# Interview 1

Eng. Ahmed Tarek: Mr. Fady Nassif, Could you provide an overview of **GoBus's** founding history?

Mr. Fady Nassif: Certainly, Eng. Mahmoud. GoBus was established in Cairo in 1998 and has since been a pioneering force in Egypt's public transportation sector.

Eng. Ahmed Tarek: It's impressive to see GoBus's journey. How has the company evolved over the years?

Mr. Fady Nassif: Indeed, GoBus has come a long way. Initially, we had a single reservation outlet in Heliopolis. However, recognizing the need to expand accessibility, we opened five additional outlets across various strategic locations in 2005.

Eng. Ahmed Tarek: That's a significant expansion. How did it impact ticket sales?

Mr. Fady Nassif: Before the expansion, GoBus had sold approximately 4,500 tickets by the end of 2004. However, in the early months of 2005, ticket sales declined, with only 3,000 tickets sold.

Eng. Ahmed Tarek: That's an interesting shift. How does the reservation system currently operate within GoBus?

Mr. Fady Nassif: Presently, our reservation system relies on manual processes and physical records. Despite the multiple outlets, coordination between them is maintained through regular communication to prevent double bookings.

Eng. Ahmed Tarek: What challenges has GoBus encountered recently?

Mr. Fady Nassif: We've faced issues with passengers booking the same seat for multiple individuals, especially in January and February 2005.

Eng. Ahmed Tarek: Given GoBus's structure, how are departments organized within the company?

Mr. Fady Nassif: GoBus operates with distinct departments, including marketing and sales, maintenance and operations, and accounting.

Eng. Ahmed Tarek: Considering these challenges, what enhancements do you believe are necessary for GoBus's reservation system?

Mr. Fady Nassif: I believe implementing an online reservation platform would greatly benefit GoBus, enhancing convenience for passengers and expanding our reach.

Eng. Ahmed Tarek: Thank you for your insights, Mr. Fady Nassif. Could you prepare a formal request outlining the system's requirements, cost estimates, and expected timeline for program development?

# Interview 2

Eng. Ahmed Tarek: Good morning, Mr. Fady Nassif. Could you please walk me through the responsibilities of the Operations and Maintenance Department at **GoBus**?

Mr. Fady Nassif: Good morning, Eng. Ahmed. Certainly, the Operations and Maintenance Department at GoBus oversees the efficient operation and maintenance of our bus routes across Egypt.

Eng. Ahmed Tarek: How is the Operations and Maintenance Department structured within GoBus?

Mr. Fady Nassif: The department is divided into key sections: Permanent Travel Lines Operations and Central Operations Management.

Eng. Ahmed Tarek: Could you elaborate on the functions of the Central Operations Management section at GoBus?

Mr. Fady Nassif: Absolutely. The Central Operations Management section handles budget allocation, distribution among operational units, and monitors expenditure to ensure optimal resource utilization.

Eng. Ahmed Tarek: I understand. What specific operational challenges is GoBus currently encountering?

Mr. Fady Nassif: Lately, we've faced issues related to ticket reservations, particularly instances where multiple passengers book the same seat, causing inconvenience.

Eng. Ahmed Tarek: Thank you for highlighting that, Mr. Fady. Let's delve into the Marketing and Sales Department. What are its core responsibilities at GoBus?

Mr. Fady Nassif: The Marketing and Sales Department plays a crucial role in managing ticket reservations and sales processes for our passengers.

Eng. Ahmed Tarek: And how is the Marketing and Sales Department organized within GoBus?

Mr. Fady Nassif: It comprises several sections, including Outlet Management, responsible for overseeing ticket sales outlets and reservation processes.

Eng. Ahmed Tarek: Can you outline the tasks handled by the Outlet Management sections at GoBus?

Mr. Fady Nassif: Certainly. The Outlet Management sections are responsible for daily reservation statements, sales data consolidation, and budget monitoring, ensuring smooth operations.

Eng. Ahmed Tarek: That's insightful, Mr. Fady. Lastly, could you provide an overview of the Accounting Department's functions at GoBus?

Mr. Fady Nassif: The Accounting Department oversees financial activities, including budgeting and taxation, ensuring compliance and financial integrity across all operations.

Eng. Ahmed Tarek: Thank you for your comprehensive overview, Mr. Fady. Would it be possible for you to draft a formal request detailing the system enhancements required for GoBus, along with cost estimates and implementation timelines?