

Interview & Questionnaire Report QuickMart Self-Checkout Application

Project Title: QuickMart Smart Self-Checkout System

Who Will I Interview?

To collect diverse and meaningful insights, I plan to conduct interviews with individuals who interact with supermarket systems daily and represent key stakeholders in retail operations.

1. Supermarket Manager

Name: Mr. Ahmed Youssef

Reason: To understand the operational side of checkout systems, inventory management, and customer flow challenges.

2. Cashier

Name: Ms. Rana Khaled

Reason: To learn about the real-time difficulties and workload of traditional checkout processes.

3. Customer (Frequent Shopper)

Name: Mrs. Heba Ali

Reason: To get feedback from a regular shopper regarding pain points in checkout and willingness to adopt self-checkout.

4. IT Admin / POS System Technician

Name: Eng. Mostafa Nabil

Reason: To understand technical infrastructure, POS limitations, and integration opportunities with mobile apps.

What Will I Ask Them?

Questions for the Manager:

1. Can you describe how the current checkout process works?
2. What challenges do you face during peak hours?
3. Do you think a self-checkout solution would improve store efficiency?
4. What concerns might arise from a mobile self-checkout system?

Questions for the Cashier:

1. What are the most common issues you deal with at the cashier?
2. Do customers often complain about waiting times?
3. How do you think a self-checkout system would affect your workload?

Questions for the Customer:

1. How do you feel about standing in long queues?
2. Would you be comfortable using your phone to scan and pay for items?
3. What would encourage or discourage you from using a self-checkout app?

Questions for the IT Admin:

1. What system does your supermarket use for sales and inventory?
 2. What difficulties do you face in maintaining the current POS system?
 3. Would integration with a mobile app be technically feasible?
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Realistic Questionnaire for Customers (to be distributed online/in-person):

Purpose: To collect quantitative data from a sample of 2030 supermarket customers.

Section 1: Shopping Behavior**1. How often do you visit a supermarket?**

- Daily -Weekly - Monthly -Rarely

2. On average, how long do you wait in line at checkout?

- Less than 5 mins -5-10 mins -10-20 mins -More than 20 mins

3. What time of day do you usually shop?

- Morning -Afternoon -Evening

Section 2: Technology and Preferences**4. Have you ever used a self-checkout kiosk before?**

- Yes -No

5. Would you use a mobile app to scan and pay for items while shopping?

- Yes -No Maybe

6. What features would you like to see in a self-checkout app?

[Open-ended text box]

7. What are your main concerns about using a self-checkout app?

- Security of payments - Technical difficulties - Too complicated to use - Not trusting the accuracy of scanning

Section 3: Demographic Info

8. Age Group:

- Under 18 -18-30 -31-50 -50+

9. Gender:

- Male -Female -Prefer not to say

10. Do you usually shop alone or with family?

- Alone -With Family