**Interview Scenario**

**Heading:** Md Tasnim Kabir

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

Interviewee 2: Sing (Regular customer at KFC)

Date: 19-02-2022

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:** 19-02-2022

**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 develop a project related to your system for my university. It will also help with my research skills (as I have to read two articles about this topic). Moreover, It will also help me to improve my academic writing skills and soft skills.

The interview will be last 45 minutes.

**Core:**

Questions to Interviewee 1:

1. What is the name of the restaurant you are working for?
2. How long you have been working there?
3. What is the ordering system of your restaurant?
4. Do you have a central ordering system?
5. Is it possible to order manually?
6. What are the advantages and disadvantages of your system?
7. What can be improved of the system?
8. Can I order food online or over the phone?
9. Do you have a criticism of it?
10. Do you feel there is a need for any other features that could improve the system by making it more efficient? If so, which ones?
11. Is there a priority feature in the system you currently use? If not do you think it should be implemented?
12. Do you feel there is a need to have a different type of hardware for this system?
13. Have you experienced any malfunctions in the system? If yes, can you elaborate in specific detail on what happened?

Questions to Interviewee 2:

1. How often do you go to Kfc?
2. Do you prefer to go to the restaurant or order food online?
3. How convenient is it to use their online app?
4. Are their foods organized on the app?
5. How satisfied are you in terms of using their application?
6. Is it handy to use their ordering machine in the restaurant?
7. Are the delivery services connected with the ordering system? Or do you feel there is room for improvement, elaborate on what improvement you would like to see?
8. Have you experienced any malfunction in the ordering system? If so, could you explain what happened?
9. Have you had a bad experience related to the handling of the ordering system by the employee? If so do you think it has to do with the lack of provided training by the employer?

**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.