

Interview Scenario

Heading: Md Tasnim Kabir

Interviewee 1: Sing Cheung (Works at KFC as a crew member)

Interviewee 2: Amar (Regular customer at KFC)

Date: 19-02-2022

Martijn Luther Kinglaan , 1111LP, Diemen

Background Information:

Profile of interviewee 1: Sing has been working at KFC as a crew member since 2017. So he has a lot of experience in that field. His main job is to take the order from the customers and send these orders to the kitchen. For taking these orders, he uses iPad.

Profile of interviewee 2: Amar is a regular customer at KFC.

Practical Information: To conduct this interview, I will use my mobile phone recorder so that I can replay the recorder for gathering as much information as I can.

Interview Type: Semi-Structured

Interview Schedule: 19-02-2022

Introduction: Hi, My name is Kabir and I am a first-year student at Inholland. The main purpose of this interview is to gather information about your restaurant ordering system which will help me to do my restaurant ordering system project in term 1.4. Moreover, It will also develop my research skill as I have to read two articles for getting information regarding this topic. On top of that, it will also develop my academic writing skill.

The interview will be about 10 minutes and If you give me permission to record this session, I will do that.

Core:

Questions to Interviewee 1:

- a. What is the name of the restaurant you are working for?
- b. Can you please tell me how long you have been working there?
- c. How is it like to work there?
- d. What is the ordering system of your restaurant?
- e. Is it possible to order manually?
- f. Which items do you have on your menu?
- g. Is it possible to order online?
- h. Can I order food over the phone?

- i. Do you accept cash or only pin?

Questions to Interviewee 2:

- a. How often do you go to Kfc?
- b. Do you prefer to go to the restaurant or order food online?
- c. How convenient is it to use their online app?
- d. Are their foods organized on the app?
- e. How satisfied are you in terms of using their application?
- f. Is it handy to use their ordering machine in the restaurant?

Conclusion: Thank you for sharing your experience. If I get permission from you, I would like to send this report to you for some feedbacks so that I can improve my report.