1st make sure to thank Mr. van de Hoek that we could have this interview  
2nd ask if it is ok for us to take notes and record the interview

1: Currently all of your data of customers are saved in excel sheets, however if we want to make the system more efficient then we think the best way to do that is to put it online. Would you mind if we were to switch the database from excel to an online database?

2: In the pdf it says that you use Word and Access to save some data, could you tell is what kind of data is being kept in Word and Access documents?

3: We were given a document showing all the data that has been saved by every branch, which of the following can only be seen and or edited by your branch and which can be seen and or edited by other branches.

4: You said in the pdf file that you make lots of use of the R&D department, do you wish to communicate with them through the application or to share data?

.Do not forget to tell him a sum up of everything that has just been asked  
.Explain that with this information we’ll be able to start making a sketch and send it to him when we think are done with it  
.Tell him when he can expect something back (today or tomorrow)