Interview with the Client

[I] – Interviewer [C] - Client

I – Hi! Good Afternoon! I’m Naomi Portales, a second year Computer Science student from De La Salle University. Thank you for agreeing to meet up for this interview.

C – You’re welcome.

I - As a requirement for one of our subjects, my group mates and I are required to develop a software that would cater to the client’s needs.

C – Well that’s good.

I – Yeah. Hahaha. Well for today, I would like to know more about the processes that happen within your business and possibly help you identify problems and difficulties that you encounter.

C – Okay, g.

I – So let’s start with the easy questions. Can you introduce yourself and tell us what you do in the company?

C – Alright. I'm Fredkyle Celestra, acting as management trainee/assistant directly under the supervision of the General Manager.

I – Oh that’s cool. Can you describe your experience while working in the family business?

C – Working in the business is not an easy thing to do since I'm still familiarizing myself in the different aspects of the enterprise.

I – What does your business currently offer?

C – We currently offer tailoring services and computerized embroidery like patches and logos for schools and hospitals.

I – Would you mind telling me the how an order is processed in your business?

C – Well for our tailoring services, a customer usually goes into the shop with an order in mind, either getting a garment made from scratch or getting something repaired, then we name the price, the customer pays and leaves with a job order receipt. Then customer then goes back to pick up the item on the date specified.

I – That’s great. How do you take note of the orders and pick-up dates?

C – Currently, we just take note of everything on paper.

I – What happens when the customer loses this receipt?

C - We have a paper copy of the receipt that we give to the tailor and we also have a notebook where we list down all of the orders, so that we’re sure that everything’s being noted. But in my opinion, this takes up too much time.

I – Knowing this issue, have you ever tried using another method of taking note of orders?

C – Nope. Kahit nga excel di kami gumagamit eh.

I – Alright. On a normal day, how many items are processed by your tailoring shop?

C – Around 40-50 during peak season. Pero conservatively, around 40.

I – Knowing that you get significantly more orders during peak season, are there times where you tend to overlook an order and forget about it?

C – Yeah, minsan, kaya nadedelay. But tumatawag naman yung customers kaya naalala.

I – That’s good. How about the Computerized Embroidery part of the business, how does the typical order processed?

C – Well, a client places an order then discusses the order specifics, like the size, design and quantity. Then they settle the price. Once they agree upon a price, a down payment is needed before a receipt is released. Once they receive the partial payment, production starts. Then depending on what they agreed upon, the items are picked-up from the warehouse or delivered to the client.

I – Who handles bulk orders like that?

C – The supervisor usually takes the orders, but it’s the General Manager that communicates and negotiates with the client.

I – Are there any more processes that take place in the business?

C – Well, the actual production of the item or garment is a process.

I – How so?

C - Before we start producing, we get the order details first, like the quantity and design. Based on that information, we determine the supplies needed for the job and check if the supplies are available. Then we assign work to the workers and set a deadline.

I – Oh okay. Who assigns the work?

C - The General Manager.

I - You mentioned your supply inventory earlier, how do you manage your supplies?

C – Well, we have a written list. Kaso ang problema lang dun, mabagal tapos ang hirap i-update.

I – Oo nga, kasi mapupuno ng bura yung listahan.

C – Yun na nga. Hahaha.

I – Thank you for your time Mr. Celestra. Now I have a better understanding of your business processes. If my groupmates and I have any further questions, how can we contact you?

C – Feel free to text me if you need anything more, since you already know my number.

I – Once again, thank you for your help!

C – No worries. Thank you too!