# **The Questionnaire**

## **About the Business Owner:**

**Q:** Do you have knowledge in the computer world? Would you be able to personalize and operate your website? Would you require guidance?

**A:**  Yes, I am very knowledgeable in the computer world, I am currently studying in computer science and will continue in this field.

**Q:** What made you decide to start a side business?

**A:** My friend introduced me to this side business, to which I grew it over time.

**Q:** Why sell computers and laptops in particular and not something else like clothing for example?

**A:**  I sell computers and laptops because it’s my field of study and I’m excellent with computers.

**Q:** Is the business your only job?

**A:**  Yes, it is.

## **About the Business:**

**Q:** How long has this business been up and running?

**A:** 2 years

**Q:** What is your best description of the industry that you work in?

**A:** Refurbished computers

**Q:** What is the best-selling product that you have?

**A:** My high-end gaming computers

**Q:** What are your sales statistics like (if you have something like that)?

**A:**  I sell about 20 PCs/laptops per week, with laptops being more popular among customers being about 60% of the sales.

**Q:** How and where are supplies bought?

**A:** I have multiple sources such as Facebook Market place, personal business partners and suppliers.

**Q:** Do you know of any businesses similar to yours?

**A:** Yes, many people around the world do the same

**Q:** How competitive is the market or how do you adapt to competition?

**A:** It’s fairly competitive, customers try to find the best price on the market, and I try to do my best for them, so they take their money with me.

**Q:** How can people find out about your business? Where do you operate?

**A:** Usually by word of mouth, I operate from my basement.

## **About the Issues:**

**Q:** What was the issue with the way you were operating before and what made you consider working with us?

**A:** I need more clientele, hopefully a website can further my reach.

**Q:** Is the business profitable to become your only source of income or is it only intended to be a side business?

**A:** Yes this business is lucrative, once I’m able to work fulltime, I believe in can replace a normal job.

**Q:** How is the business currently operated, how do people order and how do you fulfill orders?

**A:** I make posts on Facebook marketplace, from time to time I get personal request for certain desktops.

**Q:** Are there any issues with suppliers, for example when you order separate parts to build a custom pc?

**A:** Usually this is never an issue, as I always have someone to meet my needs.

**Q:** Do you advertise your business? If yes, how do you do it?

**A:** Facebook marketplace ads

## **About the application:**

**Q:** What features would you like to have as an admin?

**A:** The feature I would like to have would be an inventory system to which I can only have access to, where I can manage my stock and build computers and post them from there.

**Q:** What features would you like your customers to have?

**A:** Costumers should be able to shop and browse, they can maybe send personal request or ask questions.