1. can you describe your job to us?
2. how long have you been in that position?
3. how do you usually process an order transaction?
4. is this process standard for all orders? any protocols?
5. are there any special exceptions or processes in some orders?
6. what can you comment about your current ordering process?
7. what is the most difficult aspect of the process for you?
8. is this difficulty prevalent?
9. when is the most recent event wherein you have received a lot of orders?
10. how did you handle this case?
11. were there any discrepancies or errors during that event?
12. how do you track and monitor the orders?
13. do you keep records of orders?
14. where do you save these records?
15. are the records being stored in an automated manner?
16. do your computers operate on Windows, Mac, Linux, or others?