**Online Movie Ticketing System**

**End-user: Members**

**Q1: Which category of movie do you normally watch? (Open Ended)**

**Probing Question: Category stated, ask more about the category like a comedy movie, you can ask do you watch Jumanji?**

**Q2: What are the features that you would like our system to have? (Open Ended)**

**Probing Question: You mentioned… could you tell me a little bit more about that, please?**

**Q3: What did you enjoy most about our system? (Open-Ended)**

**Probing Question: You mentioned… could you tell me a little bit more about that, please?**

**Q4: Why did you choose us over our competitors? (Open Ended)**

**Q5: What can my company do to better serve your needs? (Open Ended)**

**Probing Question: Just to make sure that I fully understand your needs, could you give me an example of what you mean by…?**