

Requirement Gathering Interview

Below is a transcript of the Requirement Gathering Interview you just listened to. Against each question (Identified with a Q followed by a number in green), identify if the question is an **open-ended question**, **closed-ended question**, an **emotional question** or a **preference question**.

Roll Number: **2041019089(H2H50644K)**

After you fill your responses, upload your completed file as a pdf with your roll number as the file name.

Stage: Ram has recently moved from Chennai to Hyderabad and is looking for a maid. He hired me, Sunil, as a consultant to help his search. I am meeting Ram to gather his requirements.

Script:

Ram: Hi Sunil, I am Ram. Raghu referred me to you for finding a maid.

Sunil: Hey Ram. Yes, I had a chat with Raghu yesterday and he told me that you moved recently from Chennai. How was your move? (Q1)

Ram: It was a bit hectic. I was in Chennai for 4 years and I had a lot of stuff to move. Was super busy the last few weeks with the move. Just settling in now.

Sunil: Oh wow, I can imagine. So, was it a work-related move? (Q2)

Ram: Yes, it was work related. I switched jobs and I am starting from Monday.

Sunil: Awesome! So, you are looking to find a maid. Let's make sure I understand your situation so that I can get some one that meets your criteria. I will ask you a few questions and take down your requirements. Once I have the requirements, I will look into our database to find a match that works for you. Sounds good? (Q3)

Ram: Yes, please go ahead.

Sunil: Let's get some family information out of the way. How many people are in your household? (Q4)

Ram: I am married with two kids, aged 7 and 2.

Sunil: Do you have anyone else frequently visiting you for extended durations? (Q5)

Ram: That reminds me, my mother is going to move into our apartment pretty soon.

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Sunil: Oh, Ok. Do you have any pets? (Q6)

Ram: No, I don't have any pets.

Sunil: Does your wife work as well or is she a stay at home mom? (Q7)

Ram: My wife is working as well.

Sunil: What are your working hours? (Q8)

Ram: I work from 12 - 9 and my wife works from 9 – 5.

Sunil: Is it 5-day week for both of you? (Q9)

Ram: Yes, 5 days – Monday to Friday

Sunil: Ok, where do you stay? (Q10)

Ram: I stay in Nanakramguda @ Lanco hills.

Sunil: Oh, that's a good location. Is it close to both your offices? (Q11)

Ram: Yes, it takes me 30 min to go my office and 20 mins for my wife.

Sunil: How big is your house? (Q12)

Ram: We have a 3-bedroom, 3-bath apartment, about 1800 sq. ft.

Sunil: What services are you looking for from the maid? (Q13)

Ram: Oh, the regular. Cleaning, mopping, washing clothes, and so on.

Sunil: Sounds good, do you need any help with cooking as well? (Q14)

Ram: No, not required.

Sunil: What about cleaning utensils and bathrooms? (Q15)

Ram: Yes, those as well.

Sunil: Do you need any help from the maid with the kids? (Q16)

Ram: No, not required.

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Sunil: Let me get that right. You would like the maid to clean your house, mop the floors, wash clothes & fold them, clean utensils & bathrooms.

Ram: Yes.

Sunil: Just so that I understand the effort, do you have a vacuum cleaner, a washing machine or a dish washer? (Q17)

Ram: I have a washing machine, but I would like the maid to handwash a few formals that we both wear to the office.

Sunil: Just to be sure, you have a washing machine but don't have a vacuum cleaner and a dish washer, am I correct? (Q18)

Ram: Yes

Sunil: Ok, what frequency are you looking for, for the maid? (Q19)

Ram: Regular activities – daily and washing clothes and cleaning the bathrooms – once a week.

Sunil: What is your budget range? (Q20)

Ram: Under Rs. 2,500 per month.

Sunil: Got it. Do you prefer the maid to work in the morning or in the evening? (Q21)

Ram: I would prefer evenings on weekdays and morning on weekends.

Sunil: Do you have any language preference with the maid? (Q22)

Ram: No, as long as the maid can speak one of Hindi, Telugu, Tamil or English, I am fine.

Sunil: Do you have any gender preference? (Q23)

Ram: No preference.

Sunil: Sure. When you were in Chennai, did you have a maid there? (Q24)

Ram: Yes, I went through 7 maids in 4 years in Chennai.

Sunil: Oh wow, what were the challenges you had with them to change so many maids.

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Ram: Stuff kept disappearing in my house with one maid, one maid used to take too many unplanned vacations, one maid used to complain about money all the time, and one maid's work wasn't satisfactory.

Sunil: That's a lot of issues!

Ram: Yup, I hope with the one you find for me, I will not have these issues.

Sunil: Absolutely, I will try to find someone that meets all your requirements.

Sunil: Oh, that reminds me of another question. How many holidays are you ok with for the maid? (Q25)

Ram: 4 days a month is fine, as long as they are not consecutive.

Sunil: Great, I think I understand exactly what you are looking for. I would like to summarize all your requirements, please let me know if I have missed any.

1. Sweep & mop floors, clean utensils daily in a 3BHK, 1800 sq. ft. apartment with 5 occupants – 3 adults and 2 kids.
2. Wash regular clothes with the washing machine and hand wash formal wear weekly.
3. Clean bathrooms weekly.
4. Able to speak one of Hindi, Telugu, English or Tamil.
5. Should work after 6:00 PM in the weekdays and before noon on weekends.
6. Be punctual, reliable, honest and able to work well.
7. Can take 4 vacations a month, but not on consecutive days.
8. Budget is up to Rs. 2,500 a month.

Ram: Yes, that's correct.

Sunil: Thank you, Ram. I will put in the request into my system and will get back to you tomorrow with a list of options.

Ram: That works. Thanks a lot for helping me out.

Answers to the questions

Q1: Open-ended question

Q2: Open-ended question

Q3: Open-ended question

Q4: Closed-ended question

Q5: Open-ended question

Q6: Closed-ended question

Q7: Closed-ended question

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Q8: Open-ended question
Q9: Closed-ended question
Q10: Open-ended question
Q11: Open-ended question
Q12: Open-ended question
Q13: Open-ended question
Q14: Closed-ended question
Q15: Closed-ended question
Q16: Closed-ended question
Q17: Open-ended question
Q18: Closed-ended question
Q19: Open-ended question
Q20: Preference question
Q21: Preference question
Q22: Preference question
Q23: Preference question
Q24: Emotional question
Q25: Preference question
