

Start:

Interviewer: Hello, thank you for coming today. My name is Khaaled. What is your name?

Client: Hi, It's Luigi

Interviewer: I have a few questions for you; I hope to get some answers today and get to know your restaurant workflow. Let's start with the first question.

How much has the workload increased?

Yeah, me and my brother, we started from the small place. We shouted at each other and that was very easy for us, so for the whole day we usually make around 40-50 pizzas. But we started to receive more orders and won't be able to cook all of them in time and many customers didn't like to wait too long for their order. I would be glad to get the IT solution that will allow us to cook more pizza and automate the ordering process.

When the issues started to appear:

A few months ago.

How do u think we could help?

I want something like an app, so customers can come to my pizzeria and select products that they want, there must be a menu and they will be able to place that order. I also should be able to see that order from the kitchen.

How do you handle the communication from front to back?

Most of the time we have shouted to each other. When we didn't have a lot of customers, it was a quick way to tell each other when to cook and when to get the cooked order. But, when the number of customers started to increase, this approach started to feel outdated and uncomfortable, as a lot of people don't like when someone is shouting above their heads.

What challenges do you currently face in managing the increased clients?

I can feel that we are not able to make pizzas for all customers and a lot of them are waiting too long to receive pizza. I think making some type of application that will automate the cooking process and make a sound when the pizza is done, might help us in this situation.

What is the budget?

We have a particular budget, and we are ready to invest in our restaurant, but we really don't know how much it will cost, as we are not so experienced in IT.

Have u received any feedback from the customers regarding wait times and order accuracy?

Yes, we got a lot of feedback.

How do you receive feedback?

Usually, we directly ask our customers, but there are also options, where customers write their feedback on paper.

What are your long- and short-term business goals?

In the long term, we want to put more pizza stores, it should increase the number of customers and also distribute them between each of the stores.

Final:

Interviewer: That's all for today, thank you for answering my questions. In a few days I will call you and discuss what the possible solution we created as a team. Hope to see you soon!

Client: Thank you, have a nice day!