Interview between me (Balenzi Phillip) and a Parking space owner (Michael Muhangi);

**Note:** The response is a summary of the general discussion I had with him.

* What is your general experience in this business?

**Response:** So far, the business isn’t all that bad everything is progressing on well but with just a few petty challenges. The description of it being good was on the financial side only. Owned the business for 8 years so far and he employs 7 people within the business.

* Describe your business model

**Response:** Mainly revenues are generated from the parking fees and adverts that are run by the parking space.

* What is the average number of customers in a day and how do you handle them?

**Response:** The premises normally receive 60-85 customers in a day and details regarding them and their cars are captured in a notebook and they are issued receipts after parking.

* What was the inspiration of starting up the parking space?

**Response:** The idea was got from a friend that operated the same business and it was earning him a lot of revenue. Therefore, the profits generated greatly inspired him to start up one.

* What challenges have you faced?

**Response:**

Expensive insurance policies and taxes, Security, Insurance, Defaulters, Bad weather, Pests (cockroaches, rats), Un-cooperative customers, Misconduct by the valets and security guards, Limited productivity during peak hours, Record management, limited space etc

* How have you managed to overcome them?

**Response:**

Hiring of extra labour to assist during peak hours.

Reinforcement of security by use of sniffer dogs, cctv cameras, use of biometrics for security checks.

Construction of a better parking space.

Improve on record keeping.

* What are the benefits have you gained from the business?

**Response:**

He has been able to gain income to sustain his family.

He’s been able to get new influential friends.

He created a brand for his business.

Creation of employment for his employees such as valets, security guards, record keepers etc

* Future aspirations/prospects for the parking space

Expansion of the business.

Improvement on security.

Make the business go online.

Create room for heavy duty vehicles e.g trailers