ABSTRACT

Point Of Sale (POS) systems facilitate transactions in Food and Beverage (FnB) businesses. However, the POS interface is not yet optimal in supporting the efficiency and effectiveness of baristas when serving customers. This study conducted usability Testing on a POS application using remote and in-person methods to measure user effectiveness, efficiency, and satisfaction. The Testing was carried out by assigning tasks to baristas, measuring task completion rates, completion times, and satisfaction scores. The results showed that the in-person method achieved 100% effectiveness across all roles, while the remote method achieved 100% for Admin and Manager and 96.49% for Staff. In terms of efficiency, the in-person method had task completion times ranging from 28–48 seconds, while the remote method ranged from 34–43 seconds. User satisfaction scores based on the PSSUQ showed an average value of 1.72 on a scale of 1–7, with better scores observed in the in-person method. These results indicate that the in-person method is more optimal for usability Testing of FnB POS applications, thus helping to improve the speed and accuracy of barista services during daily operations

Keywords: *usability Testing, Point Of Sale, FnB, in-person Testing, remote Testing, POS application*