

Owner (Jacob Nielsen)

On the current architecture:

"The whole setup was a great feat in 2010. I mostly setup everything myself. I know my way around HTML no problem. But it starts to feel dated. We need a much better online presence and also a way to increase our effectiveness and efficiency so we can handle more customers. I have noticed that certain barbers do not get any tips, though I do not know why this occurs. I guess they just have very rude customers. Nevermind, as long as we are getting the first-time customers to stick, that's what counts! My vision for this shop is to be the most flexible and easy-going barber shop in the area. It has always been our primary business strategy to be modular so that we don't have all that administration with employees and what not. Freelancers are more easy going and the popularity is basically determined by the supply and demand in this day and age. If you are not good, you're out! That's what the customers want."

On the receptionist:

"My two-man team of receptionists are great, though I feel like they are not really doing much when they are working. Anyway, I guess that's what minimum wage is for, right? I just wish they could control the amount of grooming materials that are being used a little better. I have a couple of barbers that always seem to run out and need restocking when they meet up."

On the IT-supporter:

"My nephew Jones has done a lot of work to keep the system up and running. Sometimes the Wifi crashes and restarts just does not help. However, he has around 2 hours of travel time so we have to go back to manual registering. I guess that the receptionists are getting a little tired of that also."

On the accountant:

"Sascha is our accountant. Has been for as long as I can remember. She wants everything in a specific way. One of my receptionists, Jill, usually takes care of this. I have no need to worry when she is on board. "

On the Old barbers:

"Our experienced barbers are our bread and butter. Without them I am pretty certain that we would lose our regular customers. However, I think it's currently difficult to attract new blood. I think it's because there's a lot of competition, but hey, who doesn't like a little competition, eh?"

On the New barbers:

"I have a couple of new barbers. Seem to be doing great income wise, though I have no idea what kinds of services they usually perform or how they upsell their services. Sometimes the timesheet says that they spend a long time but it just doesn't add up with the services that were registered when the customer ordered it. I would love to be able to see a better spread of services so that I can correlate their timeslots with when certain service requests are peaking!"

IT-supporter “Jones”:

On the current architecture:

“Yeah, I didn’t setup everything. It has just kind of been that way forever. I am not really motivated to keep doing this since most of the time it’s a waste of my time, and pay is not good. I know it’s family and all, but there’s just so much one can take. Oh, btw, don’t mention that to the old man, I don’t know how he would take it. Anyways, there’s definitely potential for improvement, especially for documentation of how to access the different systems and tunneling into the the system from outside. I mean, if I get hit by the bus tomorrow, Jacob is pretty screwed. Anyways, the system works but I am afraid of opening it up to the public. Security-wise it’s a swiss cheese. Something needs to be completely reworked. And don’t even get me started on the new GDPR register. I am not saying we are not complying, buuuuuut.”

Receptionist (only “Jill” could be gotten a hold of):

“On the current architecture:

It’s a piece of poop. Sometimes I think I should bring a wrench or a crank with me to work just to get it going. But I guess it gets the job done. But man, I need to have a separate scheduling book just to keep track of customers who enter, registers and then leaves due to the sometimes 1 hour waiting times. Luckily we are a popular shop. A little too popular. Very few of our regulars want to wait, so at around 1PM I spent a lot of the time on the phone explaining about the current schedule, availability and busyness. It’s horrid because I don’t get a thing done.”

On the owner:

“I have known Jacob for a while. He’s often not here. Something about launching three new shops in other parts of town that keeps him busy. So I usually take care of managing most of the shifts. Also, most of the schedules that Jacob sends me need a rework. Some of the barbers just can’t stand each other, and I also have to take into consideration that some of them have similar specialties. Shift work and planning is just not for top management!”

On the other receptionist (“Cohen”):

“Cohen is new here and covers around ¼ of the full time here in the shop. I don’t do weekends anymore and he really needs to pull the weight there as we have gotten a big hump of regulars late Saturdays for some reason. We synchronise our calendars using Google Cal and discussing our shift experiences through Facebook Messenger but it really requires a lot of work. And who knows what to do if we hire more people who don’t want to use their private accounts for work-related stuff?”

On the accountant:

“Sascha is demanding, that’s for sure. But on point. Always has been. It took me around a year to get into her strange excel-spreadsheet world and format, but now that I bought a new computer I can really format most of the receipts here. The most frustrating thing is the back and forth when new barbers arrive since I can be considered the one who connects information between our accountant and the new arrivals. They are not always super good at providing me with their formal information. “

On the Old barbers:

"I know quite a lot of the old barbers since I have stayed here for a while now. My biggest gripe is when they [barbers] call me in or I have to seat some of the customers. All of our logs, our money and payment stuff are basically up for grabs for any other customers who are waiting. Oh, and the information and scheduling. I have to shut it down manually each time I anticipate there's gonna be a longer wait, for example if I need to spend a lot of time restocking the grooming materials. "

On the New barbers:

"We have a couple of potential candidates. I try to be nice to them. But I know it can be tough to get a hold of some of the best timeslots since we already have a steady stream of income. Sometimes I juggle the shifts around to see if they can live up to their skills, but the old barbers hate that."

Accountant ("Sascha"):

"Get out. I am busy."