**Pizza Shop**

**Interview Transcripts**

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# **Interview 1 transcript:**

**Abdo:** Good morning, guys. My name is Abdelrahman, this is Alaa (pointing at Alaa), this is Aya (pointing at Aya). We would like to talk a little bit about the problems that you are facing in the restaurant and how we can solve it in the best way. So, is it okay for us to record this interview?

**Interviewees:** yeah…. yes…. sure.

**Abdo:** Ok let us start. How is it going with the restaurant right now?

**Mario:** It is not going well right now…we used to be good but since we got popular, we are getting a lot more customers than we expected and now we are getting confused, and we are making cold pizza. We just don't know which pizza is for which customer. When we are taking the orders, I must shout it out because there is no proper system in order to give it to the cook so that he knows exactly which pizza he is cooking for who. So yeah, it is not good right now.

**Abdo:** So, what do you think about the communication system you currently have?

**Mario:** So right now, I am just taking the orders and just shouting it out to the cook and I know it is tough for him because if I give multiple orders at once, he will get confused. Maybe that is the reason why we serve bad pizza to everybody.

**Alaa:** How do you want to solve this problem?

**Medya (manager):** Everyone said that it is impossible to manage a restaurant with only 2 employees, but I don’t think so. We are in 2022 so technology can solve any problem. What I want is, ahh, we are trying to manage. ahh…. I need a system that can help employees do their job because they are doing well but with a simple system that ahh…because it is impossible to shout out the order to the cook it is funny, but it is not acceptable anymore. Why don't we make a system that gives the order with all details to the cooker directly using one screen with only one button. ICT can do that so why not…

**Alaa:** yeah, you are right…. clear

**Aya:** How do you want the system to look like?

**Medya (manager):** I do not really care about the details. I don't care about the design ahh. it could be very simple but at least if it works and it saves our time and it makes our restaurant organized. It is enough for me.

**Aya**: So, the most important thing for you is to solve the communication problem and to solve the shouting problem. So how do you think we can solve the problem with giving pizza to the customer, how can it solve that in your opinion?

**Medya (manager):** I don’t know, maybe we can make a website or an application or any ahmmm… that can send the customer’s orders directly to the cooker

**Aya:** Thank you…

# **Interview 2 transcripts:**

**Abdo:** Can you please introduce yourself?

**Manager (Aisha):** Hi, my name is Aisha, and I am the third stakeholder in the shop and I will be starting soon as a manager

**Abdo:** How is it going with the restaurant right now?

**Manager:** currently things at the restaurant are not working efficiently, there is no system and lack of communication between the two brothers, which is causing a lot of problems with the customers

**Abdo:** How do you think the communication system can be improved?

**Manager:** well right now the communication is like two people yelling at each other and shouting if the order is ready or not so, we don't really have a communication system and we need it to be improved

**Alaa:** How do you want to solve this problem?

**Manager:** I was thinking something around building a system that would eliminate the shouting and help each employee to be clear what is the status of the order

**Alaa:** How can ICT solve your problem?

**Manager:** ease the communication so people don't have to shout at each other but instead they just look at the screen or at whatever the system will be and know what they should do at this time

**Aya:** So, what do you want the system to look like?

**Manager:** You mean like visually?

**Aya:** yeah, visually do you want screens? Do you care about the design? Do you want it to be simplistic?

**Manager:** Of course, I want something simple and pleasing, I want the employees to be trying to understand what is going on while they are working on the order because this will cause unwanted delay

**Alaa:** Is it to be looking like a button for the customer “He stops and doesn’t complete the question”

**Manager:** Well, that’s up to you guys but, it must be simple and not complicated so everyone knows what to do “She understood what he meant”

**Aya:** What is your budget?

**Manager:** we don’t have a budget per say but something a thousand should be good

Aya: What is the most important thing that we should put into consideration while we are making the software?

**Manager:** The system should be working smoothly with the employees and that it has no bottlenecks.