

UNIVERSIDAD DE LAS FUERZAS ARMADAS



**ESPE**

**Oriented Objects Programming**

**CRN: 9642**

**Instructor:**

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The FAMSE Project.

## **The FAMSE Project.**

### **Interview.**

#### **1. What is the main objective of implementing a product reservation system in the company? nut shop?**

The main objective of implementing a product reservation system in a store of nuts is to improve efficiency and customer satisfaction by facilitating the purchasing process and guarantee the availability of the desired products. Implementing a reservation system in a dry fruit store has as its main objective improve customer experience, ensure product availability, and optimize inventory management. This can lead to increased customer satisfaction, operational efficiencies, and better overall trading results giving more profit.

#### **2. What are the most popular or demanded products in the store?**

In a nut and seasoning store, the most popular and demanded products may vary depending on the region and customer preferences. The most requested are the following: - Almonds - Walnuts - Pistachios - Raisins - Spices and condiments Although these are the products that most frequently run out Stock a grocery store nuts and seasonings can have a wide variety of products to satisfy the diverse demand from its customers.

#### **3. How are product reservations currently managed in the store?**

Currently, stores selling nuts and similar products can manage reservations of various ways, leveraging technology and inventory management systems. Many stores use computerized inventory management systems that allow them to make track your stock in real time. These systems can generate automatic alerts when a minimum stock level is reached (i.e. when they run out or are low on products), allowing owners or employees to place orders to replenish the out-of-stock products more quickly.

#### **4. How do you expect the product reservation system to improve the customer experience?**

You can give the guarantee of availability that by allowing customers to make reservations, they are assured that the products will be available when they arrive at the store. This avoids the disappointment of discovering that a desired product is out of stock or that there is not enough stock available. Saving time for customers, they can avoid having to look for products in the store or wait in line to make a purchase. By reserving products in advance, they can pick them up quickly or even opt for home delivery, which saves time and effort. It helps to have a planning and organization for those clients who want to make sure of have the necessary products for a specific occasion, the reservation system gives them the opportunity to plan and organize ahead. They can rest assured that the products will be available when they are needed, which reduces stress and improves their shopping experience.

#### **5. How would you like customers to make their reservations? There are two viable options.**

- Store website: It is convenient to allow customers to make reservations through of a dedicated store website, the website may have a shopping cart system shopping where

customers can add the nut products they want reserve, select the quantity, and provide your contact information for complete the reservation.

- **Mobile application:** An additional option is to develop a mobile application for the store of nuts, customers can download the application on their mobile devices and make reservations directly from there giving comfort to the client to request their food is also an agile way to generate the best experience possible.
- 6. Should the product reservation system include options to modify or cancel reservations? existing reservations?**

Yes, it is highly recommended that the product reservation system includes options for modify or cancel existing reservations either due to digitization failure or just the fact of wanting to change a product, this gives customers flexibility and allows them to adjust your orders as needed.

- 7. How will customers be notified when their reserved products are available for purchase? pick them up at the store?**

There are several ways, but as said before, a mobile application would be the most recommended since that a message could be sent to your mobile device with a message saying, your products that were previously reserved are ready to be picked up!! This generates agility and is also a practical method to have good reviews.

- 8. Are there any specific security or privacy requirements that the reservation system of products must comply?**

Protection of personal data is what is most required since it must be ensured that the personal data of users, such as names, addresses, contact information and data payment, are collected, stored, and processed in accordance with data protection regulations applicable data. This may include measures such as data encryption, restricted access to the personal information and the implementation of data retention policies.

- 9. Does the product reservation system have to be integrated with any payment system or Existing in-store billing?**

Yes, it is generally advisable to integrate the product reservation system with the system of payment or invoicing existing in the store, the integration between both systems allows a smoother and more efficient experience for both customers and store staff guaranteeing a hassle-free booking and payment process.

- 10. Is there any time restriction for the reservation of products or for their later collection? in the shop?**

Yes, since it is necessary for the product to be delivered in a defined time interval of in the same way, reservations of a product can be allowed for a certain time before picking it up, this generates order and at the same time prevents future problems that can have the business.