

Interview 13 Transcript

Interviewer

Hello! I'm GPTREI, your requirements elicitation assistant. Today, I will be gathering detailed information about your project needs to ensure we understand all requirements clearly. Before we begin, are you in line with the scope of this interview or do your expectations of this interview differ?

Stakeholder

Sure, sounds good. Let's get started!

Interviewer

To start off, could you please introduce yourself and your connection to this project?

Stakeholder

Yes, my name is Jim Smith and I'm the owner of Cool Ski Resorts. We are a company that runs three Ski resorts in different mountain regions throughout the US.

Interviewer

Nice to meet you, Jim. Thank you for taking the time to speak with me today.

How would you describe this project in two to four sentences? What is the main goal or objective of what we're discussing today?

Stakeholder

So, basically at the moment we're running many things offline. Our resorts are quite new and we think I'd would be a good opportunity to get into the digital world. So, we want to have a nice intuitive website allowing customers to book rooms and pay for the bookings. Additionally, we want to manage advertisement and social media using some software. Finally, we want to manage internal processes such as inventory management.

Interviewer

It sounds like you're looking to create a comprehensive digital platform that integrates multiple aspects of your business, including customer-facing interactions (booking and payment), marketing and advertising, and internal operations (inventory management).

Can you describe the current process or system you use for managing bookings, payments, and inventory? For example, are you using any manual spreadsheets or relying on third-party software?

Stakeholder

Right now, we do reservations only by phone or fax and then handle the payments manually at the resorts. Also, we only have local databases for the payments at each resort. For taxation purposes and generally a better overview we'd like to manage that in a shared database throughout all resorts.

Interviewer

Interview 13 Transcript

So, you're currently using a very manual process for managing bookings and payments, which can be time-consuming and prone to errors. And, as you mentioned, having separate local databases at each resort is making it difficult to get a unified view of your operations.

Let's talk about the features you'd like to have in this new system. What are some of the key functionalities that you want to include for managing bookings, payments, and inventory? For example, do you need to track specific room types or rates? Do you need to manage packages or promotions?

Stakeholder

Sure, for bookings different room types and rates would be nice. At the moment, we don't do any promotions but that would probably be nice to have in the future. For the internal processes, additionally to inventory management, some overview over employee hires etc. would also be nice.

Interviewer

So, you'd like to have a system that allows you to manage different room types and rates, which will help with bookings and revenue management. Having the ability to create promotions and packages in the future is a good idea, as it can help drive sales and increase customer engagement.

And for internal processes, having an overview of employee hires, inventory management, and potentially other HR-related functions would be beneficial for streamlining operations and making data-driven decisions.

Let me summarize some of the key features we've discussed so far:

- * Online booking and payment system
- * Shared database across all resorts for taxation and operational purposes
- * Room type and rate management
- * Potential future functionality for promotions and packages
- * Inventory management
- * Employee hire overview

Is there anything else you'd like to add or any other functionalities that are important to your business?

Stakeholder

Two points maybe. So first, some promotion or ads automation for social media would be very important to get more customers. Also, the website should allow customers to see the weather and snow conditions at the resorts as that is an important point for staying with us

Interviewer

So, you'd like to have a system that allows you to automate promotions and advertisements on social media, which will

Interview 13 Transcript

help drive engagement and attract new customers.

And, having real-time information on weather and snow conditions at the resorts available on the website would be a valuable feature for customers. This would allow them to make informed decisions about their stay and plan accordingly.

I'll add these two points to our list of features:

- * Online booking and payment system
- * Shared database across all resorts for taxation and operational purposes
- * Room type and rate management
- * Potential future functionality for promotions and packages
- * Inventory management
- * Employee hire overview
- * Social media promotion and ad automation
- * Real-time weather and snow condition information on the website

Let me ask, how do you envision the social media integration working? For example, would you like to be able to schedule posts in advance, or have a library of pre-approved content that can be easily shared?

Stakeholder

Sure, so scheduling posts sounds like a good idea so that we can do regular promotions. Also, maybe some integration with our website so that customers can share their experiences etc.

Interviewer

So, you'd like to have a system that allows you to schedule social media posts in advance, which will enable you to maintain a consistent presence and run regular promotions.

And, having an integration with your website that enables customers to share their experiences, such as reviews or photos, would be a great way to encourage user-generated content and create a sense of community around your brand.

I'll add these details to our list of features:

- * Online booking and payment system
- * Shared database across all resorts for taxation and operational purposes
- * Room type and rate management
- * Potential future functionality for promotions and packages

Interview 13 Transcript

- * Inventory management
- * Employee hire overview
- * Social media promotion and ad automation
 - + Scheduling posts in advance
 - + Integration with website for user-generated content (reviews, photos, etc.)
- * Real-time weather and snow condition information on the website

Let's talk about prioritization. Which of these features do you think are most important to have at launch, and which ones can be added later?

Stakeholder

I guess online booking and having a nice website should be first as that seems so important for a good customer experience. Maybe social media afterwards and then work on the internal stuff

Interviewer

So, you'd like to prioritize the online booking and website features as the top priority, which makes sense given the importance of a good customer experience.

Then, once those are up and running smoothly, you'd like to focus on integrating social media to help drive engagement and attract new customers.

And finally, after that, you can shift your attention to implementing the internal processes, such as inventory management and employee hire overview, which will help streamline operations and make data-driven decisions.

I think this is a great prioritization plan. It allows you to tackle the most critical customer-facing features first, while also laying the groundwork for future growth and efficiency.

Let me summarize our conversation so far:

- * We've discussed the importance of creating an online presence for Cool Ski Resorts
- * We've identified key features for the website, including online booking, room type and rate management, and real-time weather and snow condition information
- * We've also discussed social media integration and internal process improvements
- * We've prioritized the features, with online booking and website development as the top priority, followed by social media integration, and then internal processes

Is there anything else you'd like to add or discuss before we move forward?

Interview 13 Transcript

Stakeholder

Sounds good

Interviewer

I'm glad we were able to have a productive conversation. I'll make sure to summarize our discussion and prioritize the features as we discussed.

Next steps, I'll create a detailed requirements document outlining all the features and functionalities we discussed. This document will serve as a guide for the development team to ensure that everyone is on the same page.

If you have any further questions or concerns, please don't hesitate to reach out to me. Otherwise, I'll keep you updated on the progress of the project.

Thank you again for your time and input. It was a pleasure working with you!

And that's the end of our mock interview!

Stakeholder

Generate requirements document

Interviewer

****Cool Ski Resorts Website and Online Booking System Requirements Document****

****Introduction:****

The purpose of this document is to outline the requirements for the Cool Ski Resorts website and online booking system. The new system will provide an improved customer experience, increase efficiency, and enhance the overall competitiveness of the resort.

****Functional Requirements:****

1. ****Online Booking System:****

- * Allow customers to book rooms online through the website
- * Integrate with existing room inventory management system
- * Provide real-time availability and pricing information
- * Enable customers to select room type, rate, and stay dates

2. ****Website Features:****

- * User-friendly interface for easy navigation and booking

Interview 13 Transcript

- * Display of resort amenities, services, and activities

- * Real-time weather and snow condition information

- * Integration with social media platforms

3. **Room Type and Rate Management:**

- * Allow administrators to manage room types and rates

- * Enable creation of special offers, packages, and promotions

4. **Social Media Integration:**

- * Integrate website with social media platforms (Facebook, Twitter, Instagram)

- * Enable customers to share their experiences and photos

5. **Inventory Management:**

- * Allow administrators to manage inventory levels for rooms and amenities

6. **Employee Hire Overview:**

- * Provide a dashboard for administrators to view employee information

Non-Functional Requirements:

1. **Performance:**

- * The system should respond within 2 seconds of user input

- * The system should be able to handle at least 100 concurrent users

2. **Security:**

- * Implement industry-standard security measures (HTTPS, encryption)

- * Ensure compliance with relevant regulations (PCI-DSS, GDPR)

3. **Usability:**

- * Design the system to be user-friendly and accessible for all customers

4. **Scalability:**

- * The system should be able to scale to meet growing demands

Prioritization:

1. Online Booking System

2. Website Features

3. Social Media Integration

4. Inventory Management

5. Employee Hire Overview

Interview 13 Transcript

****Assumptions and Dependencies:****

1. Existing room inventory management system will be integrated with the new online booking system.
2. Social media platforms (Facebook, Twitter, Instagram) will be used for integration.
3. Industry-standard security measures will be implemented.

****Glossary:****

- * ****Customer:**** A user who books a room through the website
- * ****Room Type:**** A category of rooms available at the resort (e.g., standard, deluxe)
- * ****Rate:**** The price per night for a room type
- * ****Amenity:**** A feature or service offered by the resort (e.g., pool, restaurant)

This document outlines the requirements for the Cool Ski Resorts website and online booking system. It is intended to serve as a guide for the development team to ensure that everyone is on the same page.