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Answer	from Restaurant Manager	8 I would prefer for it to be together, because then we can accurately see how the client has paid.
Question	to Restaurant Manager	9 Should the system support credit cards or debit cards?
Answer	from Restaurant Manager	9 We'd need both types supported.
Question	to Restaurant Manager	10 What kinds do you want it to support?
Answer	from Restaurant Manager	10 Visa, Mastercard, Maestro, American Express and Diners Club would be great.
Question	to Restaurant Manager	11 Do you give out gift certificates?
Answer	from Restaurant Manager	11 Yes we do and I would like for it to have a separate section in the discounts section, where the waiter can enter the number of the gift certificate.
Question	to Restaurant Manager	12 Do you need an overview of the transactions done?
Answer	from Restaurant Manager	12 Yes, and I would like to be able to enter the time period for it.
Question	to Restaurant Manager	13 Do you need an option to organize the staff?
Answer	from Restaurant Manager	13 It would be nice to have, but it is typically handled by the head waiter.
Question	to Restaurant Manager	14 Do you want the system to keep track of valued customers?
Answer	from Restaurant Manager	14 Yes, but only if they agree to it.
Question	to Restaurant Manager	15 What kind of contact info do you think we should keep?
Answer	from Restaurant Manager	15 Full name, e-mail and phone number should suffice.
Question	to Restaurant Manager	16 How would you keep track of them?
Answer	from Restaurant Manager	16 We would give out customer cards, card like that should automatically apply loyal customer discount and save purchase info when run through system.
Question	to Restaurant Manager	17 What is done with that information?
Answer	from Restaurant Manager	17 System should allow to get list of emails or phone numbers who might be interested in special offers of certain items.
Question	to Restaurant Manager	18 What else do you need from the system?
Answer	from Restaurant Manager	18 I need to track restoran inventory.
Question	to Restaurant Manager	19 What exactly you need to be tracked?
Answer	from Restaurant Manager	19 Every item must have item description, inventory quantity, quantity received, total, quantity sold and remaining quantity in the system.
Question	to Restaurant Manager	20 Why do you need that?
Answer	from Restaurant Manager	20 I need to be able check if the inventory list matches the physical items in restoran after every shift. Also, I'll then know what to order from the warehouse.
Question	to Restaurant Manager	21 How will the ordering work?
Answer	from Restaurant Manager	21 Our warehouses are in the system, I need to see which warehouse has the needed items and then I can order them via the system interface.
Question	to Company Administration	1 Do you need a multilingual option for the program?
Answer	from Company Administratio	1 Wouldn't hurt, but we mainly need it to be in English. All our waiters have a requirement to understand conversational English.
Question	to Company Administration	2 Would you need to keep a record of the comings and goings of the staff?
Answer	from Company Administratio	2 That is not necessary. Each staff member has their own computer access passwords which log their movement and the staff is required to log in at the beginning of the shift and log out when leaving at the end of the day.
Question	to Company Administration	3 Is there any limit per order you'd like to have?
Answer	from Company Administratio	3 To limit losses in case of customers not paying, we do need to have a limit. Around 250€ is good. Waiter can always start another order after payment.
Question	to Company Administration	4 Is there anything else that pops to mind when thinking of loss limits?
Answer	from Company Administratio	4 Empty orders. We do not sell anything for under one euro, but waiters rarely mess up the decimal place.
Question	to Company Administration	5 Usually we make sure that the program follows a single style. Therefore we will find the best font for your program and continue to use it throughout the program. Do you have any objections to that?
Answer	from Company Administratio	5 No, I do not.
Question	to Company Administration	6 You have ambitions to expand to 100 restaurants. What do you consider the main goal of the program for everyday use?
Answer	from Company Administratio	6 That's a tough one. Since we are expanding a lot, we spend a lot of resources on training. It should be as easy as possible to get from starting the program to paying for the completed order.
Question	to Company Administration	7 How would you like the performance reports to be grouped?
Answer	from Company Administratio	7 By country and by restaurant would be fine. And also I would like a general report of the whole company performance.
Question	to Company Administration	8 Should complaints and suggestions be seen by the administrator?
Answer	from Company Administratio	8 Yes, if a client has a complaint or a suggestion, then I would like to see if the complaint is reasonable and if the suggestion is feasible.
Question	to Company Administration	9 How long should the records of past performances be kept?
Answer	from Company Administratio	9 Atleast 6 months and up to a year.
Question	to Company Administration	10 Do you need a real-time overview of the restaurants
Answer	from Company Administratio	10 No, the performance reports should suffice.
Question	to Company Administration	11 What information about staff do you think is necessary for you to see?
Answer	from Company Administratio	11 Definitely the amount of staff hired, and new hires and layoffs. But the ability to see everything about the staff would be good.
Question	to Company Administration	12 What details do you want to see when accessing the reports?
Answer	from Company Administratio	12 At first glance general info would be nice, but I would like to access more information when necessary.
Question	to Company Administration	13 What information exactly?
Answer	from Company Administratio	13 I need to get the info by restaurant or by country, items cost, wages and salaries, payroll taxes, full revenue, profit, percent of profit from full sales.

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