Nextdoor Speaker Series
User Interview Guide

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Introduction:

Hi, I am Melody! I am an UX Designer. First of all, thank you for taking the time to do this interview with us. Our purpose today is to learn about your experiences in organizing events. During the interview, we will be taking some notes as well as recording the process. All the information in the interview will only be shared between me and my partner. How does that sound to you?

Questions:

Motivation to host -
How often do you host party at your house?
How long have you been hosting dinners?
What happens during a dinner?
How long does a dinner last?
What's your favorite part about hosting dinners?
How often do you host dinners?

End-to-end process (pre-event to post-event) -
What's involved in preparing for a dinner?
How long does it take to prepare for an event?
How do you find guests?
How do you communicate with guests?
Do you need to market a dinner party?
What apps/websites do you use to find guests?
How do you calculate pricing?
Do you keep in touch with guests and how?
How does payment contribution work? How do you decide what to charge your guest
Do guests provide you with feedback about a dinner?
What happens if a guest cancels? Do they get a refund?

Expectations -

Tell me about a time when a dinner went really well.

What would a perfect event look like?

Pain points -

What challenges do you face in hosting events?

Have you had any events that didn't go well. Why?

Are you ever concerned with safety when hosting a dinner at your home?

Have you ever had to cancel a dinner?

Closing Remarks:

That's it from my end, is there anything else you'd like to tell me about what we discussed? Thank you again for your time. Here's a little something we've prepared for you. We're going to take this information to inform our design decision. Would that be okay to contact you if we have further questions?