

# CAPSTONE INTERVIEW QUESTIONNAIRE

**Target Respondent:** Owner / Manager / Head Staff

**Objective:** Requirements Gathering & Problem Identification

## PART 1: Business Profile (The Basics)

Establish rapport. Make them feel proud of their business.

"Could you tell us a brief history of the business? How long have you been operating?"

"What are your peak hours or busiest days of the week?"

"How many staff members do you have, and what are their specific roles? (e.g., Cashier, Barista, Kitchen)"

"What is your current best-selling product?"

## PART 2: Current Operational Process (The Workflow)

We need to understand how data moves right now (Manual/Excel).

**Ordering Process:** "Can you walk us through the exact steps when a customer orders? Do you write it on a slip, or punch it into a calculator?"

**Inventory Management:** "How do you currently track your stock (ingredients/supplies)? Do you do a physical count daily, weekly, or only when supplies run out?"

**Restocking:** "How do you know when it's time to reorder supplies? Is it based on gut feel or a specific list?"

**Reporting:** "At the end of the day, how do you calculate your total sales? Do you use a logbook or Excel?"

## PART 3: Pain Points (The Problem)

This is the most important section. This justifies your Capstone.

"In your daily operations, what is the most time-consuming task for you or your staff?"

"Have you ever experienced discrepancies in cash vs. sales records (short/over)?"

"Do you ever run out of stock unexpectedly because the inventory count wasn't updated?"

**The Magic Wand Question:** "If you could fix just ONE headache in your business operations right now—whether it's theft, slow service, or messy paperwork—what would it be?"

## PART 4: System Requirements (The Solution)

Here we define the features without confusing them with IT jargon.

**Discounts & Promos:** "Do you offer specific discounts (PWD/Senior/Student) or loyalty promos that the system needs to calculate automatically?"

**User Access:** "Who should be allowed to see the total sales earnings? Just the owner, or the manager too?"

**Receipts:** "Do you require the system to print receipts, or is a digital view sufficient?"

## PART 5: Technical Environment (Feasibility)

Translating your technical questions into questions they can answer.

**Internet:** "How stable is the internet connection in the shop? Does it disconnect often?"

(Note to Team: If they say 'unstable', you MUST build a Local or Hybrid system. If 'very fast', you can build Web-Based).

**Hardware:** "What device would you prefer to use at the counter? A Laptop, a Desktop PC, or a Tablet?"

**Mobility:** "Do you need to check sales reports when you are not physically in the store (e.g., from home on your phone)?"