**Employer Interview Script**

Thank you for taking the time to speak with me today. I'm conducting research to better understand the challenges and needs of households when hiring house helps. Everything you share will be kept confidential and used only to improve hiring services for employers like yourself.

**Background Questions**

1. Could you tell me a bit about your household situation?
2. How many people live in your home?
3. What is your work situation? (e.g., work from home, full-time office, etc.)
4. What kind of domestic help do you currently employ or are looking to hire?
5. What specific tasks and responsibilities do you need help with?
6. Is this a full-time or part-time position?

**Hiring Process**

1. How do you typically find and hire house helps?
2. What methods have you used? (e.g., referrals, agencies, online platforms, etc.)
3. Which method has been most successful for you and why?
4. Walk me through your most recent hiring process from start to finish.
5. How long did it take to find someone suitable?
6. What were the most challenging aspects of the hiring process?
7. How do you verify information provided by potential house helps?
8. Do you conduct background checks? If so, how?
9. Do you request and check references? How has that worked out?

**Trust Issues**

1. What concerns do you have when bringing someone new into your home?
2. How do you address safety or security concerns?
3. Have you had negative experiences in the past? If comfortable, could you share what happened?
4. What causes you to trust or distrust a potential house help during the hiring process?
5. What "red flags" make you hesitant to hire someone?
6. What qualities or signals increase your confidence in a candidate?
7. How do you build trust with new house helps once they start working in your home?
8. What challenges have you encountered in establishing a good working relationship?

**Expectations**

1. What are your expectations for a house help in terms of:

* Skills and competencies
* Reliability and punctuality
* Communication

1. How do you communicate your expectations to house helps?
2. Do you have a formal agreement or contract?
3. How do you handle situations when expectations aren't met?
4. What are your biggest pain points in managing the relationship with house helps?
5. How do you handle conflicts or misunderstandings?
6. If there was a service designed to help employers find trustworthy house helps, what features would make you want to use it?
7. Would you be willing to pay for such a service? If so, what would be a reasonable fee?

* Is there anything else you'd like to share about your experiences or needs as an employer that we haven't covered?
* Would you be open to participating in follow-up research as we develop solutions to address these challenges?