# Interview 1

Interviewer : Md Farhan Tahmid

Interviewee : Maria

Role of interviewee : Chef

Date and Time : 30 March, 2022 at 13.39

Place : 3.45 R10, Fonty's Hogescholen, Eindhoven, Netherlands.

**Interviewer (Farhan):** Hi, thanks for hiring us. We'll be providing some IT support to your pizza restaurant. My name is Farhan. I will be interviewing you today to get some necessary information. Please be aware that the interview is recorded for research purposes. Could you please introduce yourself?

**Maria:** Hi, my name is Maria. I am the chef of the restaurant.

**Interviewer (Farhan):** Okay, and can you tell me a bit about your current system? How do you handle orders? How do you work together?

**Maria:** In the current system, the customers are going to the cashier, place an order and the cashier sends the message to the chef who is in the kitchen. Usually, the message is sent by shouting in the workplace and this is not ideal.

**Interviewer (Farhan):** Okay. So that's already one problem you pointed out.

**Maria:** Yes, that's correct.

**Interviewer (Farhan):** So, you said you have a problem with the cashier, and you want to improve the current workflow. Do you have a preferred way of working?

**Maria:** I would prefer to have software, to send an order from the cashier to the kitchen, to me. Not by shouting, but by sending a message without using paper or yelling at each other. It would be faster and it will be helping me in the kitchen to receive the orders faster and also make the pizzas even faster for the customers. Therefore they don't need to wait unnecessarily.

**Interviewer (Farhan):** Okay. Currently what happens when the chef prepares a wrong order?

**Maria:** Um…. It would be fair, I mean it already happens that I try to make another pizza for the customer. If he's able to wait a bit longer, but not, we offer a refund to the customer.

**Interviewer (Farhan):** Okay. Now, if an order is finished, is it your partner who grabs the order and delivers it to the customer? Or is there a central pickup point for the customer to grab the order once it is finished?

**Maria:** We shout the order number and the customer picks up the pizza from the counter.

**Interviewer (Farhan):** Okay, thank you for the time for taking this interview with us.

**Maria:** Thank you and I hope you will provide us with the proper solution.

# Interview 2

Interviewer : Rayane Mouahbi

Interviewee : Sobhi

Role of interviewee : Cashier

Date and Time : 30 March, 2022 at 13.52

Place : 3.45 R10, Fonty's Hogescholen, Eindhoven, Netherlands.

**Interviewer (Rayane):** Hi, thanks for hiring us as the IT support for your pizza restaurant. My name is Rayane. The interview will be recorded. Are you okay with it?

**Sobhi:** Yeah, sure. No problem.

**Interviewer (Rayane):** Thank you. Could you please introduce yourself?

**Sobhi:** My name is Sobhi and I'm managing this restaurant. We just opened the restaurant and we are trying to improve the workflow.

**Interviewer (Rayane):** Could you tell me a bit about how your current system works?

**Sobhi:** Yeah sure, we currently shout the orders to each other. Working like this causes a lot of problems. One of the problems is that the chef is making the wrong pizza, the wrong ingredients or toppings on the pizza and that is resulting in a longer waiting time for the customer. I need to talk to the chef about the wrong order which results in me not having the time to give the pizzas to the customers.

**Interviewer (Rayane):** Okay, I see. So it seems that you only have two workers in total right? How do you divide the workload?

**Sobhi:** That's correct. Just two people are working at the restaurant at the moment due to space restraints so we don't have much space and our restaurant is fairly small. That's why we can only afford two people to work. We divide the work with one person handling the kitchen and the other person handling the orders and picking up the pizza from the kitchen and taking it to the customer.

**Interviewer (Rayane):** Do you have an ordering system in place? For ordering orders.

**Sobhi:** Yeah, but it's not like a system. When I take your order, I write it down on the paper and next to it, I write a number or I write your name, and then when the pizza is ready I either shout your name or number. That's how the customer knows when his order is ready for pickup.

**Interviewer (Rayane):** Okay, so for an overall view, how do you want the new system to be?

**Sobhi:** Actually, I don't have an idea about how the system is going to be. That's your job. The only thing I expect from the system is that it is effective, with minimum costs.

**Interviewer (Rayane):** The last question, how are your questions handled? Do you have like a sheet with the most common questions or does the customer needs to ask the question personally?

**Sobhi:** Yeah, basically, that's how it works now. When a customer comes into the restaurant, the cashier goes there as soon as they are free or have nothing to do, and of course, the customer has a higher priority. So when the customer comes into the restaurant the cashier goes directly to the customer and asks what they want, and if it is feedback or a question and the cashier tries to handle that directly in a proper way. Otherwise, it will be forwarded to me as a manager and I will try to handle that more professionally.

**Interviewer (Rayane):** Okay, I get it. Thank you for your time.

**Sobhi:** Thank you.