

## Interview Questions

1. Could you share with me about the last time that you used a home maintenance service? How did you feel?
2. How did you research and gather information about home service providers?
3. Are there any obstacles during the research?
4. How did you make the decision of which services provider you want?
5. How long does it take to make a decision?
6. How did you feel after the service was done?
7. Without any constraint, What do you want from home service?