

Interview Transcript

Group: 3-1 (4 Guys)

Questions for Restaurant Chef

1. What's your name and age and what's your position in the restaurant if I may ask. Do you like it? What's your favorite pizza in the restaurant?
2. What does your establishment do?
3. What are your main issues in your job? Why do you think that's the case?
4. What would you want to see improved?

Questions for Restaurant Cashier/Manager

1. What's your name and age, what's your position in the restaurant if I may ask. Do you like it?
2. What does your establishment do?
3. What are your main issues in your job? Why do you think that's the case?
4. Do you think your work is efficient? If not, why?

Interview Transcripts 1

Interview 1: Restaurant Cashier

Date: 12/10/2022, 11:00

Participants:

Interviewer: Jason

Interviewee: Dimitar, Restaurant Cashier at Mario's

Interviewer: Hello! My name is Jason, I'll be leading this interview. Do you mind if I record this interview?

Interviewee: No problem at all!

Interviewer: What's your name and age?

Interviewee: I'm Mario, I'm 30 years old.

Interviewer: What's your position in the restaurant?

Interviewee: I'm a cashier.

Interviewer: Do you like it?

Interviewee: Yeah, the job has opportunities and is nice for a part-time job.

Interviewer: What does your establishment do?

Interviewee: At the moment we only make pizza.

Interviewer: What are your main issues? And why do you think that's the case?

Interviewee: In our restaurant, we only have 2 employees. That's the main issue because we have a lot of work to manage, especially since we've started gaining popularity recently.

Interviewer: Do you think your work is efficient? If not, why?

Interviewee: I think it can be improved a lot because our system is not very good at the moment. For example, we can't hear ourselves in the kitchen very well and we end up getting orders wrong or mixed up.

Interviewer: Can you tell me more about what are your frustrations with your job?

Interviewee: My frustration is that the system is not automated properly, and also that we have to scream all the time in our kitchen.

Interviewer: What about your goal? What is your expectation?

Interviewee: The systems can be improved. I want a system where verbal communication isn't necessary. I want the orders to go directly to the kitchen using things online, then the chef can just cook it right away. Paying everything online would be nice too.

Interviewer: I'm sorry to ask this. If you want everything to be online, then what exactly would you do? Since your work will be automated.

Interviewee: I will still be serving the pies. And I will also welcome the customers to the tables.

Interviewer: Okay then, that's all! Thank you, Mario!

Interviewee: You're Welcome!

Interview Transcripts 2

Interview 1: Restaurant Chef

Date: 12/10/2022, 11:30

Participants:

Interviewer: Jason

Interviewee: Nadiem, Restaurant Chef at Mario's

Interviewer: Hello! My name is Jason, I'll be leading this interview. Do you mind if I record this interview?

Interviewee: No problem at all!

Interviewer: What is your name, age, and what is your position in the restaurant if I may ask?

Interviewee: My name is Luigi and I am 30 years old. I have been working in this pizzeria for as long as I can remember and my position is the chef in the kitchen. I like my job because that is my family business and I think that our place is one of the best places in the city.

Interviewer: What is your favourite pizza from your menu?

Interviewee: Oh, I can't choose, but if I had to choose my favourite pizza to make, I would go for the pepperoni since it is a classic and everybody likes it.

Interviewer: What does your establishment do?

Interviewee: In general, our place is a small family restaurant, which has been here for 2 generations. We make and serve homemade pizza. My job is to cook tasty pizzas.

Interviewer: What are the main issues in your job and why do you think that is happening?

Interviewee: I think that my job is mostly calm and it's only frustrating when we have many orders because our system doesn't have any technology in it and Mario shouts the orders to me.

Sometimes, when it's really loud, I can't hear correctly or at all. And then I have to write everything down myself. It's a problem because many customers want their pizzas customized and if I don't hear everything, I sometimes make the wrong pizza and they aren't happy with it.

Interviewer: What would you like to see improved?

Interviewee: I would like it if we had some easier and more clear way of communicating so the orders don't get lost and I only do the job that I am good at, which is cooking.

Interviewer: Would you mind having the orders taken online? So it would be stored on a website and you can just read the orders?

Interviewee: That would be great! I can't hear very well in a crowded room so reading orders from a display would be much better! It also would be nice if I can inform Mario that the pizza is ready without shouting it to him.

Interviewer: Okay then, that's it for the interview. Thanks, Luigi!

Interviewee: You are welcome, Jason.