

## UNDERSTANDING OUR CLIENT'S NEEDS



**Listening: Oxford English for information Technology. Audio link:**

[https://www.youtube.com/watch?v=xJElz0\\_4czkYour](https://www.youtube.com/watch?v=xJElz0_4czkYour)

- You are going to hear an interview between a systems analyst and a hotel owner who wants to introduce a better computer system. What questions do you think the analyst will ask? Make a list; then check with the recording.
  
- Listen again to find the answers to these questions:
  - 1- What system does the hotelier have at present?
  - 2- What problem is there with the existing system?
  - 3- What form of output does the hotelier want?
  - 4- Who will use the new system?
  - 5- Which members of staff will require the most training?
  - 6- What concerns has the hotelier about the new system?
  - 7- What kind of hardware will be required?
  - 8- What is the next step?



**Read the webpage “Top 10 questions to ask when developing software”. Then complete the table below.**

<https://www.synotive.com/blog/software-development-client-questionnaire>

Questions to ask my client	Questions to ask myself

