Appendix-1

**Transcript of Interview with Mr. Bhanwar Yadav**

17th June, 2019

**Tell me about the work you do?**

**SINJARA** is a hotel based in Ajmer road, Sodala, Jaipur. I have been running this hotel for many years now. The hotel provides different type of rooms with many added facilities. The hotel further supplies basic dinning.

**Tell me about the current system in place?**

The current system that is in place is a manual system. We record all of our bookings manually in a register. We also record all of our customer details in a record book.

**What problems do you face with this current system?**

I tend to face multiple problems in the current system. I find this manual system to be rather tedious and inadequate. I often lose the notebooks in which I take down all of my records. Another issue is inefficiency, it takes a long time to record transactions and other details in the notebooks. The system is rather disorganized and there are many payroll errors.

**What expectations do you have from the future system?**

In the future, I expect a system which will be completely digital. The solution must be personalized and for the hotel. The system must be easy to learn and easy to use. The software must be very user friendly. The software must be interactive and intuitive.