Aamir Patel

4/19/21

People I am interested in interviewing: Maddox Farley, Emily Johns.

Emily Johns (Manager of Service Department):

* What do you think of our new department?
* Can you explain on how you are planning on running the service department?
* How are you going to assign your technicians team on appointments? Will you have an open for grab policy or will you have someone assign appointments to each technician?
* How are you planning on achieving parts for your appointments?
* Will you have any saved backups for all your appointments and service history?
* Would you like to have the technicians notified and reminded about their appointment?
* Would you want the technicians to have the ability to postpone appointments or leave that to the appointment setters?
* Who needs to have the ability to give discount to the customers? Will it be the technicians? Appointment setters? Or management?
* Who do you think should have access to all technician’s availability for each week? Appointment setters only? Or other technicians too?
* Do technicians need access to the service history of the client on their cellphones, or will they be given a paper copy for the day?
* Do you want a whole application for the technicians and appointment setters, in which they can set availability, get updates on appointments, and have maps built in?
* Is there any special feature would you like to have for your department, which would make your job easier?

Maddox Farley (Director of Parts Department):

* How is our parts department doing as of this year?
* How are you planning on meeting this new demand on parts due to our service department?
* Do we have enough storage to keep common parts in stock?
* Do you think we need to hire more people to be able to meet the upcoming demand?
* Do you think the technicians should call parts department directly for parts? Or should they have a middleman in place who will make a list of parts and give it to the warehouse people?
* Why does the parts department want to limit inventory requests to every two hours, rather than instant?
* Why don’t we currently have a database for all the available right now?
* Do you think we need more computers in the parts department for the employees to get their job done faster?
* Is there any special feature would you like to have for your department, which would make your job easier?