*Answers in italic*

Link to Video:
https://drive.google.com/file/d/1Kt8801qPQ6V06M6msRvZXKyH2N1HXZpK/view?usp=sharing

**Basic info**

- Tell me a little bit about yourself. How long have you been at the restaurant?
  *13 years*

- What are some websites and apps you enjoy using and why?
- How do you browse the internet?
  a. What devices do you use?
  b. How much time a day do you spend on them? (This helps determine how tech savvy they are)

- What is your role and what responsibilities does it entail?
  *Started doing everything; cooking, taking orders, etc*
  *Now "back of house stuff" such as HR, hiring onboarding, report, banking*

- What does a typical day look like?
  *See above*

- How big is your restaurant? No. of customers & employees? Different locations?Food trucks?
  *30 employees*
  *1 Location*

**Product Introduction**

- What made them change/decide to go with us to begin with?
  *Previous POS system was bought out and was ended.*

  a. How long have you been with us?
     *2 months*

- Are you happy with your choice or do you regret it?
  *Mixed thoughts, not regretful but not happy either*

  a. Why?
     *Too many bugs, difficult set up due to not having access to old POS*

*Likes: back office and remote capabilities*
*Dislikes: bugs are tiresome*
      i. *Huge undertaking to install menus*
     ii. *Should simplify transitioning from 1 POS to LBM*

  b. What changes are you noticing because of the changes you HAD to make?
    *N/A*

- How do you use LBM and how does it impact your role?
  *Still relatively new so figuring some tools out*
  *Uses for onboarding, would like to tie into payroll*
  *Menu adjustments*

    a. Which tools do you use most often?
      *Reports*

- How often or how much time a day do you use LBM?
    a. *As often as possible, likes the remote capabilities*

- Does LBM make your work more or less efficient?
  *More efficient than "paper" checks after the old system went online. If everything was accurate it would be WAY more efficient.*
    a. Why?
      *Because they don't have to be at the restaurant to view info*

- What do you think of LBM overall?
    a. What do you like about LBM?
    b. What do you dislike? (Take their dislikes and ask a few follow up questions)

**Features**
- What tools do you find helpful for invoices, scheduling etc?
    a. *Scheduling wasn't good*
      i. *Can't filter employees*
      ii. *When printed or emailed pages of blanks*
    b. *Gonna look at Marketplace*
    c. *Gonna look at reservations*
    d. *Uses Virtual terminal*
    e. *Uses reports*
      i. *Financial overview*
      ii. *Payroll*
      iii. *Ticket details*
    f. *Managing employees/permissions*
      i. *There is an issue if an employee is both a server and a host, if they log in as a server they have higher permissions, if they log in as a host they*

> *have less permissions. It's frustrating employees cannot maintain permissions across logins.*
>    g. *Still new and learning things*

- One tool you can't live without? Inventory, invoice…?
  *N/A*

- Are there third party tools you use to handle anything LBM does not?
   a. *Would like Access to Quickbooks*
   b. *ADP*
   c. *Export reports as Excel (maybe exists)*

- Anything we can ask re handling inventory purchase during covid
- If there was one feature you could add, what would it be?
   a. *Functionality of Lighthouse where everything links together*
   b. *Not having to reset reports*
   c. *"Not linked in a convenient way."*
   d. *Search something and find it easier (maintains history of the business)*
   e. *Ability to track a check, especially when it transitions from server to server*
   f. *Once a ticket is accessed, the user should be able to find everything about it.*
   g. *Reports:*
       i. *Better analytics (who sold most of specific item by server)*
- Do you use customer engagement/social media & reputation management? (These tools have been proven to increase sales up to 27% and I don't know why merchants don't use them but are willing to pay hundreds for 3rd party companies to do it for them.)

## Business
- As a business owner, any new areas or goals excite you? (growing your business ideas - what's stopping you)
- What problems did you have in the last few months and how did you solve them?

## Closing
- What do you think would make someone not want to use LBM? (ask follow ups based on response)
   a. *Going through customer service takes too long*
- Would you feel comfortable recommending LBM?
   a. *No, there are better options out there.*
   b. *The bugs and the questions are the issues*
   c. *Main selling point was sky tab*
   d. *If they had to do it over again, probably not*
   e. *Potential is there*

f. *Majorly frustrated but sees potential*
g. *Lack of coherent info when needed (transaction details primarily)*
- Overall what can we do to make it better?

**Additional Notes**
- *Pandemic: they already had outside dining and carry out, they did "ok."*
- *Using Skytab, POS & Lighthouse*
  - *Skytab issues: can't use when wifi is down*
  - *No open food option*
  - *SkyTab logged off and had to be re-authorized more than once*
- *Did not receive any training*
  - *Manual sucks*
  - *Only shown how to log in*
  - *Doesn't understand cash out*
  - *Clock in issues*
    - *Dashboard is not up to date when it comes to people being clocked in*
  - *Support is not efficient*
  - *Would like online support*
    - *Better training videos*
    - *Interactive "manual"*
    - *? icon in POS does NOT help (only says name of setting)*
    - *No place for answers*
    - *Possible forum*
- *Bugs:*
  - *Payroll requires manual work*
    - *Once a role is created a user cannot give an employee a raise or change a pay rate without creating a brand new role. For example all "chefs" must be paid the same unless a new role, for example senior chef, is created.*
  - *Employees have gotten shorted on paychecks*
  - *Clock in/out (employees don't know if they're in or out)*
  - *When reports are printed shifts get moved into overtime "for no reason"*
  - *Issues with people closing out their drawer, things aren't adding up and sales/tips are missing.*
    - *Inaccurate reporting, disappearing sales.*
    - *Might be a result of login issues.*
    - *User runs one type of report, the sale shows, runs a different one and the sale disappears.*
- *Virtual Terminal*
  - *Search does not work well*
  - *Doesn't search by invoice # or invoice ID even though the hint text says it does*
  - *Needs improved filtering*
  - *Needs to include tips in the options*
  - *Show totals per staff member for the day*

- *Would like a tie into Quick Books*