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.?
2. If they must register, will they have different services available to them, compared to them being a guest?
3. Will the same format be kept when generating the different forms (customer cards etc.)?
4. What happens if there is no MOT/Service response?
5. Will the customer be able to remotely request new jobs, via the system, or will they still have to call, or email?
6. What is the list of tasks that are predefined by the garage?
7. Will corporate customer/business, have different services than a normal customer?
8. To what extent should the stock system be automated?
9. Instead of only have notifications should we also send automated emails to the clients?
10. Will the receptionist need to wait for input from the foreperson (what if they’re not in) and how will they communicate?
11. Will customers need to pay a deposit while making a booking?
12. 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?