**Details Of The Gathering Methods :**

1. **Interview Questions**  
   – How often do booking issues happen, and how are they resolved?  
   – What are the steps for confirming a booking via WhatsApp?  
   – How is vehicle availability handled manually?
2. **Observational Findings**  
   – Frequent switching between systems resulted in issues.  
   – Staff manually logged WhatsApp entries into spreadsheets.  
   – Car condition reports are handwritten and subject to inconsistencies.
3. **Reviewed Documents**  
   – Booking records.  
   – Refund requests.  
   – Fleet inspection logs.  
   – WhatsApp chat exports.