

APPENDIX 1

Questionnaire for the Director:

1. When was the “C” Cafe opened?
2. What is the mission and vision of the company?
3. How is the organization structure?
4. What kind of food and beverages provided?
5. What system is used in the cafe?

Questionnaire for the accounting (back office) administrative staff:

1. How is the data collection process?
2. What kinds of data are collected?
3. How is the inventory recording and reporting?
4. How is the purchasing management?
5. How is the inventory holding?

Questionnaire for the kitchen and bar staffs:

1. How is the material use recording and reporting?
2. How is the material reordering process?
3. How is the handling of waste and spoil of material?