**Project:** Ng’ara (For cleaner and households to connect through an app and sharing experiences of services offered by cleaners, or ordering cleaner via an app.)

**Group members:**

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**Objectives of the research**

1. Get the statistics of how many people have smart phone so as to estimate our market size.
2. Find out how cleaners and households connect with each other (means of connection).
3. Satisfaction of the both parties in the methods they use to find each other.

**Research process**

**Customer interview questions**

Households

1. How often do you need cleaning services?
2. Which means do you use to connect with the cleaners?
3. Are you satisfied with the method you use to connect with them?
4. How safe do you feel with the cleaners you bring to your house?
5. How much do you pay for the cleaning services?

Cleaners

1. How do you connect with households?
2. Which types of cleaning services do you offer?
3. How much do the households pay for the each service or in general?
4. Do you like the way you get in touch with households?
5. Are the cleaning service categorized or done in general?
6. Are there charges for each type of cleaning service?
7. Do you do cleaning when house owners are in or out?