# INTERVIEW TRANSCRIPT -Mr. Panucci-

Interviewer: What do you think about the pizzeria?

Mr. Panucci: I was honestly impressed it still functions! Perhaps for a small neighborhood restaurant, the resources available would suffice. However, we are talking about a fast growing and popular business here.

Interviewer: What do you think about the taste of the food?

Mr. Panucci: It was absolutely incredible! I am sure this is how they gained their popularity! Freshly baked pizza is hard to find, especially with the accent placed on quantity over quality these days.

Interviewer: Do you think the workflow is effective?

Mr. Panucci: Most certainly not! The communication is done by yelling, which is irritating and also the number one way to mistake orders! Also the payment is taken directly by the cashier – another room for human error!

Interviewer: What do you think the pizzeria should improve? I am talking about workflow, taste, or any other things that may come to mind.

Mr. Panucci: I think they should definitely improve the technical part! Add communication, automation, it is the 21st century after all! Also the advertising is basically non-existent! They lack a logo, a website, a slogan. If you ask me, Mario and Luigi have a lot of upgrades to make!

# INTERVIEW TRANSCRIPT -Mario-

1. Good day, Mr. Mario! It is a pleasure to be here with you today!

Mario: It's good to see you too!

Interviewer: Well, let us begin! Can you tell me a little about yourself?

Mario: Hi, I’m Mario, I am the owner of Mario and Luigi’s Pizzeria and I work there as the cashier.

2. How has your experience been working as a cashier at the pizzeria?

Mario: It's been good so far business is booming and it is a lot of fun working here with my brother. I'm truly delighted to be able to do this as a job and i wouldn’t want to give it up.

3. What problems did you encounter while working here?

Mario: There have been a few problems we encountered while working. Our system is quite outdated and we are short staffed. The main problem is the communication right now. I just kind of shout at Luigi what a customer ordered and he has to make something based on that. So as you probably can imagine he doesn't always get the orders right because he misheard.

4. What is the thing you would want to improve the most about your business?

Mario: The thing we are looking to improve the most is definitely the communication s because right now we are just hanging in there because pizzas are so good. But we can't go on like this because people will get tired of this and we will lose business. I would like an easier way to communicate with Luigi so we don't get orders mixed up anymore. Also we would like to take online orders but for now we mainly want to improve the way of communication.

5. What will you use Mr. Panucci's investment for?

Mario: We would like to use Mr. Panucci’s investment for the improvement of communications. After that if we have money left over we would like to use it to get a website to improve business and so we can take online orders.

# INTERVIEW TRANSCRIPT -Luigi-

Interviewer: Hello Luigi, tell us a bit more about yourself?

Luigi: Hello! I come from Italy with my brother Mario and since we retired from saving princesses we started our own business.

Interviewer: What would you say are the biggest problems in the company?

Luigi: We have encountered some problems while we are working here. But the biggest once are that our system is a bit old-fashioned and we don't have any type of website therefore the costumers can't make a online orders.

Interviewer: Do you feel these problems can be fixed with the ICT approach?

Luigi: I believe that is possible to fix them by starting off with a updating the system. We can put machines on every table on which they can put their order and it will be automatically send to the kitchen.

Interviewer: Do you have any complaints about the workspace?

Luigi: Since I work in the pizzeria i don't have any complains about it because everyone in the team encourage your efforts and helps you as much as possible to make the workspace as good as possible.

Interviewer: Would you like to expand the business?

Luigi: Yes I would like to expand trough other continents and your little pizzeria to be one of the largest pizzerias in the whole world.