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First Interview A1

The interview recorded below was made on the 19th of November 2022 after discussing a problem my client faced when I proposed a solution of creating a website which would solve his problem. We had this 25 minute interview to talk about the details of the application.

Me: “What problem do you have?”

My Client: “Currently, our hotel’s customers order food to their rooms by calling the lobby’s hotline. This creates busyness and confusion. To solve this, I want to have an application or website in every room accessible through a qr code.

Me: “How will receiving orders online be beneficial to you?”

My Client: “By receiving orders online directly from customers:

- Customers wouldn’t be experiencing phone traffic
- Customers would be able to see the image of what they want to order
- The information of the food chosen by the customers would be sent to the appropriate section of the hotel directly, making the process faster
- High level of customer satisfaction would be met”

Me: “Will the customers make orders from their personal devices or through devices existing in the hotel?”

My Client: “Because of its ease of use, I would like the users to scan a qr code in order to reach a website where they can order their food online, without jamming the hotel’s hotline. Having the system online makes transporting the request between departments of the hotel easy.”

Me: “What requirements do you want in the online system?”

My Client: “I want the users to be able to:

- Customers won’t experience hotline traffic
- Customers will be able to pick whatever want by looking at their image
- Details of the chosen products will be sent to the kitchen fastly
- Customers will be able to choose their method of payment while ordering
- High level customer satisfaction to be met

Evidence of Consultation With Client A2



Figure 1 - Image which shows my communication with my client through gmail

Comparison Table Between Existing Products A3

	My app	Getir	Yemeksepeti	Glovo
Delivers food to a general region	X	✓	✓	✓
Orders delivered to hotel rooms	✓	✓	✓	✓
Food and menu is customizable	✓	X	X	X
Delivery time is always fast	✓	X	X	X
Food delivered is always hot and fresh	✓	X	X	X
Food delivered is always safe	✓	X	X	X

Table-1: Comparison table which shows the abilities and properties of different food delivery applications and websites.

Comparison Table Between Programming Languages A4

Front-end:

	HTML/CSS	JavaScript	TypeScript	React
Used for web development	✓	✓	✓	✓
Low learning curve	✓	X	X	X
Cross-platform compatibility	✓	✓	✓	✓

Table-2: Comparison table which shows the properties of different front-end programming languages

Back-end:

	Java	Python	C#	PHP	Swift
Easy to learn and read	✓	✓	X	X	✓
Fast	✓	✓	✓	✓	✓
Practical	✓	✓	✓	X	✓
High general security	✓	X	✓	X	✓
Object oriented	✓	✓	✓	✓	X
Cross platform compatibility	✓	✓	✓	✓	X
Used for web development	✓	✓	✓	✓	✓

Table-3: Comparison table which shows the properties of different back-end programming languages

Final Interview With Client A5

This interview was made when I revisited the hotel, in order to show the product to my client and get feedback.

Me: “The qr scan will fill in the account details automatically and redirect to the appropriate page. This is the login page which can also be used instead of the qr code.”

My Client: “I see you have thought of logging in online as well. Can you show me the pages of customers and staff after logging in?”

Me: “This is the menu page customers can see where they add digestibles to their cart and order.”

My Client: It is perfect, it is simple and easy to use since everything is in order and the digestibles are detailed. I also see that after submitting an order users can leave a note, this would decrease the dissatisfaction of customers against the staff. It would be even better if the users could somehow track the progress of their order while waiting.”

Me: “It would require a few changes but it is possible to let the users know that their order is sent, being prepared, or on its way in the format of a checklist.”

Me: “This is the admin page that only kitchen staff can see. They can see waiting orders, and manage available products.

My Client: “The page is very minimalistic, but it works since it isn’t for customers. It is great that everything is ordered in tables. I also see that you have added a sales page showing statistics, though I didn’t ask for it, I like it. It could be improved by showing a bar graph for the revenue brought in the last week or month.

My Client: “Does the website have security measures to block unrestricted access?”

Me: “Yes. When a kitchen staff tries to change the url to access a customer account, or vice versa, they are directed to the login page again, so they can’t access a restricted page without the appropriate account information.”

My Client: “This is perfect. One last thing, people who know the url, for example old customers who left the hotel, can’t make orders from outside the hotel in place of existing customers, right?”

Me: “Yes, only devices within a small range of ip addresses can access the website. So customers should be connected to the hotel Wi-fi in order to make an order.”

My Client: “Overall the product meets my expectations and can be implemented into the hotel. It is fast, easy to understand and use for both customers and staff, and decreases hotline traffic. As I said there could be a few additions made but the essence of what I asked for is available and these additions would be the icing on the cake.”