

Interview Plan			
System: Wheels		Project reference: Wheels/04	
Participants:		Annie Price (Shop manager for Wheels) Simon Davis (Developer)	
Date 10 February 2004	Time 14.30	Duration 45 minutes	Place Manager's office
Purpose of interview Preliminary meeting to discuss procedures and problems with the current system			
Agenda <ul style="list-style-type: none">• current procedures for hiring bikes• problems with the current system• initial ideas on how these could be addressed• follow-up actions			
Documents to be brought to interview <ul style="list-style-type: none">• bike card• any other documents relating to current procedures			

Figure 2.1 Interview plan for interview with Annie Price, shop manager at Wheels

interviewee has to say. Below you can see an extract from the interview between Simon Davis, the system developer and Annie Price, the shop manager at Wheels.

SD: ...so could you tell me what happens typically when someone wants to hire a bike? Just talk me through it bit by bit.

Annie: OK, well say someone comes in and says they want to hire a bike for that afternoon, so I ask them if they know what sort they want – it's always easier in that case. Then, when I've got an idea of what they're looking for, I get Naresh or one of the other mechanics to come and suggest a couple of bikes that might suit.

SD: And is the customer always happy with that?

Annie: Yes, usually they go with whatever Naresh says. He's the head mechanic and he's pretty clued up about bikes. We hardly ever get any of them coming back and complaining after the ride.

SD: So what's next?

Annie: I get the bike's number – that's stencilled onto the bike – and then I use that to look up the bike card. There's a card for each bike and we keep them under the counter in this box.

SD: Ok, and what order do you keep them in?