Interview with Mr. Lancaster

1. Will the customer have to register to use the services, or can they use it as a guest, and fill in a form etc.?

-The customer does not interact with the system.

1. If they must register, will they have different services available to them, compared to them being a guest?

-It’s still done by email or phone, but the customer side of the system is not the part of the system you are developing. There are customer records, but they are not users of the system. Some of the staff will have to create the customer accounts and keep customer records.

1. Will the same format be kept when generating the different forms (customer cards etc.)?

-We are not set on the form we just gave you the type of information you need to include in the forms.

1. What happens if there is no MOT/Service response?

-That’s not a concern of the system we just ask you that the system should be able to produce the services

1. What is the list of tasks that are predefined by the garage?

-You can come up with the list yourself. The tasks will be shown by the system and the mechanics already know what each task is used in what and all the information about the task.

1. Will corporate customer/business, have different services than a normal customer?

No.

1. To what extent should the stock system be automated?

-We just want the system to be able to tell the staff if a certain item stock is low and should allow the staff to input to the system when the new stock arrives. And should be able to generate stock level report.

1. Instead of only have notifications should we also send automated emails to the clients?

-No.

1. Will the receptionist need to wait for input from the foreperson (what if they’re not in) and how will they communicate?

-The receptionist can start the completion of the job herself. Only thing the receptionist cannot do is allocate the job.

1. Will customers need to pay a deposit while making a booking?

-No.

1. It is stated in the detailed description of the existing system that VAT is included for both labour and parts, however we’re also given exact values for costs of labour (per hour). Are these pricing with VAT included or not?

-Not included. The system should add the VAT as appropriate according to the government regulations.