

Delivery: Initial Questions

Thanks for taking the time to speak with us! I'm [Interviewer Name], and I'm joined by my colleagues [name] and [name].

First, I'd like to give you a chance to introduce yourself. If you could just tell me your name and what you do, that'd be awesome.

How many people live in your immediate household?

Do you use food delivery apps? Which ones?

How does that usually go?

How often do you get deliveries to your home?

How and when do you currently receive notifications for delivery? What do you like? What don't you like?

Say you're going to ship an important package to a close friend. How do you go about doing that?

[if the subject fills out shipping info online]: Do you enter the package dimensions & weight during the shipping process?

Now say you've ordered something online, something important you'll need to sign for. How do you want to schedule that?

Seems like we're hearing about Autonomous Vehicles, or "self-driving cars," more and more. Do you have any thoughts on those?

Can you imagine some disadvantages to these kinds of vehicles? Advantages?

Say a car pulls up to make a delivery at your home and you notice it has no driver. How do you feel?