**Interview plan**

**Note: 20 minutes per sub-group**

**Sub-group 1 - Website - Up to 2:20pm**

>>>>> Kenneth - Introduction

They will introduce themselves

Good afternoon Mr Jones. My name is Kenneth. May I address you by your first name(Matthew). This is my team and we are from Synergy Solutions. I will let the rest of my team introduce themselves to you.

**Brief introduction of all the team members** (Introduce according to your specific team: e.g. Hi, my name is Kenneth and I will be asking you questions about the website)

>>>>> Kenneth Today we would like to ask you a few questions regarding the project.

For research purposes, we will be voice recording this interview. Please be rest assured that any confidential information discussed during this interview will be restricted to members of our team only.

May we continue with your permission ?

Great. Firstly, we will be asking you a few questions regarding the website.

>>>>>Qudsia - Start asking questions

* What do you aim to achieve?
* Can we please get a map of the zoo?
* What is the current implemented system – do you have an existing website?
* What are your existing social media platforms that we can advertise on the website ?
* Do you have an existing logo for the zoo?
* Tell me a bit about the history of the zoo ?
* Can you tell me any interesting facts about the zoo ?

>>>>> Kenneth

* What are the main competitors of the zoo?

“I have done a bit of research on the different competitors and these are the top three” - show the top 3 competitors **(Links in slide 3)**

When you show the design say "These are some examples of competitor websites that we have researched, but it is your view that matters, so please be absolutely honest with me about your view on it"

* How would you like the potential customer/visitor of the website to interact with the website? - show the different navigation examples **(Links in slide 4)**
* From the examples of navigation shown, is there one that you particularly like?

When picked ask “What is it that you specifically like about the style ?

* Do you have an idea in mind about the general layout of the website ? - show the top 3 competitors **(Links in slide 3)**
* From the examples of the competitor websites shown, is there one that you particularly like?

When picked ask “What is it that you specifically like about the website that you picked, eg.. how its displayed, fonts, colours etc.. ?

>>>>>Jason- End questions and move on to the next sub-group.

* In your opinion, when you open a zoo website, what is the first thing that you expect to see (any specific information, pictures etc..) ?
* Do you have existing content that you would like us to use (e.g. Articles/news, pictures of animals etc..) ?
* What are the key sections that the website must have?

Would you like a special section on the website where the customer can rent the zoo for parties or family time?

>>>>>Madhab

* What type of information (e.g... any interesting facts about a particular animal etc..)how would you like to display the information regarding the critical zoo animals on the website? - show example
* What are the main colours you would like to see on the website?

**Sub-group 2 - RMS - Up to 2:40pm**

**Introduction**

>>>>>Alane - we are now going to ask questions about the record management system.

* How do you currently store data about the animals, the clients and the sponsors?
* (If the client says any digital form then ask) What operating system are you currently using? Do you prefer the latest version?
* How do you manage client data and sponsors?
* How do you adjust and change information about the animal?
* What do you like and dislike about your current record management system?
* What is the current way of sharing files between all business members?

>>>>>Dawood

* What do you like and dislike about your current record management system?
* How do you currently distribute information about the animals to the public?
* Can you tell me a bit more about how you would like to interact with the record management system, any key functionality that it must have?
* Are there any existing photographs of the animals in the zoo that we can access, to be added to the database?
* Can we access existing data of the current animals in the zoo?
* How many people work for you?

>>>>>Elizabeth

* What are the different job roles people have in the zoo?
* Who currently has access to your documents on the animals/ the clients / sponsors?
* Is there anything you do not want in the database?
* What is the proposed budget for this project?
* What is the deadline for the project?
* What if any worries do you have about the system?
* What issues do you think there may be with the software?

>>>>>Beverley- End questions and move on to the next sub-group.

* Is there anyone else we will need to speak to who is not on our list?
* What would be the best way to reach you?

**Sub-group 3 - Kiosk - Up to 3:00pm**

>>>>>Lisa - We are now going to ask questions about the kiosk

* What systems do you have currently i.e. do you have kiosks currently
* Do you have Wi-Fi available for guests?
* Who are your current target audience?
* Do you want a self service kiosk for the tickets to buy to get into the zoo?

>>>>>Madalina

* What key information do you want to see on the kiosk ( gift shop, food machines, tables and sponsor banners)
* Are there any specific attractions that you would like to see
* Do you have any design ideas for the kiosk

>>>>>Abayomi

* Do you want a QR code system?
* what functions would you like the kiosk to perform
* Would you like a QR code reader on the mobile app as well as the website?
* Do you want the kiosk to sell products such as QR cards and other products like stuffed animals(cuddly animal toys)
* What are your expectations from the QR codes in terms of its performance and reliability.
* Do you have a specific pattern or where you want the QR codes to be displayed?

>>>>>Casey

* Where do you want the kiosks to be located?
* How many kiosks would you like to have?

>>>>> Ending - Kenneth

Thank you for your time today Mr Jones. It has been really productive speaking to you, we have gained lots of information, are there any other topics you would like to discuss, or is there any information you think I should know.

We will be in touch soon, to make sure that the solution we come up with is what you expect.