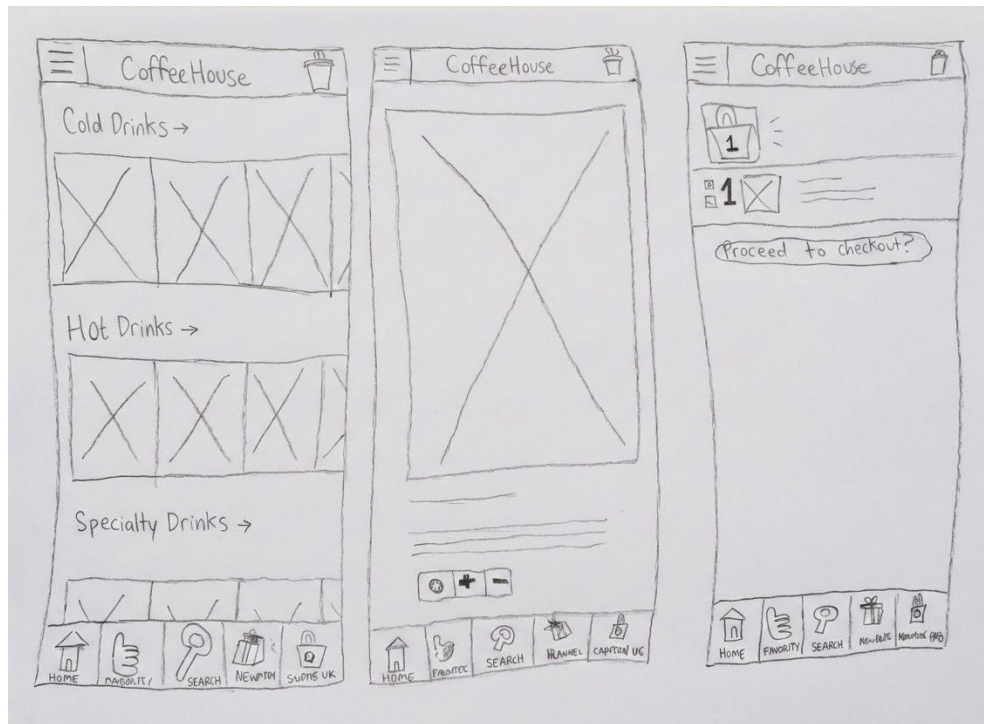
User journey map

James wants to order his coffee to be ready for him when he gets to the shop.

Action	Order coffee in advance	Go to the Shop	Wait for Order	Pay for Order	Tip Barista
Task List	A. Call the shop B. Speak to a representative C. Explain his order to the Cashier	A. Walk into the store B. Check for order	A. Wait at the Counter B. Ask if Order is ready	A. Wait online B. Speak to Cashier C. Wait for payment to process	A. Ask to leave tip B. Give tip to cashier
Feeling Adjective	Uncomfortable, anxious	Anxious	Annoyed, Uncomfortable	Uncomfortable	Uncomfortable
Improvement Opportunities	Create a online ordering process that will place the order virtually	Send Notifications to customers so they know their order is ready.	Access to when Order is ready in the app	Payment should be able to be processed in the app, and can save card information for the next time too	Tip should be offered in the app

Paper wireframes

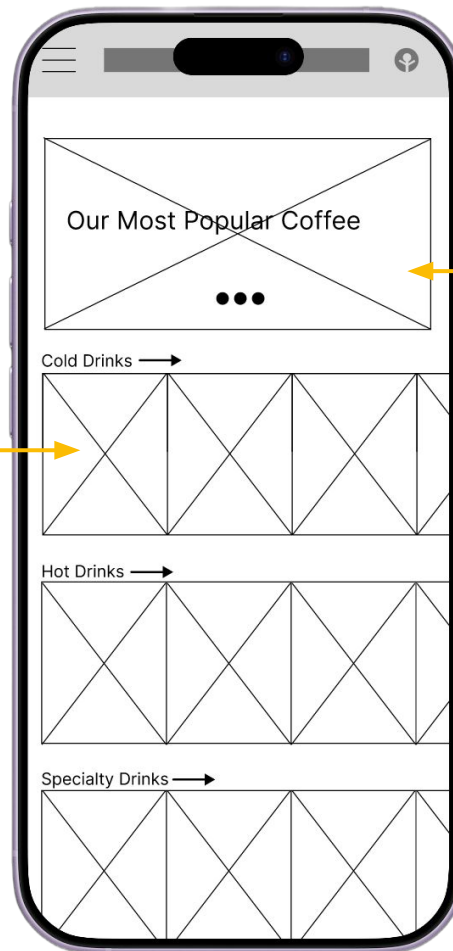
After sketching out the very basic core of my wireframe I was able to figure out what would and what wouldn't be needed in my digital wireframe.



Digital wireframes

I found that this Homepage was very simple and easy to start an order right away.

Quick Access to Coffee Options for our time-pressed users

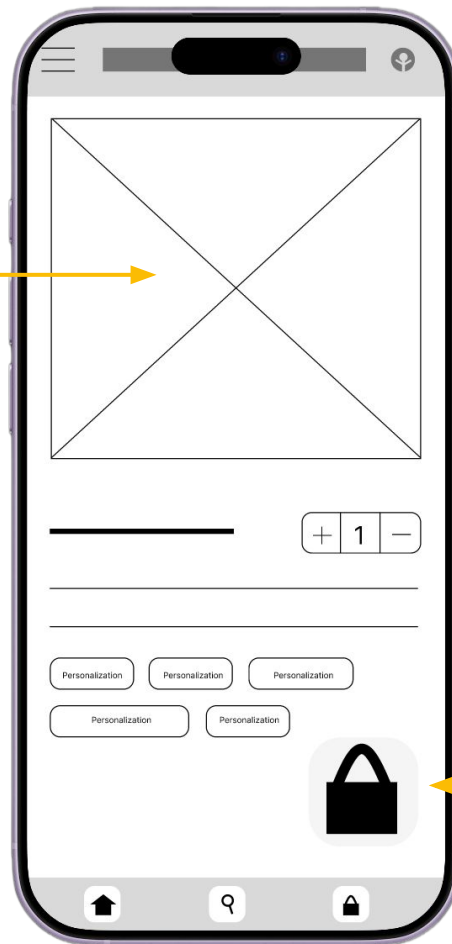


Popular coffee helps users make their choice more easily, so they can move faster and have less to think through

Digital wireframes

I found that this Homepage was very simple and easy to start an order right away.

Image of Selected Coffee in large so they can see clearly what their ordering

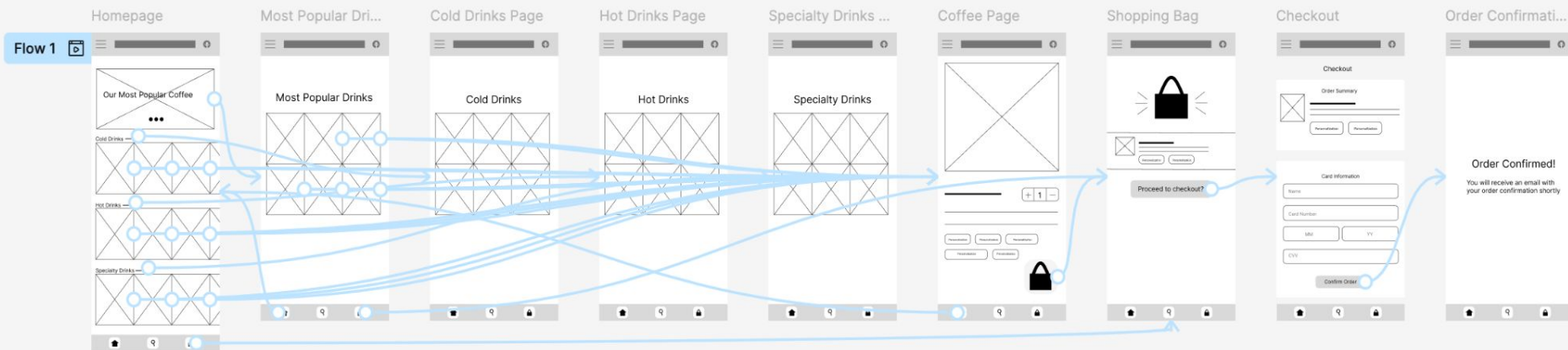


Easy way to add to bag with a one-step click

Low-fidelity prototype

This Flow takes the user from the menu till the Order Confirmation

<https://www.figma.com/design/Nlaeo1YOzxFlivmgIYrdCt/CoffeeHouse-Wireframe?node-id=0-1&t=b83xjtvW2hdErK53-1>



Usability study: findings

Write a short introduction to the usability studies you conducted and your findings.

Round 1 findings

- 1 Insert finding
- 2 Insert finding
- 3 Insert finding

Round 2 findings

- 1 Insert finding
- 2 Insert finding
- 3 Insert finding

Refining the design

- Mockups
- High-fidelity prototype
- Accessibility

Mockups

[Your notes about goals and thought process]

Before usability study

Image of
selected
screen before
usability study



After usability study

Image of
selected
screen after
usability study

Mockups

[Your notes about goals and
thought process]

Before usability study

Image of
selected
screen before
usability study



After usability study

Image of
selected
screen after
usability study

Mockups

Main
mockup
screen for
display

Main
mockup
screen for
display

Main
mockup
screen for
display

Main
mockup
screen for
display

High-fidelity prototype

[Link to high-fidelity
prototype]

Screenshot of
prototype with
connections or
prototype GIF

Accessibility considerations

1

Insert one to two sentence summaries describing each accessibility consideration applied in your designs.

2

Insert one to two sentence summaries describing each accessibility consideration applied in your designs.

3

Insert one to two sentence summaries describing each accessibility consideration applied in your designs.

Going forward

- Takeaways
- Next steps

Takeaways



Impact:

Insert one to two sentences summarizing the impact of your designs. In the real world, you'd include data like number of downloads or sign ups, but since this is a course project, you can include a positive quote from a peer or study participant.



What I learned:

Insert a few sentences summarizing what you learned throughout the project.

Next steps

1

Insert a few sentences summarizing the next steps you would take with this project and why.

2

Insert a few sentences summarizing the next steps you would take with this project and why.

3

Insert a few sentences summarizing the next steps you would take with this project and why.

Let's connect!



Insert a brief sentence or two about contacting you and/or reviewing more of your work.

Provide your contact information here. This might include your email address, phone number, and website or link to other professional platforms.