### **Interview Summary with Kien Pham (interviewee)**

[Zoom meeting](https://umn.zoom.us/rec/share/GBwfuVPitM7wLlH-yaB5qSh3ruYDCiAbxchCSuDnGF1itsMxfLMuQrKU2VY1eDaV.PiHVQ_eNNWc8Ifr5?startTime=1740778153000): https://umn.zoom.us/rec/share/GBwfuVPitM7wLlH-yaB5qSh3ruYDCiAbxchCSuDnGF1itsMxfLMuQrKU2VY1eDaV.PiHVQ\_eNNWc8Ifr5?startTime=1740778153000

[Transcript:](https://docs.google.com/document/d/146ff1w1ADbbu_nrnrej5ScEvZKnUJkZZfJumJ9ul13s/edit?usp=share_link) https://docs.google.com/document/d/146ff1w1ADbbu\_nrnrej5ScEvZKnUJkZZfJumJ9ul13s/edit?usp=share\_link

#### **1. Eating Habits**

* **Question:** Do you prefer to eat outside?
* **Response:** No, mostly cooks at home.

#### **2. Food Selection Criteria**

* **Question:** When you eat out, what factors influence your food choice?
* **Response:** Prioritizes **cost and quantity**, prefers places that offer large portions at reasonable prices. Examples: a pho restaurant in St. Paul and Chipotle.

#### **3. Finding New Restaurants**

* **Question:** How do you usually find new places to eat?
* **Response:** Relies on **friend recommendations**. If in an unfamiliar area, uses **Google and Reddit** to check reviews before deciding.

#### **4. Accessibility Issues with Food Apps**

* **Question:** Have you faced accessibility issues with food delivery apps (e.g., DoorDash, Grubhub, UberEats)?
* **Response:** Rarely uses food delivery apps unless in an urgent situation. Finds them overwhelming due to too many choices and still prefers checking Google or Reddit for reviews.

#### **5. Bad Dining Experiences**

* **Question:** Have you had a bad experience eating out? How could it have been avoided?
* **Response:** Yes, during **Christmas**, tried going to a ramen place, but it was **closed despite Google showing it was open**. Ended up at a nearby restaurant, which was mediocre. Would have been better if there was a **more accurate way to check restaurant operating hours**.

#### **6. Factors for Returning to a Restaurant**

* **Question:** What makes you return to a restaurant?
* **Response:** **Low prices, large portions, and good quality.** Would also return to a pricier place if the food is exceptionally good (example: a dumpling place in Seattle).

#### **7. Overseas Dining Experiences**

* **Question:** Have you eaten at restaurants in other countries? How do they compare?
* **Response:** **Yes, primarily in Vietnam.** Food quality is **superior and cheaper** due to **high competition** among vendors. Unlike in the U.S., where Asian food options are limited.

#### **8. Finding Food in a Remote City**

* **Question:** If you are in an unfamiliar city in Vietnam, how do you find food?
* **Response:** Relies on **online reviews**, but in remote areas, **convenience matters more than quality**.

#### **9. Challenges in Discovering Street Vendors**

* **Question:** How can street vendors or hidden food gems be better discovered?
* **Response:** **Street vendors often serve excellent food but lack visibility on food apps.** They also change locations frequently. **Apps like DoorDash or Google can’t accurately track them.** A system for **discovering and rating them** could be helpful.

#### **Closing Thoughts**

* **Question:** Anything else you’d like to add?
* **Response:** Suggested an idea to **help highlight hidden food vendors**. Acknowledged that food safety concerns exist but overall, street vendors often provide great food.