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| **Interviewer** | **Interview Question** | **Interview Answer** | **Location** |
| Dat Nguyen | Hello, thank you for agreeing to this interview. During our consultation on operational procedures, would it be possible for me to record this interview for reference? | Of course, you're welcome to record this interview for your convenience in reference and consultation. If there are any specific requests regarding recording or information usage, please feel free to let us know. We'll collaborate with you to ensure convenience and respect for your information. | Zoom |
| Dat Nguyen | Could you describe how your coffee shop operates? (For example: business model, types of services, target customers) | Our coffee shop is a small establishment in the city center. We offer high-quality coffee and a variety of beverages. Our business model focuses on attracting both sit-in customers and those who prefer takeaway or office delivery. | Zoom |
| Dat Nguyen | What challenges have you encountered in managing your coffee shop? | One of the biggest challenges we face is efficiently managing the cashiering process, especially during peak hours when there are many orders to process quickly. | Zoom |
| Dat Nguyen | What do you expect this software system to help you manage? (For example: cashiering, order management, customer management, event organization) | We want this software system to help us manage all cashiering transactions, from accepting payments to generating invoices and tracking orders. | Zoom |
| Dat Nguyen | What challenges do you expect the software system to help you address in managing your coffee shop? | We expect the system to help us reduce payment processing time, increase transaction accuracy, and provide prompt feedback on business performance. | Zoom |
| Dat Nguyen | What specific features do you want the software system to have?  (For example: customer management, flexible cashiering, payment integration, order creation and tracking) | We hope the system will have features for customer management, flexible cashiering, and easy management of new orders. | Zoom |
| Dat Nguyen | Are there any other specific requirements you'd like to add to the system? | In addition, an integrated online payment feature would make payment processing more convenient for us and enhance the customer experience. | Zoom |
| Dat Nguyen | Currently, what methods or tools are you using to manage your coffee shop and cashiering? | Currently, we use a basic cashiering software and manage orders manually. However, this software lacks the full features we need and sometimes encounters errors during usage. | Zoom |
| Dat Nguyen | What limitations do you face with your current method? | One of the biggest limitations of our current method is the lack of automation in many processes, leading to time wastage and potential errors in management. | Zoom |