

## **Contextual Enquiry Interview for Host/Hostess participants in NoWait study.**

prepared by Josh Aronoff for NoWait, Inc.

### **Introduction:**

“Hello, my name is Josh Aronoff. I’m a User Experience Designer working with NoWait to improve the user experience of their application for hosting. I wanted to ask you some questions that will help me to collect data to be used in a report that will be given to NoWait to help them better understand the people who use their software. All information will be kept completely confidential and will only be seen by myself and NoWait and no one else.

Please answer honestly, and be as candid as you feel comfortable with.”

### **A. Work and Technology Inquiry**

1. What is your first name?
2. How long have you worked here as a host/hostess?
3. How long have you been working in the restaurant industry?
4. Do you use smartphones or tablets regularly outside of work? If so, what do you use?
5. What kinds of websites and apps to you usually use? What do you like about those apps?
6. What level of school have you completed?

### **B. Day to Day Tasks Associated to the Role of Host/Hostess**

1. What does your workday look like?
2. Describe the tasks that are your responsibility during the time that you’re hosting?
3. What other tasks do you have to perform outside of your hosting duties?
4. When do you usually have a lunch or dinner rush at your restaurant? How long does it last?
5. What are the differences between working during a lunch or dinner rush, vs. a slow time? Describe both situations? What tasks do you have to do to prepare for a rush, what tasks do you do after a rush?

### **C. What are Their Values, Concerns and Issues?**

1. What are some things that are important to you in a workplace?
2. What kinds of concerns to you have in relation to the work you do, if any?
3. Have you ever been stressed out because of work?
4. Are there ever any issues that you have to deal with in hosting? What are those issues?
5. Can you think of anything else you think may help me in understanding more about what your role is?

**D. The Application**

1. Are you familiar with the NoWait Floor application?
2. What do you like about the application?
3. What do you not like about the application?
4. Has the application helped you to manage the seating area better?
  - a. If “yes”, Describe how the application has helped you.
  - b. if “no”, How would you make the application better?
5. Do you use any other ipad applications or technology in your role as host/hostess?
6. If you had to pick 3 things that you could wave a magic wand and fix about the application, what would it be? Why?