

Worksheet Formulating Interview Questions

Assignment:

Choose one process (ordering, preparation & order handling, delivery) and formulate 8 interview questions.

Use the table below to note your questions.

Process name: Kitchen management

1. How do you usually receive and confirm orders during busy hours?
2. Have you noticed situations where the delivered food was different from what the customer ordered? If yes, why do you think this happens?
3. What problems occur when traffic is high and pizzas are packed and delivered quickly?
4. How do you make sure that orders are activated and visible on the screen and what happens if an order is missed?
5. Do you think the current website menu is clear and up to date? How does this affect mistakes like missing drinks or wrong items?
6. How do you handle situations when a product is out of stock, and how is this communicated to the customer?
7. With around 10 orders per hour and only two kitchen staff, how does the workload affect speed and accuracy?
8. Since a new cook joined recently, did this change the workflow or increase mistakes in order handling or delivery?