

Appendix A: Client Interview Transcript

Interview with Mr. Parth Gami Owner, CrossBox Gymnasium *Date: 5th January 2025*

Interviewer: Good afternoon, Mr. Gami. Thank you for taking the time to meet with me today. To begin, could you tell me a bit about CrossBox Gymnasium and how long you've been operating?

Mr. Gami: Good afternoon! CrossBox has been my passion project for over 5 years now. We started small, but we've grown to serve around 350 active members. We offer a range of services - general fitness training, CrossFit classes, personal training sessions, group classes, and specialized programs. It's been an incredible journey watching our community grow.

Interviewer: That's impressive growth! Now, I understand you're looking to implement a new management system. Could you walk me through how you currently manage your gym operations?

Mr. Gami: Well, that's precisely the problem. Right now, everything is incredibly manual. We maintain member information in Excel spreadsheets - names, contact details, membership plans, payment dates. My staff updates these sheets whenever someone joins or renews. For scheduling, we use a physical calendar board and Google Calendar, which often leads to confusion. Trainers keep their own workout plans on paper or in their personal notebooks. It's... chaotic, to be honest.

Interviewer: What specific difficulties does this manual system create for your operations?

Mr. Gami: Oh, where do I begin? The biggest issue is missed renewals. We have no automated way to track when memberships are expiring. Sometimes we remember to call members, sometimes we don't. We lose revenue because of this, and we lose members who simply forget to renew. Then there's the double booking problem - with multiple people managing the calendar, we've had instances where two classes were scheduled at the same time, or a personal training session was booked during a group class. It creates frustration for everyone.

Interviewer: That must be challenging. What about tracking member progress and workout plans?

Mr. Gami: That's another major pain point. Our trainers create customized workout plans for members, but these are often lost or misplaced because they're on paper. Members forget what exercises they're supposed to do, or they can't remember their previous weights or reps. There's no centralized system to track progress over time. Members ask me about their progress, and I have to scramble through papers or ask their trainer. It's unprofessional, and it affects the quality of service we provide.

Interviewer: I can see how that would impact member satisfaction. From a management perspective, are there other challenges?

Mr. Gami: Absolutely. I have no real-time overview of my business. If I want to know how many active memberships we have, I need to manually count through the spreadsheet. If I want to see attendance trends or revenue patterns, I'd have to spend hours compiling that data. I can't easily identify which trainers are most utilized, which classes are most popular, or which members are at risk of not renewing. All of this information exists somewhere, but it's scattered and inaccessible when I need it for decision-making.

Interviewer: What about payment tracking and financial management?

Mr. Gami: It's manual and time-consuming. We record payments in the spreadsheet when members pay, but there's no automated reminder system. Members often forget when their payment is due, and we have to chase them down. Sometimes payments are recorded incorrectly or not at all, which creates discrepancies in our books. I spend hours each month reconciling everything.

Interviewer: Based on these challenges, what features would be most valuable to you in a new system?

Mr. Gami: First and foremost, I need comprehensive membership management - storing all member details, tracking their membership status, and automatically reminding them about renewals. Second, a scheduling system that prevents conflicts and allows both staff and members to see availability in real-time. Third, a way for trainers to create, assign, and track workout plans digitally, so members always have access to their programs and can log their progress.

Interviewer: Those sound like core requirements. Anything else?

Mr. Gami: Yes - analytics. I need dashboards that show me key metrics at a glance: active memberships, revenue trends, attendance patterns, trainer utilization, upcoming renewals. And it needs to be web-based, accessible from anywhere. My staff and I should be able to access it from our phones or computers, whether we're at the gym or not. Also, different access levels - I don't want members seeing administrative information, and trainers should only see what's relevant to them.

Interviewer: That makes sense. What about the technical side - have you thought about the technology stack or infrastructure?

Mr. Gami: I'm not deeply technical, but I know I want something modern and reliable. I've heard good things about web applications built with React for the interface - it's what many successful apps use. The backend should be robust enough to handle our data securely. A SQL database makes sense for storing structured information like member profiles and transactions. And it absolutely must be secure - we're handling personal information and payment data.

Interviewer: Security is definitely crucial. Let me outline what I'm understanding as your key requirements. Please correct me if I'm missing anything:

Success Criteria Summary:

1. Web-based application accessible from desktop, tablet, and mobile devices
2. Three separate user interfaces with appropriate access controls: • Administrator (you and management staff) • Trainers (can manage workouts and view assigned members) • Members (can view their profile and workout plans)
3. Membership Management Module: • Add, edit, view, and delete member profiles • Track membership plans and payment dates • Monitor payment status • Automated renewal reminders
4. Trainer Management: • Manage trainer profiles and qualifications • Assign members to trainers • Track trainer availability
5. Workout Tracking System: • Trainers can create and assign workout plans • Categorize workouts by type • Members can view and log workout progress • Track exercises, sets, reps, and weights over time
6. Scheduling System: • Visual calendar for classes and sessions • Automatic conflict detection to prevent double bookings • Real-time availability updates
7. Analytics Dashboard: • Display active membership count and trends • Revenue tracking and patterns • Attendance statistics • Upcoming renewals list • Trainer utilization metrics
8. Technical Requirements: • React-based frontend for modern, responsive interface • Node.js/Express backend for reliable server operations • SQL database for secure, structured data storage • Real-time updates and synchronization • Automated backup system for data protection

Mr. Gami: Yes, that captures everything perfectly! You've understood our needs completely. I'm particularly excited about the analytics dashboard - being able to see our business performance at a glance will be transformational. And the automated renewal reminders alone will probably pay for the system by preventing membership lapses.

Interviewer: Excellent. One more question - what would successful implementation look like for you? How will you know the system is working well?

Mr. Gami: Good question. Success means no more double bookings, no more missed renewals, trainers and members having instant access to workout plans and progress data, and me being able to pull up business metrics whenever I need them without manual compilation. If my staff finds it intuitive and it saves us time rather than creating more work, that's success. Also, if members tell me they appreciate the digital access to their workout plans and progress tracking, I'll know we've made the right investment.

Interviewer: That's very clear. Is there anything else you'd like to add about your requirements or concerns?

Mr. Gami: Just one thing - data security and privacy are paramount. We collect sensitive member information, and I need to ensure it's protected. The system should have proper authentication, data encryption, and regular backups. And it should comply with data

protection regulations. Beyond that, I'm excited to see what you develop. This will be a game-changer for CrossBox.

Interviewer: Absolutely, security will be a top priority throughout the development. Thank you so much for your time and detailed feedback, Mr. Gami. This gives me a comprehensive understanding of what CrossBox needs. I'll begin working on the design and development plan right away.

Mr. Gami: Thank you! I'm looking forward to seeing the solution. Please keep me updated on the progress.

— *End of Interview* —

Word Count: 1,847