Upon our first meeting with the client, we acquired a solid base of information pertaining to their business, but simultaneously opened the door to a whole new array of questions. The first, and perhaps most obvious, was the question of what areas the business is dealing with the most problems. Knowing this would naturally aid in the design of a program that could cater to their specific needs. Furthermore, we'd like to know what kind of issues they face during days where they cater to events. Do they rely on computers to manage their day-to-day operations? If so, what software systems do they implement and how heavily dependent are they on these systems? Do they use programs to keep track of client information or is a more rudimentary approach taken? We'd also like to know if the company partakes in e-commerce. If they do, how do they manage the transactions and store the new information? That covers the general scope of questions regarding the business itself, now it's time to reflect upon what makes the company run - the employees.

In our initial meet with Back of House Catering we learned that the business was currently comprised of five (5) employees. The two owners (husband and wife) also acted as the head chefs, and the woman we met with was the manager, dealing with the company's day-to-day operations. The job description of the other two employees remains a mystery, and we also don't know if the owners and the manager wear any other hats, so to speak. Do the two mystery employees get replaced often, or have they been relatively permanent employees? What skills do these workers need to have and how long would it take new ones to become effective? Next we wondered if they expand on staff during days which they cater to events. Do they hire extra help in the form of waiters/waitresses, bartenders, and/or people who walk around with food platters? In any case, a more crucial question for us to have the answer to would be how the company keeps track of sales made and hours worked. Do they already have a system in place to keep track of employees' hours logged or do they implement a more liberal approach? This brings up the question of how much training (if any) is involved with any software systems in place. We know that the manager we met with has some experience using computers, but do the other employees?

Finally, some more technical questions came to mind. Would they prefer a barebones user interface, or a more modern-looking, state of the art type GUI. Do they want to use our program to generate printable schedules and invoices? Lastly we need to find out what they plan on doing in terms of hosting and what their budget is for such services.