

Interviewer (all Q): Hello, thank you so much for giving me the opportunity and time to interview you. For my IB computer science course, we have an internal assessment where we are essentially creating a program for a client. I thought you would be a perfect client because I am familiar with your work, and I may have specific problems that I can help solve. In this interview, we will learn a bit about you, a bit about your jobs, and hopefully come across some problems I can help you with. May I ask the first question?

Interviewee (all A): Go ahead. I'm glad you chose me as your client.

Q1: Awesome. What is your job title?

A1: I am a Personal Trainer, Coach, and private gym owner.

Q2: Who do you work for?

A2: I'm currently independent. I run the entire business alongside my wife.

Q3: What does your workplace look like?

A3: I work in a private gym studio for real life training, as well as my apartment where I can conduct my private zoom lessons for virtual clients.

Q4: How often do you have classes?

A4: In the gym studio, I have classes 8-10 times a day. At home, I conduct virtual classes from up to 2-4 a day in between all those sessions.

Q5: How long have you been a personal trainer?

A5: 14 years now. My wife and I have moved near the workplace and have conducted these private lessons ever since. I have been training ever since the age of 14 where I have had multiple private coaches and experience from many different gyms all throughout Europe.

Q6: Who attends your classes?

A6: I teach men and women of different ages. I mostly have students and teachers from school who come from the nearby school. Over the years I've had hundreds of clients, mostly expats. As expats, it is quite natural that they come and go. Right now, I have about 50 clients who live in my community neighborhood, and they come to my in-person training sessions. That was the situation for more or less the 14 years I have been coaching. But, due to the rise of the Covid pandemic recently, suddenly the world opened up. Clients in different geographical locations have started reconnecting with me, and I started teaching them by streaming classes via zoom. So before Covid, I was exclusively teaching in-person, traditional classes, whereas now I am

teaching classes that have real people present and at the same time streaming those classes on Zoom to people who aren't able to attend

Q7: What sort of information are you responsible for handling and working with?

A7: A lot of information. First and foremost, the names of all my current and previous clients, their emails, date joined, whether they are a teacher or student, and their age, etc. Moreover, I deal with processes of sending emails to my clients and updating their payment statuses.

Q8: How do you keep track of all this information and try to stay organized? Do you use any computer programs for this?

A8: In terms of Client information, I keep everything in physical documents. I update my payment statuses through manually sending emails and have requested each client to pay for the sessions in which they have used. It takes up a lot of my time and sometimes my financial calculations turn up wrong as a result.

Q9: Are there any tedious issues with organizing or remembering information that hold you back in particular? If so, what are they?

A9: Well, as I said, it just takes so long to keep track of payments from clients on paper. To add on, paper documents were utilized for the amount of sessions used up by each client, as well as reaching out to them via email.

Q10: Well, here we are to help you try and make your life simpler by creating a digitized program in order to hopefully solve those problems.

A10: Just to include, I am not very familiar with computer programmes but have used Excel once or twice in the past.

Q11: Great, Thanks for your time and I'll keep you updated in regards to the progression of the program.

A11: Awesome, hope to hear from you soon.