Interview questions

1. Not a lot of cancelation orders, quick turnaround, aim to deliver in about 26 mins. Customer services handled. Can only cancel by phone. 6 mins to make a pizza, no time to cancel.

2. Allergy information is provided. PDF provided online. Keys provided.

3. 26 mins average, varies from store to distance.

4. can’t supply that people its PAF data, licensed to dominos. Web scrape to get the details if required. Address details for stores. GDPR issues.

5. Track order payments

6. Fraud checks are used. Called from customer services/ bank/ police, all to do with payments.

7. Stores are inspected by the food hygiene rating, drops down to 3 and 2 and stores stopped being used.

8. Address order and contact details.

9.

10. Deals redone every quarter, not a lot of negation room. Stick to national special offers. Stores allowed to make their own deals; different areas have higher percentages.

11. Prices deals, and discounts can change daily, happens if they want to get rid of stock, sell by date that’s coming up. Data dump every hour or so. Different areas different prices. Keep an eye on local comp.

12. Feedback form, ratings from food aggregators, feedback from the food perspective, time taken? Feed us back, feedback form how did they find the experience? Social media is also used to monitor feedback. Feedback onto the mobile app. Twitter is the best feedback channel. Social media team monitors the twitter.

13. Volumes of food that your putting through, 10 orders = not very high 100,000 orders high profit.

14. Payment methods, need to be able to pay and invoice the systems, needs to be tracked. Order ID required so each order is distinguishable. Delivery address.

15. Hold onto a list of addresses that are at risk and stops cash payments from that address, forced to use card. Food aggregator only takes card payment anyway. Blacklist the address if fraud is committed. Apple pay makes it easy for people to pay, reduces things sent to the wrong address.

Driver tracked by GPS to stop them avoiding work.

Back end systems that manage menu changes in different regions and areas.

Large orders need to be process through the make line, this is all the orders and where they are made. £150 worth of food can be ordered online. Anything larger must be done over the phone as you don’t want food wastages. Payments not done over the phone with card.

Not much food wastage per month.

**Don’t get stuck with analysis paralysis the best thing we can do is go do something. Agile is about doing stuff and getting feedback/ moving forward.**