**Interview Guide**

**Section A: Opening Questions**

1. Would you mind if we can conduct this interview in your office or you have an idea of another place which is more comfortable?
2. Can I know little about yourself and what is the name of your department?
3. How long have you been working in this company?4. Do you have any question for me before we continue with our interview?

**Section B: Introductory Questions**

1. How is your experience of working in this department??
2. What are the processes of transferring juice from boiling tanks to the fermentation tanks?
3. What kind of tanks do you use to store juice (for concentrated juice, dilute juice and juice ready for fermenting) and why?

**Section C: Key Questions**

1. How do you know that the level of juice reached to threshold level and it is time to switch off the pump?
2. How do you communicate on switching off/or the pump?
3. What are the consequences caused by this way of juice transfer?
4. How do you try to overcome these challenges?
5. Does the wine taste the same every day? If it’s not what do you think are the causes?

**Section D: Concluding Questions**

1. Do you think an Optimal Smart Tanks Juice Level Monitoring System can be used in your company?
2. What would be the benefits of using an Optimal Smart Tanks Juice Level Monitoring System in your company?
3. Are there any important items that we missed in our discussion today?