**Interviewer:** Stephanie Radu

**Interviewee:** Mario

**Location:** Fontys Hogescholen

**S.R.** : Hello! I am Stephanie Radu and I am conducting an interview for improving the system used for ordering in your pizzeria. Is it ok if I record this?

**Mario:** Yes, of course!

**S.R.:** Alright. Would you please introduce yourself?

**Mario:** I am Mario. I am the waiter and the cashier for the restaurant

**S.R.:** What does your job imply besides that?

**Mario:** I usually take all of the orders form the customers and I make sure to get them to the kitchen where my colleague, Luigi, works.

**S.R.:** I have a few questions prepared, but if a question doesn’t feel appropriate, you don’t need to answer it. Shall we start?

**Mario:** Yes.

**S.R:** My first question is: Which is the story of your pizzeria?

**Mario:** Me and Luigi are the owners of the pizzeria. We started about 10 years ago and it’s been working really well. We have a lot of customers who really like our pizzas, but there are a few things that can be improved.

**S.R:** How do you feel about the current process of ordering?

**Mario:** I think that is one of the main topics that should be improved. Because right now, I take the orders from customers and I just shout them to Luigi. He tries to right them down whenever he can. When it’s done he shouts back to me. We have had a lot of complaints from the customers about the noise, so that’s an issue.

**S.R:** How do you wish it to be like? (the ordering process)

**Mario:** I think we should come up with a solution to improve the ordering system, so we don’t have to shout anymore. Maybe we can have some kind of application that sends the orders to the kitchen and also notifies me when the food is ready.

**S.R:** So you would say the technology from your pizzeria is up to date, right?

**Mario**: Yes, definitely.

**S.R:** You had a lot of complaints about the ordering system?

**Mario:** Yes, we had. Especially about the noise, but also the waiting time, because we don’t have a good process and it is getting much busier, so customers have to wait for their pizzas longer and it gets cold.

**S.R:** What do you think about an application for ordering online which will free you of the need to right down or shout the orders?

**Mario**: I think that’s a very good idea if it is possible to implement that.

**S.R.:** And it will also solve the customers’ dissatisfaction you would say.

**Mario**: I think as well and maybe it’s also an idea to let the customers see how long they have to wait or something like that.

**S.R:** Ok, that’s a really good idea. Also having a smart oven which will send you a notification whenever the pizzas are ready would be helpful for you?

**Mario:** Yes, definitely! That would also make my colleague’s work easier, because then we can focus on dealing with all of the orders and not worrying about the oven too.

**S.R:** Ok, one last question: Would you be willing to have weekly or daily offers in order to attract more clientele? If not, why is that?

**Mario:** Yes, I think we would really like to have that, but first we have to improve the ordering process so we can have more customers.

**S.R:** Of course. Do you have any questions or anything else to add?

**Mario:** No, I think it is all very clear and would like to keep in touch with you about the improvements.

**S.R:** Sure! We will contact you whenever we come up with something new. Thank you so much and good luck with your business.

**Mario:** Thank you!

**S.R:** Have a nice day:

**Mario**: You too!