**Interview 1**: Luigi

**Date**: 12-10-2022  11:00 AM

**Participants**: Ida Galimova and Grigoriy

**Interviewer**: Ida Galimova

**Interviewee**: Luigi, Chef of the restaurant

Location: Fontys Hogescholen R10

**Interviewer**: Good afternoon, my name is Ida Galimova, and I’m conducting an interview about smart management for a pizzeria. Do you mind if we record this interview?

**interviewee:** No, I don’t.

**interviewer**: Okay, so what is your name, and what is your role in the company?

**interviewee:** My name is Luigi, and I am the main chef in the restaurant.

**interviewer**: Can you tell me what a usual day at work looks like for you?

**interviewee**: So, I come to work in the morning, but we usually don't have many clients at that time so it's very relaxed. Usually, I cook the pizza and everything that's on the menu

**interviewer**: Alright so can you tell me a little bit more about the baking process with the pizzas?

**interviewee:** Yeah so when Mario tells me what I should cook. I take the ingredients and put the pizza in the oven, and I have to monitor the oven and shout to Mario when the pizza is ready

**interviewer:** What is the main thing that makes your work harder?

**interviewee:** Well, the fact that we sometimes mistake the order by example Mario shouts make a pepperoni pizza and I understand to make a Margherita.

**interviewer:** Alright, do you use any technologies in your work?

**interviewee:** Well, we use the oven, if that's technology

**interviewer:** Okay, so you mentioned that you monitor the time, how do you signal the waitress when it's finished?

**interviewee:** well, ah, I just yell

**interviewer:** can you tell me about how you deal with a lot of orders at the same time

**interviewee:** When we have a lot of orders it gets really complicated because the waiting time for customers gets very high. They need to wait a long time. I don’t have any measures for this time. I mean, I try to be fast but it’s not always something I can do.

**interviewer**: Of course, it’s understandable. Can you tell me which data would you like to see on your side when you receive an order?

**interviewee**: Obviously, I want to see what the order is. What pizza they ordered. I think that’s it.

**interviewer**: Of course. Why did you decide that you need an ICT solution?

**interviewee**: It was not exactly me who decided that. It was Mr. Panucci. He suggested this. When he came to our restaurant then we talked about employing ICT specialists.

**interviewer**: Alright. And one last question. Do you have anything to add?

**interviewee**: No, I don’t have anything to add.

**interviewer**: Alright, thank you very much for the interview. Hope you have a good rest of the day.

**interviewee**: No problem. Bye!