

## **Interview I**

**Date:** 28-03-2023, 13:12

**Participants:**

**Interviewer:** Noten Lisa

**Interviewee:** Luigi, Founder of Mario and Luigi's Pizzeria, Chef

**Location:** Fontys R10

**Interviewer:** Hello, my name is Lisa, and I'm here to interview you. May I have your name, please?

**Interviewee:** Hi Lisa, I'm Luigi, the chef at this restaurant.

**Interviewer:** Is it alright if we record this conversation?

**Interviewee:** That's fine.

**Interviewer:** Great, so tell me, how do you feel about your work so far?

**Interviewee:** Well, I really enjoy my job, and I love making pizzas. However, sometimes it can be a bit hectic and overwhelming due to the number of orders we receive. I often have questions for Mario, who's shouting the orders to me, and I need to write them down somewhere. It can get a bit messy at times.

**Interviewer:** Ah, so if I understand correctly, you like your job, even though it's a bit hectic and sometimes Mario's orders can be confusing?

**Interviewee:** Well, sort of. I'm often busy making pizzas, so it can be hard to hear or understand him properly. Plus, he's always occupied with customers, so I can understand where he's coming from.

**Interviewer:** So, there's a miscommunication issue?

**Interviewee:** Yes.

**Interviewer:** How do you think you could improve the situation?

**Interviewee:** I believe it would be helpful to have a system where Mario can input the order, and I can receive it clearly. That way, he wouldn't need to shout the orders, and I could just read them and start preparing the pizzas.

**Interviewer:** So, you'd like to see an app or a website for this purpose?

**Interviewee:** Yes.

**Interviewer:** Are there any specific features you'd want for this website?

**Interviewee:** Mainly, a feature that lets me see the pizzas I need to make, along with the time they were ordered. That way, I can keep track of which pizza needs to be prepared first.

**Interviewer:** I see. Is there anything else you'd like to share with me?

**Interviewee:** I don't think so.

**Interviewer:** Well, that's it then. It was a pleasure meeting and talking with you, Luigi.

**Interviewee:** Likewise, it was nice talking with you too, Lisa!

**Interviewer:** Have a great day!

**Interviewee:** You too!