

Appendix 5 - Product Evaluation Interview With the Client. taking the client through the product.

Interviewer 0:00

So now I would like you to take a look at the solution I have made based off our previous interaction and I would like you to give me some feedback and possible recommendations to improve upon this program.

Client 0:30

As for the name I might add something like the salutation from a drop-down list of Mr., Ms., Mrs., Dr., maybe you can add these?

0:40-2:20: Taking the client through the program and explaining the main functions of the program.

Client 2:21

Okay for the hotel, most people like to stay at the same hotel every day. So maybe make a check box and let someone check one to fill out for every day.

Interviewer 3:10

Okay, so for example they put in a hotel, and then there's like a checkmark beside it that says copy to every day and upon pressing that the hotel selected on that day would become the hotel selected for every day?

Client 4:00

Yep, totally filled in otherwise people will get bored putting in this information repetitively.

Interviewer 4:04

Okay

Client 5:09

So when I submit this does it go to my email?

Interviewer 5:18

Yeah, it goes to the email you input from the first page, a Golfasian email. and then it also goes in the database.

Client 5:22

So what Golfasian email does this go to? info@golfasian.com?

Interviewer 5:30

Well, I didn't program in the official Golfasian email yet because I just put a test email for now to demonstrate. But an email should also be sent to your inbox from the email you entered. Obviously implementing this the email that is sent would be changed to a Golfasian email.

Client 6:10

That's great. That's a really good way to do that.

6:11-6:23: Showing the client the email received by the test email being used.

Interviewer 6:23

Yeah. And the one that goes to your email doesn't have these two links. It'll just have the summary section. So these links are for like if the Golfasian representative wants to download this specific inquiry, it goes into a download for an excel file.

Client 6:55

Okay, that's good.

Interviewer 6:58

And yeah, see, it's the day plan like for each day great customer. It has all of the information.

Client 7:04

So it's like really completed, I'll go and just add the customer salutation options.

Interviewer 7:10

And then about the hotel?

Client 7:12

Yeah. Like a checkbox to put copy every day. Okay. And because most people just stay the same hotel every night.

Interviewer 7:26

Yeah.

Client 7:30

Okay, great. It's really good.

7:31-7:50: The client skims through the program.

Client 7:51

Feedback is that it is excellent. And the recommendation is at the hotel every day and the customers like Melvina. Okay, it's put salutation, and copy hotel button.

Interviewer 8:10

Salutation?

Client 8:18

Yeah, so when we track [customers] for marketing purposes we can use that information and address them using their salutation when contacting them. That's just the normal procedure.

Interviewer 8:25

Okay, thank you.