WEBVTT

1

00:00:02.250 --> 00:00:03.269

Rishi Selvakumaran: All right.

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00:00:03.370 --> 00:00:28.670

Rishi Selvakumaran: Okay, all right. Thanks, Ken, for helping to participate in this interview. I'll just quickly read out the ethical guidelines. So as part of the consent. We do inform you that your response is completely anonymous, and it's optional, so you can choose to not answer a question, or if you feel uncomfortable, you can always withdraw from the interview.

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00:00:29.122 --> 00:00:43.657

Rishi Selvakumaran: And I think, no personal id, or like any private information about you will be collected or used or like stored, basically anywhere. So after this interview, I will do this.

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00:00:44.040 --> 00:01:13.629

Rishi Selvakumaran: I will basically use the transcript, but after the the scope of the class it will be deleted. So don't worry about that and also the data is only going to be used for academic purposes within the scope of the course. And then, after which I think, if you have any other questions, you could email, my professor, which is Professor Lauren Turbin. For the course. Csi 5, 1, 1, 5, or you could email one of the

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00:01:13.650 --> 00:01:20.517

Rishi Selvakumaran: Tas which is in the form. So so yeah, I think, if you're okay, can we start the interview.

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00:01:20.830 --> 00:01:24.020

Kien Pham: Yeah, I think that's fine. Yeah. Sounds good to me.

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00:01:24.756 --> 00:01:40.859

Rishi Selvakumaran: Okay, nice. Alright. So I'll start off with the 1st question, so are, you, usually a, a person who prefer to eat outside. And if so, what are yeah, go ahead. Yeah. Do you usually prefer to eat outside.

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00:01:41.221 --> 00:01:48.450

Kien Pham: Not really, actually so. But yeah, so yeah, that's it, I guess, unless you have further question on that.

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00:01:50.036 --> 00:01:51.043

Rishi Selvakumaran: Okay.

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00:01:52.050 --> 00:01:54.149

Kien Pham: Only cook at home. So yeah.

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00:01:57.470 --> 00:02:13.750

Rishi Selvakumaran: Okay, and when you usually try to select the food right? So, for example, let's say, I I don't know. Realize you don't eat outside that much, but the times when you have eaten outside, do you usually

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00:02:14.090 --> 00:02:20.930

Rishi Selvakumaran: notice like any certain preference that you might have when trying to select the food.

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00:02:21.568 --> 00:02:37.321

Kien Pham: I usually go for cost usually, and like quantity so you get me like quantity over cost accordingly, and cost, you know, so like something that gives you most quantity. So like I went to this for a restaurant, I think, in Saint Paul once and

14

00:02:37.710 --> 00:03:01.449

Kien Pham: They had this big bowl of fur, and it was like 14 bucks. So I think it's very reasonably priced. So yeah, that's why I kept going to that place. Chipotle, for example, in the campus, also pretty good. But it's getting a bit more expensive recently. But yeah, I think I guess I could usually go for cost quantity prior, because I'm like a student. So I do prioritize those 2 factors. Yeah.

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00:03:02.980 --> 00:03:04.390

Rishi Selvakumaran: Oh, that's great! That's great!

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00:03:04.390 --> 00:03:04.900

Kien Pham: Yeah.

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00:03:05.261 --> 00:03:30.189

Rishi Selvakumaran: And usually when you I I so I I so usually when you try to say, find a new food to eat right or new restaurant to try out. What is the 1st thing that you do like? Do you usually look for an app? Or do you, Google, search. What are some of your I guess avenues to find a new food.

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00:03:30.665 --> 00:03:37.789

Kien Pham: Yeah, some like. Usually my friend, like sometimes like my friend will recommend me.

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00:03:38.230 --> 00:03:43.590

Kien Pham: and dependent like depending on how my preference fits them right if it's

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00:03:43.930 --> 00:03:46.200

Kien Pham: really good recommendation. And they're like.

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00:03:46.250 --> 00:04:10.390

Kien Pham: I don't know, like the same foods me the Asian, or something right then most likely that I would probably try that out, you know. But there's also another way is that sometimes I don't. I'm like at a new place where I don't have many friends, or I just don't know many people right like no things around. Right? Then I would just like, you know, Google it. And then I would just like search on Reddit or something. Search on other people. Comment. So.

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00:04:10.400 --> 00:04:16.082

Kien Pham: yeah, I mostly rely on people comments to, you know, dictate where I

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00:04:16.550 --> 00:04:19.820

Kien Pham: go to next, you know, in terms of restaurants.

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00:04:21.969 --> 00:04:23.529

Kien Pham: That makes sense. Yeah.

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00:04:23.530 --> 00:04:26.241

Rishi Selvakumaran: Yeah, yeah, that makes sense. Let me just put it in my notes.

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00:04:26.450 --> 00:04:27.629

Kien Pham: Yeah. No worries.

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00:04:38.200 --> 00:05:04.989

Rishi Selvakumaran: Okay, and then the other question I wanted to ask was, so, have you ever had accessibility issues when trying to use food apps. So, for example, some of the common food apps are like Doordash grubhub uber eats if you have ever used those applications for ordering food, or just like trying to find a new food. Have you faced any difficulty.

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00:05:04.990 --> 00:05:13.399

Kien Pham: Order very sparsely, I would say, like I usually order only in like urgency, because I, when I go out to eat right.

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00:05:13.830 --> 00:05:14.160

Rishi Selvakumaran: You only.

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00:05:14.160 --> 00:05:19.139

Kien Pham: Prefer the like. The like. The reason I would go out to eat is usually with a friend.

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00:05:19.540 --> 00:05:28.249

Kien Pham: all because I wanted to like change like I want the atmosphere of that place right? But like doesn't give me those kind of

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00:05:28.690 --> 00:05:29.420

Kien Pham: like.

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00:05:29.890 --> 00:05:57.440

Kien Pham: Does that make sense? The app doesn't give me those kind of vibe, you know. So that's why I usually don't use app. But if I do which is very rarely, I would like I don't know I don't usually like. I would just like face with the choice, you know, because there's too many things in the app, you know, and it's hard to choose between which and which you know. So it still ends up as like. I usually still have to search up the place on the Google Reddit or something, and search on people reviews. And then, before I actually, you know.

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00:05:57.540 --> 00:06:03.699

Kien Pham: So it's still the same issue as like, if I were to choose a restaurant or a completely new place, you know.

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00:06:05.030 --> 00:06:06.000

Rishi Selvakumaran: I see.

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00:06:06.000 --> 00:06:16.519

Kien Pham: Right? So but yeah, I don't use app often, so I don't know what my my perspective is like. Valid or not, you know in terms of that. But yeah.

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00:06:17.881 --> 00:06:28.068

Rishi Selvakumaran: Okay, yeah, that's still that. That's still a good response thanks. And then okay, so let's see one of them is pretty repeated

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00:06:34.750 --> 00:06:35.462

Kien Pham: Yeah. No worries.

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00:06:35.880 --> 00:06:41.670

Rishi Selvakumaran: Okay? Oh, yeah, and then, okay. So the other one was, So

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00:06:41.950 --> 00:06:56.640

Rishi Selvakumaran: so so during a time when you went out to eat with a friend right? But then you realize that the food that you ordered, or something about that place? Was not that great?

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00:06:56.640 --> 00:07:12.180

Rishi Selvakumaran: What was it specifically. And if you could explain, like, how the particular experience could have been improved. If you were able to foresee it happening. Have you had any experience like that when you were like going to eat out with a friend?

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00:07:13.283 --> 00:07:21.866

Kien Pham: Let me think of it. Yeah, it's kinda hard to retrieve from my memory, because I don't eat out often like I said,

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00:07:22.210 --> 00:07:22.560

Rishi Selvakumaran: And.

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00:07:22.560 --> 00:07:29.275

Kien Pham: But now, yeah, I think we went to this one place when it was like

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00:07:29.760 --> 00:07:46.530

Kien Pham: near like Christmas, or something like that like. That's the most recent one, but I think I'm pretty sure I have plenty of other like not really great food like you know, like going out experiences. But now, so there's 1 time when near Christmas, when

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00:07:47.270 --> 00:08:09.940

Kien Pham: my friend and I were just going was thinking about going up because it was like my birthday as well. So was thinking like going out on like, you know, Ramen place or something right? And the pro. The problem is because it's like near Christmas. Most of the place will like close. So it's actually really hard to find the right place. So we end up like just

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00:08:10.120 --> 00:08:23.163

Kien Pham: going to a place that's like very near the place that we originally intended to go because that plane was close. But then it's funny, because, Google, what do you like? Google? You know the Google

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00:08:24.000 --> 00:08:30.799

Kien Pham: Google has like a thing where you can actually see whether the place is open or closed right? But I think, like.

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00:08:30.960 --> 00:08:56.159

Kien Pham: yeah, it's kind of like it was incorrect when when we search it up right? So we thought the place were open, and then we it apparently not open that we have to go to a nearby restaurant and the nearby restaurant. Was not that great? The reason being like the food there was just I don't know. It's just very mediocre. The ramen. They're just like like like what I like. Like. It's like a very normal bowl of ramen with, like

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00:08:56.260 --> 00:09:02.550

Kien Pham: the broth. Probably they put a bunch of, you know, MSG. Or something in, I don't know like I mean, it's just like a very.

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00:09:02.650 --> 00:09:11.539

Kien Pham: This was not any substance to the bowl, you know. So yeah. So I think like, that was a bad experience for you. I think it could be been improved

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00:09:11.690 --> 00:09:14.424

Kien Pham: in terms of accessibility. Would be

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00:09:15.170 --> 00:09:20.830

Kien Pham: like if there were a way to know accurately know? Like like like.

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00:09:21.220 --> 00:09:33.339

Kien Pham: if a restaurant is like open, you know, at a given point of time, but I don't think there's a way for it to like like that like you would be able to accurately kind of predict that, you know, unless

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00:09:33.590 --> 00:09:41.659

Kien Pham: unless you kind of keep that updated with the restaurant owner. But then the restaurant owner would not like. It's kind of dependent on them as well. So

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00:09:41.840 --> 00:09:42.640

Kien Pham: you know.

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00:09:43.600 --> 00:09:49.489

Kien Pham: If that makes sense. So I guess this is my reason. It's kind of convoluted. But I hope that kind of makes sense. Yeah.

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00:09:50.150 --> 00:09:50.880

Rishi Selvakumaran: I can't.

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00:09:51.410 --> 00:09:54.910

Rishi Selvakumaran: No, that makes sense. That makes sense. Okay.

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00:09:56.090 --> 00:10:05.279

Rishi Selvakumaran: yeah. That. That's a great response. Thanks. Ken and then the last one so I think well, I have 2 more questions, but so.

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00:10:05.280 --> 00:10:06.340

Kien Pham: No. Issue, yeah.

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00:10:08.150 --> 00:10:12.296

Rishi Selvakumaran: Okay? So this could be,

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00:10:13.240 --> 00:10:16.840

Rishi Selvakumaran: let me see, is this a repeated question, okay.

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00:10:18.860 --> 00:10:21.429

Kien Pham: Yeah, you can ask one, and how many you want. It's fine.

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00:10:58.200 --> 00:11:23.410

Rishi Selvakumaran: okay, this was one of the question, I think, that we wanted, to ask, so given a fact that you like a restaurant a lot right? Like I mean, I understand you went to some limited restaurant. But there are some restaurants that you have a really good memory of right like something that you will want to go again and again. What is A factor that makes you

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00:11:23.440 --> 00:11:33.690

Rishi Selvakumaran: think that? Oh, I would want to go to that restaurant like like as many times as I want. What is something about that place that excites you, I guess.

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00:11:33.990 --> 00:11:56.990

Kien Pham: Yeah, I think mainly like I said, it's mostly the price given like the price, and then the amount. And then as well, the quality you get for it. I think quality also matters. Yeah, which I didn't mention earlier, I think. But like, yeah, like, if it's like. But I think the price if it's like a low price, and then somehow, like the the food is really good. You know that that will keep me bringing me back. You know, it's yeah. It's very.

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00:11:57.130 --> 00:12:08.750

Kien Pham: I guess, intuitive for most people, I guess right. But I think another factor, I would say is, like I would keep going back, even despite the price. If, like, the food quality is like

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00:12:09.130 --> 00:12:21.180

Kien Pham: top tier, you know, it's like really, really good like. Then sometimes I kind of like. Still, I think like there was a couple of instances of that. So like when I was in Seattle we went to this dumpling place right.

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00:12:21.500 --> 00:12:28.169

Kien Pham: I keep going back to that restaurant, even though it cost me like 30 bucks just because it tastes really good.

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00:12:28.360 --> 00:12:29.070

Kien Pham: you know.

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00:12:29.070 --> 00:12:29.510

Rishi Selvakumaran: But.

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00:12:29.510 --> 00:12:32.759

Kien Pham: That was like, that's like, very exceptional, you know, like, the only

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00:12:33.190 --> 00:12:35.479

Kien Pham: yeah, most restaurants aren't like that. So

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00:12:35.900 --> 00:12:43.740

Kien Pham: yeah, but like, in terms of like daily basis. And I will say, like, mostly dependent on price. Yeah.

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00:12:44.620 --> 00:12:49.260

Rishi Selvakumaran: Oh, I see. Okay, okay.

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00:12:50.800 --> 00:13:19.512

Rishi Selvakumaran: And okay, this is just a sideline question. So I given that so just to ask a background question. Are you have you had any restaurant experiences overseas? Like, for example? So let's say, since I know you as a friend like if you have been to Vietnam or if you have been to any other Asian countries, have you had.

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00:13:20.186 --> 00:13:23.750

Rishi Selvakumaran: yeah, you you have. You been to restaurants in other countries? Basically.

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00:13:23.750 --> 00:13:36.550

Kien Pham: I mean, yeah, because I I am international student, right? So it's so I spent most of my life eating restaurant overseas. I would say, yeah, I would say they are superior. No question about it, right?

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00:13:36.960 --> 00:13:47.500

Kien Pham: Because cost is cheaper there, and the food quality is better, just because people know how to make them, whereas, like I feel like a lot of people here, I don't know. I'm not to blame them, but I feel like they are like.

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00:13:47.660 --> 00:13:52.830

Kien Pham: Not so, because the competition here is not very high, you know, in terms of like, say, you have like

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00:13:53.030 --> 00:14:02.459

Kien Pham: like, like like Asian food right here, right, you would only compete with a very few Asian food in Minnesota. Right? Very few restaurants very sparse, you know.

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00:14:02.740 --> 00:14:06.960

Kien Pham: whereas in Vietnam, if you want to make like a full like

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00:14:07.080 --> 00:14:11.679

Kien Pham: like bowl. Right? You are competing against like probably hundreds around the area, you know.

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00:14:12.550 --> 00:14:22.969

Kien Pham: So it's kind of forced a restaurant to keep the price low and then the quality high. So I think, usually oversea. It's just superior, you know, in my opinion. Yeah, that's why I eat out a lot when I was in Vietnam, but not in America.

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00:14:23.160 --> 00:14:23.870

Kien Pham: Yeah.

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00:14:23.870 --> 00:14:24.319

Rishi Selvakumaran: I was like.

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00:14:24.320 --> 00:14:25.010

Kien Pham: Yeah.

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00:14:25.890 --> 00:14:27.140

Rishi Selvakumaran: Oh, okay, yeah.

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00:14:28.740 --> 00:14:42.140

Rishi Selvakumaran: yeah. Yeah. That answers and and so just a follow up regarding that, if let's say you had an option to implement something. Okay, maybe

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00:14:42.140 --> 00:15:05.836

Rishi Selvakumaran: this would be a little obvious. But okay, if let's say if you can look up a food app and say like, example, Vietnam, right and if you go to Vietnam and you want to look up your favorite restaurant. I understand that you you would look up by the cost as well as the food quality, which is way more better there. Obviously,

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00:15:06.170 --> 00:15:29.099

Kien Pham: Well, it's harder to actually kind of. It's harder to actually tell the food quality, you know, because there are some fake reviews online as well. So it's actually like food. Cost is very objective, right? Everyone knows the cost is $10. Everyone knows that. But for food, quant for food quality. It's very hard to that. And usually it's like, yeah, like, I said this process, I I just talked about it right? So

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00:15:29.100 --> 00:15:39.390

Kien Pham: like with like, although I have to rely on other people opinions if I never tried them before, and like maybe my friends stuff. So it's very subjective and very hard to quantify. So that's why

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00:15:39.420 --> 00:15:46.000

Kien Pham: yeah, food quality is a but go ahead. Sorry. I was just intercepting that, because I thought it was something interesting, you know, like.

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00:15:46.580 --> 00:15:49.290

Kien Pham: Yeah, but yeah, what's your question? Again?

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00:15:49.760 --> 00:16:18.072

Rishi Selvakumaran: Oh, right? Right? So if let's say like, if you are overseas right in in Vietnam or in other Asian countries. What? So I understand that the the food there is actually usually driven by recommendation of friends or like family members. Because they're more local there, right? Compared to say place like Minneapolis or Seattle. So in a sense, if let's just say that

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00:16:18.480 --> 00:16:39.239

Rishi Selvakumaran: if you are in in Vietnam. But you, you're not in touch with family members. How do you try to navigate food like? Is there a certain service or an app, which, if let's say, you're going to a remote city in Vietnam, I'm not sure what is your native city? But if it is something remote from where you were born and brought up.

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00:16:39.240 --> 00:16:49.100

Kien Pham: Oh, like if I go like, if I go to like a like a tourist place or touristy place, or like somewhere like there's not many recommendation, then how would I be able to navigate that right? Is that the question.

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00:16:49.100 --> 00:16:50.710

Rishi Selvakumaran: Yeah. In Vietnam, yeah.

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00:16:50.710 --> 00:16:57.980

Kien Pham: Yeah, yeah, that's a good question. Yeah, like, I said, I usually look on food reviews, but usually

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00:16:58.460 --> 00:17:10.769

Kien Pham: if I'm in the remote place. I would assume that there's not many restaurant around already, right? So it's kind of like. At this point I chose restaurant based on conveniences. And this is where the food quality kind of like.

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00:17:10.980 --> 00:17:32.487

Kien Pham: like, susceptible to like, you know, it's very susceptible to like, you know, like food quality kind of like bad food quality. Essentially right? Because I want to choose conveniences. The reason my justification for that is that like like, I said, because there's not many restaurants around. And also because I want to spend time, you know, just like exploring the place as well. So sometime a couple of

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00:17:33.080 --> 00:17:38.230

Kien Pham: bad experiences can be compensated with better one later, you know.

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00:17:38.780 --> 00:17:46.679

Kien Pham: So, yeah, I think that's, I think hopefully that answer your question about like how I. So I just usually pick conveniences. Basically.

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00:17:47.670 --> 00:17:49.159

Rishi Selvakumaran: Oh, okay. Okay. Yeah.

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00:17:49.160 --> 00:17:49.680

Kien Pham: Yeah.

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00:17:50.130 --> 00:18:03.329

Rishi Selvakumaran: Then that makes sense. Okay. But but yeah, no, that's all the questions I had. I guess. Hopefully, I can brainstorm this with my group. And hopefully, yeah, they like, I could get some ideas on how to.

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00:18:03.570 --> 00:18:07.419

Kien Pham: I think a good idea if you want to do some remote like some

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00:18:07.840 --> 00:18:11.440

Kien Pham: or something that's just in my opinion. But I don't think like this is really

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00:18:11.520 --> 00:18:41.079

Kien Pham: like a good idea. But like one of the problems that's like most local people have is that there were some hidden gems, you know, like, say, with some people like, you know, street vendors or something, they may have really good food right? But like they have no way to advertise the food, because, like, they don't have the resources. And also, like, you know, like, it's very like like people come and go, you know, street vendors like they might not be in the same place every day, you know, the most likely they would be, but like like a lot of times, they would not be as well, you know. So

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00:18:41.720 --> 00:18:42.870

Kien Pham: does that make sense, though.

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00:18:43.670 --> 00:18:55.699

Rishi Selvakumaran: Yeah, no, that's a that's a really good point. Because I think, like you said, if there are street vendors or even mobile foods like sometimes, if if people are selling like some Asian food in a in a van, right? For example.

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00:18:55.700 --> 00:19:03.290

Kien Pham: Yeah, those are like hidden gem, because some of them are actually really good, like, I don't know why, but they are like, really good, but I mean they could cost you like

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00:19:03.660 --> 00:19:28.370

Kien Pham: like food, safety, like food, safety. Wise is a bit of a concern, but otherwise I think, like, in terms of like pure quality. I think those are probably the best one, like the food vendors the street vendors are usually like slightly better than the other one. I don't know why, but like, yeah. But it's a hard. It's hard to actually figure out how like usually, those are the places I feel like App can't really tell you. You know.

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00:19:29.430 --> 00:19:30.280

Rishi Selvakumaran: Hmm.

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00:19:30.280 --> 00:19:48.650

Kien Pham: Does that make sense app like Lodash? Can't really tell you no dash or like Google can't really tell you like what specific street vendors, you know. Right? So yeah, I don't know if there's a way to solve that problem, I think that'd be good as well. That's just my recommendation. But yeah, it could be like, not really inform us once. But that's just based on my experience.

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00:19:48.770 --> 00:19:49.550

Kien Pham: Yeah.

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00:19:49.550 --> 00:19:50.100

Rishi Selvakumaran: Hmm.

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00:19:50.230 --> 00:20:08.017

Rishi Selvakumaran: I see. Okay, yeah, no, that's a really great point. Yeah, that thanks. Thanks for bringing that up again. And I think no, I think that's all the questions I had. Is there anything else you would also like to tell me? Or I guess we can end the interview, if not.

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00:20:08.330 --> 00:20:15.290

Kien Pham: I think we're good. Yeah. And unless you have any questions but yeah, I think it's a good project. And yeah, I hope you

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00:20:15.400 --> 00:20:17.122

Kien Pham: do well on that, I guess.

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00:20:17.410 --> 00:20:22.229

Rishi Selvakumaran: Oh, oh, yeah, thanks. Ken. Yeah, thanks. I'll stop the recording. Then. In that case.

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00:20:22.230 --> 00:20:23.130

Kien Pham: All right.