

## Appendix C: Final interview

**Student:** So now that you have seen the product and done some testing in your day to day proceedings, why don't you let me know your thoughts of the product?

**Client:** Sure. So, firstly, the design was really nice and the product was easy to use and quite intuitive. I didn't have to teach anyone how to use the software because it was pretty self-explanatory.

**Student:** Okay thank you for your valuable feedback. Now, let's move on and discuss each feature in detail. The first one was about the login page redirecting the user according to the user's role in the business. Did this work well?

**Client:** Yes, the first feature was fulfilled and it met my expectations. I, as the admin was greeted by the admin homepage and any employee was greeted by the employee homepage. This worked perfectly, always!

**Student:** Thank you for the kind words, now let's move on to the next feature, which stated that the admin would be able to see the pages: employees, menu, sales records, orders for the day and stock. Was this criterion fulfilled?

**Client:** Yes! As the admin, I was able to view all the pages I needed and were mentioned in the feature.

**Student:** Okay, thank you. The next feature was basically the add function in the different tables. Was this feature fulfilled according to you?

**Client:** Yes, the items were added to the list as and when I wanted them and they were clearly displayed in the tables of the respective pages.

**Student:** Okay, the next is the update function, did that work as you expected?

**Client:** Yes, this function was working as expected. I could just select the thing that I wanted to change from the table, the text fields would populate themselves automatically, and then edit the information and click on the button and the change would reflect in the database table.

**Student:** Wow, okay thanks. Now the next one is the delete function in the menu page. Did that work as you expected?

**Client:** Yes, once again, I would just select the item I want to delete, the text fields would populate themselves automatically and it was just a matter of clicking the delete button, before the item got removed from the database.

**Student:** Woah, now the next criterion is about the product keeping track of the orders.

**Client:** As soon as I marked an order as delivered in the pending orders page, the order would get transferred from the pending orders page to the past orders page and the monthly sales and profits would be reflecting these changes as well.

**Student:** Nice! Criterion *g* mentions about the search function of the tables.

**Client:** The tables could be searched using different parameters and it worked perfectly. However, I had to type the entire name of the item I wanted to search in order for the items to show up in the table. Maybe in the future, this could be refined and made to work so that I don't have to type the entire query.

**Student:** Sure, I will keep that in mind in the future updates of the program. The next criterion talks about the graph of the monthly sales.

**Client:** The graph was clear and plotted the correct values. I really liked this because I could select the year and I would see the graph for the year.

**Student:** Thank you for your kind words. Now the next feature mentions the print function.

**Client:** Oh yes! This print function has been so useful for me. I can print out receipts to give to customers and menus easily to give out if anyone asks for them. Thank you for including this in the feature list.

**Student:** You're welcome. Now we'll move on to the next feature, which is that the program should give you a notification if the stock for any item is low.

**Client:** This was very important because this gives me a methodical way of tracking the stock that goes into making the items for my items. The popup came every time anything was low and it ended up being very useful because now I remember that I have to buy stock in a timely fashion instead of doing it last minute.

**Student:** Nice to hear that the program made you more organized. Now the last feature talks about the employee page. You specifically asked me to not give any editing powers to the employee and I added that. Were you happy with how the page turned out?

**Client:** Yes, I am quite happy because it fulfills everything that my employees are required to see. All in all, I am quite satisfied with the product.

**Student:** Thank you so much! Do you have any ideas to improve upon or any new features that you want me to add in the future?

**Client:** One feature is I have been thinking of giving regular customers a discount. So, an improvement would be a frequent customer program. Another thing you could add is displaying the pictures of the items along in the menu.

**Student:** Okay, I'll work on them in future versions of the software. Anything else?

**Client:** The graph that you can plot is monthly only. I guess you could add a yearly sales graph and along with printing the items, maybe a save as pdf feature would be nice.


**Student:** Okay, I'll do a feasibility study and let you know. Thank you so much for your time!  
I'll keep in touch for future updates.

**Client:** Sounds great!

**Student:** Goodbye!

**Client:** Goodbye!

  
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