

**INDIAN INSTITUTE OF INFORMATION TECHNOLOGY**

**VADODARA**

**IT-301 SOFTWARE ENGINEERING**

Team IT - 05

Mentor : Dr. Asim Banerjee

**Web Development**

Interview Report of Customers

Version 1.0

**Version History:**

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Author | Reviewer |
| v1.0 | **15-09-2017** | **Akriti Bhadoriya, Chetanya** | **Manikanta, Vamshi** |
| v1.1 |  |  |  |

**Team Members:**

|  |  |
| --- | --- |
| Name | E-mail |
| Akriti Bhadoriya | 201552074@iiitvadodara.ac.in |
| Anshit Kumar | 201552056@iiitvadodara.ac.in |
| Niranjan Choudhary | 201552060@iiitvadodara.ac.in |
| Chetanya Shrimali | 201552064@iiitvadodara.ac.in |
| J Manikanta Swamy | 201552068@iiitvadodara.ac.in |
| Vamshi Krishna | 201552079@iiitvadodara.ac.in |

**System** : Customers of different age groups.

**Project Reference : Website for a restaurant**

**Participants:**  Professors IIITV, Administration IIITV,

Students IIITV, Customers of restaurants

IT#05 team

**Purpose of Interview :**

Preliminary meeting to identify problems and requirements regarding the benefits of having a website and detailed feedback of various features to be incorporated on the website.

**Summary:**

1. How often do you look for a website before visiting a restaurant?

* In general people said that whenever they want to find out about a new restaurant they

prefer the website more. Moreover for business and business they prefer websites.

1. Do you find a restaurant with a website attractive?

* Overall everyone agreed to the fact that if they visit the website of a restaurant they are attracted more towards the place. They get a better virtual view of the place.

1. Do you see the menu before visiting a restaurant?

* Everyone was in favor of viewing the menu of a restaurant before visiting to know the speciality of that place and if it is offering what they wish to have.

1. Would you like to book a table before going to a restaurant?

* Almost everyone agreed that if they have a plan they would prefer to book a table and find it more convenient.

1. Shall you pay for the same?

* Only one of our interviewee agreed to pay else everyone disagreed to the idea of paying for booking a table.

1. How would you act if you couldn’t turn up after booking a table?

* The general answer was that they would inform about the same as soon as they get to know about cancellation of their plan. Even one of our interviewee narrated an incident when they informed about the same.

1. Would you prefer getting food parceled and have it at your home if the restaurant is nearby?

* The ratio of this was 50-50.

1. Would you like to pay in advance for the same?

* Everyone said that they would like to pay after getting the food and not in advance.

1. Again if due to some or the other reason you are unable to go for a pickup how are you going to act that is inform or simply leave it by not going?

* Yeah they would inform.

1. Which mode of payment do you prefer the most?

* Going cashless is what everyone preferred.