**Interview Scenario**

**Heading:** Md Tasnim Kabir

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

Interviewee 2: Sing (Regular customer at KFC)

Date: 27-02-2022

Martijn Luther Kinglaan , 1111LP, Diemen

**Background Information:**

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

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

**Practical Information:** To conduct this interview, I will use my mobile phone to record the interview so that I can replay the interview for gathering as much information as I can. So would you mind if I record this interview?

**Interview Type:** Semi-Structured

**Interview Schedule:** 27-02-2022

**Introduction:** Hi, My name is Kabir and I am a first-year IT student at Inholland. The purpose of this interview is to gather information about your restaurant ordering system which will help me to build a restaurant ordering system project in term 1.4. Besides, It will also help me to develop my research skills (as I have to read two articles related to this topic). Moreover, It will also help me to improve my academic writing skills and soft skills.

The interview will be last 45 minutes.

**Questions:**

Questions to Interviewee 1:

1. Does your restaurant make use of an ordering system? If yes, How is it used?
2. When a customer makes an order, where does it go first?
3. Can you tell me what is the internal process of your system when an order is being placed?
4. Can you tell me how the order goes to the kitchen and from the kitchen to the customer?
5. Does your restaurant has a centralized ordering system?
6. How does your payment system work?
7. Do you feel there is a need for any other features that could improve the system by making it more efficient? If so, which one?
8. Is there any priority feature in the system you currently use? If not, do you think it should be implemented?
9. Finally, What do you see as improvement points of your system?

Questions to Interviewee 2:

* 1. How often do you go to kfc?
  2. Can you tell me your experience of ordering food at kfc?
  3. Can you tell me what is the process of making an order there?
  4. How do you feel about using their ordering machine?
  5. Have you experienced any malfunction when you were ordering on their machine? If yes, could you explain what happened?
  6. Do you feel there is room for improvement of their system? If yes, what improvement would you like to see?
  7. Do you also use their online app? If yes, can you share your experience of using this app?
  8. Finally, What do you see as improvement points of their online application system?

**Conclusion:** Thank you for sharing your opinions and experience. I will make great use of this valuable experience and I will be more than happy to send the information gathered if you need it.