

JTBD Interview Analysis Report

Interviewee: James Chen, Operations Director

Company: Urban Hotels Group

Date: December 28, 2024

Time: 08:07 PM

Questions Asked: 2

Duration: 0 minutes

Overall Score: 12

Interview Skills Score: 11

Question Technique: 7/15

JTBD Framework: 0/15

Progress Forces: 0/10

Interview Mgmt: 4/10

Business Insight Score: 0

Market Opportunity: 0/15

Innovation: 0/15

Customer Segment: 0/10

Strategic: 0/10

Key Findings

The Operations Director has been with Urban Hotels Group for 8 years.; The interviewee emphasizes the importance of providing a superior guest experience.

Interview Strengths

The interviewee expressed his response well with confidence as a sign of expertise.; The question was well-framed and straightforward, offering clear data.

Areas for Improvement

The question could have been deepened to unearth particular insights about the persona's job.; The response was more about the persona's attitude and lacked specific details about their job-to-be-done.

Recommended Follow-Up Questions

Could you elaborate on some changes that you've implemented in your duration?; What would you say are some of the biggest achievements in your position over the past 8 years?

Interview Transcript

Executive: Hello, I'm James Chen, Operations Director at Urban Hotels Group. Oversees operations for a boutique hotel chain with 12 properties across major cities. I have about an hour to 90 minutes for this conversation. I am ready to answer your questions.

You: How are you?

Executive: [Smiling warmly, standing straight with an open stance] I'm doing great, thank you for asking. Ensuring guest satisfaction and operational efficiency for our hotels across the major cities keeps me occupied and fulfilled. And, how can I assist you today?

You: How long have you been in this position in the company?

Executive: [Leaning back confidently in my chair, a warm smile on my face] I've been in this role as Operations Director for Urban Hotels Group for about 8 years now. Time sure flies when you're busy providing the best possible guest experience, doesn't it? [Laughs lightly]