Tab 1

**Transcript of interview with Juanjo Palos**

Mo: So. why don't I'm gonna be asking you a few questions?

Juanjo: Yes

Mo: About uh your habits regarding restaurants, eating out, getting food, ordering

Juanjo: Yes. that's good.

Mo: So, first of all. how do you usually prefer uh, like getting food out? Is it do you like going to the restaurant? Do you order online? Do you go pick up the food yourself?

Juanjo: Yeah, I would say I like reserve going to restaurants just for the weekends because it's kind of expensive. And I would say like I go in person and it's usually, I don't, I never go out alone, so it's usually with friends or like with my girlfriend, you know, and it's usually them choosing. I don't, you know, but like some I have some restaurants I like, you know, and sometimes I go to the same places.

Mo: Ok, so you wouldn't call yourself picky.

Juanjo: I will call myself, I'm always ordering the same stuff, you know, every time I go to a restaurant. I went to to Brasa and I I've been three times in Brasa and I orded the same dish the same three times, you know? So I wouldn't say I'm picky with with the food and I'm not picky with the restaurants either, you know, so I don't know if it makes sense.

Mo: That's that's good. How do you discover new restaurants?

Juanjo: Yeah, so what I do is Google Maps, okay? And then in Google Maps, I'm like restaurants or I'm like, okay, maybe I'm craving Chinese so I'm Chinese restaurant, you know? And then I don't know, I use TikTok and I'm like recommendations in downtown Minneapolis. And then I can find new places, you know, But yeah, it's usually through my friends, you know, maybe my friends are like, oh, there is this place that it's so good, they do some burgers and then, you know, like I'm like, okay, let's go there, let's try that, you know, why not?

Mo: That's pretty good. Um, okay. Have you ever had any accessibility issues when using any, like food apps? Do you find like, when you go on Google Maps or or TikTok like you said? you find like it there's something annoying that you wanna do, but it's not it's not letting you do it?

Juanjo: Yes, so for example what has happened to me in Google Maps it said that the restaurant is open and then you go there and it’s closed because the hours have changed and it's like that's super inconvenient. and yeah, sometimes on restaurants are difficult to find because they are inside a mall or something, so it's like in Google Maps, it says that it's right there, but then it's like, okay, yeah, now I need to find it. So I need to be taking for pictures or people in the comments saying it's inside you turn to the left and you will find it. But yeah and then for the takeout orders, I think I mean the only problem is like you need to pay an extra and you need to tip the delivery guy. So, you know, I don't usually do take outdoor orders., I mean, you know, I just take my car, go to the place and I pick it up myself.

Mo: Is there something in that process that you do you do that often?

Juanjo: Yeah, I do that often. Yeah, like like I go to a restaurant. I usually call them in advance, like, hey, are you open? And then, yeah, if they’re open I go there and I I place the order, you know. And then I eat at home.

Mo: And when you go on TikTok, is there something that bugs you about restaurants on TikTok?

Juanjo: And yeah, a good question. What I do is like, you know, like influencers in the area, you know, or something or I go to the it's like a magnifying lens and then I check restaurants and then you know, the top the top five videos, you know, I I I watch the the five of them and then I decid, you know, so I don't know. It's not very thorough.

Mo: So you care about recommendations

Juanjo: Recommendations. From like influencers in TikTok, you know, like people that knows that there are some accounts that the only thing they do is like go through the restaurants, you know, and try them and do like a review and, you know, with their video. So I just see the review and if yeah, I can take the vibes with the place, the food, the menu. Sometimes I check the price as well, you know, because like yeah, sometimes it looks really good and then it's like super expensive and it's like I'm not gonna spend a hundred bucks each for for meal, you know

Mo: Makes sense. What is the like, uh, what are some of the factors that mostly affect your decisions when uh when deciding to go to a new restaurant or something? What do you what do you looking for?

Juanjo: Okay, so first of all, I will say what I'm craving for. Now I ask myself that question and sometimes for example, the other day with my friend, we were craving Chinese, you know, so we take four places at University of Minnesota, we tried these new place called Lao Szhechuan, you know? Like if we were craving for a meet, you know, maybe we tried Balbinos or or if I'm craving for something fast, maybe Wendy's, you know, or something like that. So it kind of depends. So first of all, I ask myself, like what do I want,? And then I will say the price is a big thing, you know, I don't like to go to a really, really bougie place because you you pay so much and then I don't know, things are like kind of, you know, not worth it, you know? I don't I don't like that experience. You are hungry afterwards, you know? Like, yeah, okay, so many flavors, but I like something, you know, that tastes good and there is good quantity, you know? So so yeah, I tend and sometimes the device, because if I'm hanging out with my friends, I appreciate when there is like some like music, for example, or some kind of entertainment or some or the the places like Instagrammable, you know. and if it's with my girlfriend, I look for places that are more like, you know, more romantic, more like with dim lights, things like that, like an Italian restaurant.

Mo: That’s pretty cool. Does location affect it?

Juanjo: Like the location as long as it is with in my area, you know, I'm not gonna be driving like 30 minutes to go to a restaurant, you know, it has to be within like, I don't know, five to 15 minutes, you know, more than that, it's like well, it has to be a really good place, you know, but yeah, I will say that it has to be within a range you know because sometimes it's like okay I'm so hungry. Let's go to our restaurant, you know, so you want to eat as fast as possible. You drive for an hour and then you need to wait another 30 minutes for the food and then you know and then come back? Like not worth it

Mo OK, so last question

Juanjo: Perfect.

Mo: Uh what influences you deciding whether or not you want to go to an old place or if you want to go to a new place?

Juanjo: Okay, I see. Yeah. So I would say like if I had a really great experience, you know, for example, you know that I love Wendy's like it’s so convenient, it tastes good, I like the fried, everything is nice, how about it, you know? I like the brand, so it's like, yeah, we'll go again, you know. I don't feel like going to McDonald's or the other, because I already like that one, you know, and everything went well, you know, so it's like, okay, I wanna have that same experience again. So so with other restaurants, the same, you know, like if I had a really great experience, the price is fair, it was fast, it was convenient, you know, the menu was like with a lot of options. They like, okay, this place was perfect, you know, it's like super close to my place. It has everything I'm looking for, it's so delicious, it's a great experience for the money I'm paying. So I will go again, you know? and if the restaurant is not like that, you know, it's like, okay, this is expensive, I'm waiting for a long time. I didn’t like the food. I'm not coming there again, you know. Or maybe if I go again, I would try something different. like, usually I would try to avoid that place. You know, I give them one chance and that's the only thing they get.

Mo: Ok, so you mentioned something interesting about McDonald's versus Wendy's.

Juanjo: Yes.

Mo: What like do you personally, what makes Wendy's different from McDonald's, even though they're..

Juanjo: So for me, I would say, like in Spain, there are no Wendy's, but there are McDonald's, you know, and the McDonald's in Spain are better than they want in the US. So Wendys, we don't have that one and it tastes really good and they have Strawberry Fanta and they don't have that Fanta, in other locations and I like the menu, you know, they have our collaboration with Spongebob, you know, like, it was my favorite show and then like the Wendy’s Baconator, just why the name is like what that's so cool, I want to try that one, you know? So, nothing specific, you know, I just like the name, the brand, the logo, and it's like it's kind of like a meme, you know, like let's go to Wendy's, you know.

Mo: Okay, so would you say it's like, you like the vibe of it?

Juanjo: Yeah, I like the vibes of it and it's quick, easy, convenient, you know, and cheap and and it’s super tasty and everything is everything is great, you know, I like that. So, yeah, nothing in specific, you know, like I'm like that, you know, that's about myself, you know, maybe other like the thing with me is like if I like something, I would stick with that, you know? I'm not gonna be changing around, you know, like if I like that one, perfect, you know? I'm not gonna use more brain power to choose for another..

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Juanjo: Yeah, perfect. Thank you, Mo.

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