Appendix-3

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

11th March, 2020

**Are you satisfied with the final product?**

**Yes!** Thank you so much \*Sabhya for putting in so much time and effort into developing this new software for me. The new software is brilliant and enables the store to function smoothly and efficiently. I am very happy to have this new system in place.

**Do you feel that there are any drawbacks with the current system?**

On the top of my head, no. I don’t think I have any issues with the function of the new system. However, I do feel that there is definite room for further improvement with this application.

**Where do you see room for improvement with this application?**

I feel that there are a few areas in which the software could be improved. Some of my employees told me that they face difficulties using the system. They said they find it hard to completely acclimatize to the system. So something that will help the employees useful would be highly beneficial. Another thing I feel could be added was a feature to calculate the salary of the employees. I personally felt that the system could be a bit simpler and the adding and editing of medicines and goods could be less confusing. Furthermore, it would be useful if the records were sorted in order. I also made a few errors when adding items to the inventory so it would be good if more validation checks were in place.

**How did the customer of the Hotel like the system?**

The customers of the hotel are highly satisfied with the new system. They, however, feel that a receipt could be emailed to them upon booking. Moreover, some of them felt that they should be able to place orders through emails.