

Interview 1

Cafeteria Management: Interview Plan

System: cafeteria Management

Interviewee:

Yuvraj chavda : Cafeteria Manager (MSU)

Interviewer:

Om Limbachiya

Neel Mehta

Date: 15/04/2023

Time: 12:30 PM

Duration: 30 mins

Place: Physical Meet

Purpose of Interview:

To know how such a system could be useful for a Cafeteria Manager and what features do he expect in the application.

Questions and answers:

Q. Have you ever used this kind of application in the past?

A. Yes, I used one cafeteria management application a certain time ago. But I'm not using that application anymore.

Q. Why did you stop using that application?

A. Because that application doesn't work properly and it has less features with more charges.

Q. Which features did that application have?

A. That application provides online ordering, online payment and delivery with the help of third parties.

Q. What are the other features that you required in your application but not fulfilled by that application?

A. In the system there should be a feature that helps me to calculate profit/loss and store data of all customer's billing. It should also include a feature in which I can store data of inventory from which I can easily check and bring the items which are about to be finished.

Q. Do you want any delivery request options in the application?

A. Yes, but not by using any third party. I will hire one delivery boy who will deliver food from my cafeteria to the nearby areas. The reason for this is third party delivery companies are charging more money.

Q. Which system do you feel is a better coupon system or daily payment method ?

A. I would like to have both systems. Because many students are regularly taking their lunch/dinner from the cafeteria for them, the coupon system works better. But on the other hand there are few customers who are not taking food from the cafeteria frequently so for them a daily (regular) payment method is a better option.

Q. Do you want any feature that observes your expenses on the inventory items and the salary of your workers and the food items you sold which make your efforts to find profit more simple?

A. Yes, that would be great.

Q. Do you want a software that is available during only working hours or do you want a software that works 24/7 (charge will be more)?

A. No, I want this software to be available from 6:30 AM to 11:30 PM only.

Interview 2

Cafeteria Management: Interview Plan

System: cafeteria Management

Interviewee:

Thomas : Cafeteria Manager(DAHCT)

Interviewer:

Om Limbachiya

Neel Mehta

Date: 15/04/2023

Time: 10:30 PM

Duration: 30 mins

Place: Physical Meet

Purpose of Interview:

To know how such a system could be useful for a Cafeteria Manager and what features do he expect in the application.

Questions and answer:

Q. Do you think that this kind of application would help you?

A. Not really, but it will help in showing status of order, expected delivery time, or any delays in delivery.

Q. Have you ever used this kind of application in the past? (If yes then what were the features in that application and what requirements were not fulfilled by that application)

A. No, I have not used this kind of application in the past.

Q. Are there any inventory management challenges that could be addressed with additional functionalities such as automatic reordering or real-time inventory tracking?

A. No, there are no inventory management challenges that could be addressed with additional functionalities such as automatic reordering or real-time inventory tracking.

Q. Do you want any delivery request options in the application?

A. No, I don't want any delivery request options in the application.

Q. Do you want any feature that calculates your profit by observing your expenses on the inventory items and the salary of your workers and the food items you sold?

A. Yes, that would be a great feature for saving time.

Interview 3

Cafeteria Management: Interview Plan **System: Cafeteria Management**

Interviewee:

Arif Vohra : K++ owner (DA-IICT)

Interviewer:

Jainam Bhavsar

Ruchir Darji

Date: 17/04/2023

Time: 2:00 pm

Duration: 20 min

Place - Cafeteria, DA-IICT

Purpose of Interview:

To know how such a system could be useful for a Cafeteria Manager and what features do he expect in the application.

Questions and answer:

Q. Do you think that this kind of application would help you?

A. Maybe yes, but only in the order of food like sandwiches, pasta, cake, etc. As this order takes time to prepare, the customer has to wait, so they can preorder and can take it directly, also this reduces the crowd a little bit and may increase sales of other ready made products.

Q. Why will it not help on other products you sell?

A. Because other products are ready made it can be given directly to the customer at the payment.

Q. Do you think that this application will need an extra worker to manage it?

A. We don't need an extra worker specially for management as we don't have large orders at the same time, so we can manage easily.

Q. Have you ever used this kind of application in the past?

A. No, I have not used this kind of application in the past.

Q. What feature that application must contain?

A. It should have at least online ordering, online payment, queue of order pending.

Q. Will some additional features like inventory management, workers' daily working hours tracker be helpful?

A. Inventory management is not needed as we do not have so many items and right now it is easily manageable. Workers' daily working hours tracker is also not needed as there are only a few workers.

Q. What about the report of income and what should be an ideal time period daily/weekly/monthly?

A. This report of income looks good and ideally a weekly and monthly period should be there.

Q. What about customer feedback?

A. Yes, this should be there as we can improve our service.

Q. Do you want any delivery request options in the application?

A. Currently we don't want it, as for this we will need few new workers for that.

Q. Does the application work all the time?

A. No, it should work only when the cafeteria is working, the timing should be set by us. Also customers should know that the cafeteria is going to close in a few minutes so that their order does not remain unplaced.

Interview 4

cafeteria Management: Interview Plan

System: cafeteria Management

Interviewee:

Raj Das: Parul University cafeteria Owner

Interviewer:

Ruchir Darji

Kishan Makavana

Date: 16/04/2023

Time: 3:00 pm

Duration: 30 min

Place - Cafeteria, Parul University

Purpose of Interview:

To know how such a system could be useful for a Cafeteria Manager and what features do he expect in the application.

Questions and answer:

Q. Have you used this type of application in the past? If yes then what features did it include

A. Yes, it included features like online payment mode and menu for food items.

Q. Which features were absent in that website that you required?

A. It did not have features like delivery and pick up option, inventory options, food tracking option.

Q. Which features do you expect from our application?

A. It must include all the features that were present in the old application we were using. In addition to that it should include delivery and pick up option, inventory option, notification to the user when the ordered food is ready.

Q. Will the food rating and feedback option be useful to you so that the user can rate and give feedback on the food item based on their experience?

A. Yes it's a good idea as it will help us to improve our services.

Q. Does anyone in your staff have knowledge on how to use the application?

A. Yes, few of them are aware of how to use the application as we have used this type of application in the past.

Q. Are you going to use this application 24x7 or only during the day?

A. We have not thought about that but we are thinking of making our cafeteria work 24x7 but currently it remains open only during day time.

Q. Do you want any feature that calculates the profit that you made in a month taking into account the salary you paid to your co-worker and the money you spend on buying the ingredients for food items?

A. It might not be that useful as we prefer manual money management.