

Interview 2

Date: 28-03-2022, 13:32

Participants:

Interviewer: Badea Claudiu Gabriel

Interviewee: Mario, Founder of Mario and Luigi's pizzeria, cashier

Location: Fontys R10

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

Interviewee: Hi there, I'm Mario.

Interviewer: I'm here to interview you, do you mind if we record this conversation?

Interviewee: That's fine with me.

Interviewer: Thank you very much. So, can you tell me a bit about yourself?

Interviewee: Well, I work at a pizza restaurant with my brother, Luigi. Our business has been growing rapidly, with many people coming to enjoy our pizzas. I'm really proud of my job!

Interviewer: That's great. So, in summary, you're quite happy with your job?

Interviewee: Yes, I enjoy working here, but the workflow can be quite hectic at times.

Interviewer: Tell me, what's wrong with the workflow?

Interviewee: Well, I take orders from customers and have to shout them out to my brother in the kitchen. Sometimes I write them down when it's not too busy, but on busy days, I have to shout the orders, which can lead to miscommunication and discomfort for our customers.

Interviewer: I see. Can you give me an example of this miscommunication?

Interviewee: Sure, let's say a customer doesn't want cheese on their pizza, or they have an allergy that I need to convey to the kitchen. If Luigi doesn't hear me, we might deliver the wrong pizza, or I might not hear that the pizza is ready, causing it to get cold before it's delivered.

Interviewer: So, on less busy days, you write down orders, and on busy days, you just shout them to the kitchen. Is that correct?

Interviewee: Yes, that's right.

Interviewer: I hope your hands don't get too cramped from all that writing...

Interviewee: They do a bit, but I can manage.

Interviewer: Is your handwriting legible, just out of curiosity?

Interviewee: Not always, especially when it starts getting busy. I might begin writing an order, only to realize it's becoming illegible, which creates issues when delivering the correct pizza.

Interviewer: What would you like to improve in the current system?

Interviewee: I'd like a more efficient way of communicating, perhaps through a system that lets us communicate easily, like buttons for specific pizza orders that Luigi can receive and prepare. If there are any special notes for a pizza, he could adjust accordingly, so I don't have to shout and risk miscommunication.

Interviewer: So, you're interested in an app or a website that lets you input orders and sends them directly to the kitchen?

Interviewee: Yes, exactly.

Interviewer: Would you like to see any additional features on this website?

Interviewee: It might be a good idea to allow customers to order and pay in advance, like from home, so when I deliver the pizza, I'll know which order belongs to whom.

Interviewer: So, you want a system where customers can order and pay for their pizzas before arriving, and the pizza is ready when they get there. Is that correct?

Interviewee: Yes, that's the idea.

Interviewer: Is there anything else you'd like to mention?

Interviewee: I really enjoy interacting with customers, which is why I work as a cashier. I wouldn't want that aspect of my job to be lost. So, if you could incorporate a way for me to still engage with customers, that would be great.

Interviewer: So, you'd like a way to maintain interaction with the clients?

Interviewee: Yes, exactly.

Interviewer: And not just have them order online and pick up their orders without any communication?

Interviewee: That might be convenient for them, but I'd still like my job to involve active engagement with customers.

Interviewer: Of course, I understand. Well, that's it then. It was a pleasure talking and meeting with you, Mario!

Interviewee: Likewise, thanks for the chat, and goodbye!