

Appendix 1 - Interview with the client

Client: Jung Im Kim

1. How do you currently manage your golf scores?

Interviewee: *Everytime I play, I record my scores on the golf score sheet, and I keep the ones that I played well, and discard those that I didn't play well.*

2. How do you currently manage your golf payment?

Interviewee: *Well by hand, I guess. If we go in a group of three, four, if we go with a guest or not, everything is different.*

Me: But how do you do the actual calculations? How does the calculation process look like?

Interviewee: *We ask the cashier how much we need to pay.*

Me: So someone in your group has to calculate by hand?

Interviewee: *Yeah, like "you pay this much, you pay this much", and so on.*

Me: How long does it take?

Interviewee: *Umm, 2~3 minutes? If we go with a guest or if we borrow a cart even if it's a group of three, then we have to pay more individually. In such cases, calculations are different.*

3. What pieces of information are important to you?

Interviewee: *Score. Score and how well I play depending on the people I play with. Also being able to quickly calculate payments is important, because for every different condition, we have to ask the cashier.*

4. How many categories of data do you want to store?

Interviewee: *However many as you can.*

Me: But, the ones that you need...

Interviewee: *Score, Game fees, my scores depending on the people I play with, my scores depending on the different seasons.*

5. What language would you want the program to be in?

Interviewee: Korean

6. What kind of monthly report do you want it to generate?

Interviewee: Average score, average payments I make,

Me: Like how much you spend each month?

Interviewee: Yeah, like how much I spend every game and how much I spend a month.

7. How are the circumstances of payment different for different golf courses?

Interviewee: If you have membership in a golf course then around 1300 rupees for a game, if you use a golfing cart. If you walk, then maybe 700 to 800 rupees. However, mostly people use a cart. For me, I have membership in all three golf courses—Classic, Jaypee, and DLF—so I pay 1300 rupees in average. For those who don't have a membership and are going as a guest, it costs around 4000 rupees; 6000 to 7000 during weekends. Very expensive.

Me: So what are all the different conditions of payment?

Interviewee: Basically everything I've said so far, whether we play in groups or not, use a golf cart or not, whether we have a guest member, whether we play in the weekend.

8. How is payment different whether you play a game of 9 holes or 18 holes?

Interviewee: Everything is different for every condition.

9. How does weather / season affect your golf scores?

Interviewee: If it's raining, the golf scores don't look good. Since it's wet, balls don't roll as much, fly low, and travel distance decreases. So the best time to play golf is between Diwali and Holi. It is best to play golf when the weather is dry.

10. How does "index" change your golf scores?

Interviewee: For indexes like 1 or 2, it is hard to score well. If the index is low, it means the particular hole is a difficult one. For many golf courses, the first hole is high index. Why? Because people don't want to ruin their score right from the beginning. There are few that

have high index for the last hole. So that they feel good as they finish. Low index holes are usually the ones in the middle.

11. Are there any special circumstances / days where there is offered promotion or becomes cheaper?

Interviewee: *For DLF, there's something called "Lady's day" for every Thursday of the week. Usually you'd have to pay around 6000 rupees, but on the day, you can play for around 4000 rupees. In Classic, if a guest goes on Wednesday with a player with a membership, the guest will pay member fee.*

Me: Any promotions during holidays like Diwali?

Interviewee: *No, there's nothing of that sort. Holidays are always expensive. They charge weekend fees for holidays, even if it's a regular day.*

Me: Anything else for promotions? Even if it happens once a year, I have to implement it, so you have to tell me. If you can't think of one now, tell me later.

Picture of how client currently stores data:

Date of interview: 9/24/2018, 10:20 PM

Me: Hi, Mrs.Jung Im Kim, I will ask you 11 questions about my program. My first question is "How many categories of data do you want to store?"

Interviewee: *However many as you can.*

Me: But, the ones that you need...

Interviewee: *Score, Game fees, my scores depending on the people I play with, my scores depending on the different seasons.*

Me: "What language would you want the program to be in?"

Interviewee: *Korean*

Me: "How do you currently manage your golf scores?"

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Me: Does it show you how many hazards there are in a hole?

Interviewee: *No, but there are pictures of the hole on the score sheet. For Jaypee, index 1 is at hole 7, and for DLF index 1 is at hole 6.*

Me: Okay. Thank you for your time.

Interviewee: *Welcome.*