**Interview with your user**

Introduction: Hello, my name is Mohammad Umar, and I will be conducting the interview today.

Goals: The goal of this interview is to getter as much information about the project I am working on which a car mechanic robot.

Reassurance: Do not worry, your responses will not be share with external third party nor it will be use against you in any way.

Consent: Do I have your consent to start this interview? Interviewer Response: Yes

1. Do you own a car?

Respond: Yes, I have a 2018 jeep.

1. Do you experience a lot of car trouble?

Respond: Yes, minor problems all the time not so much bigger problems.

1. How many times you service your car in a year?

Respond: Approximately four times a year for major services and more for minor services.

1. How do you feel about getting your car service?

Respond: It is a frustrating, time consuming and expansive.

1. How easy/or difficult you find it to get your car maintain?

Respond: Finding a car mechanic is easy however scheduling and the time it takes to get my car fix it frustrating and it is expensive.

1. What do you look for in a car mechanic?

Respond: I look for someone who has extensive knowledge of what they are doing and can provide services in timely manner. That is, I just want my car service in timely manner especially for minor problems with my car and do not have to wait long to get my car fix.

1. How do feel about a robot car mechanic?

Respond: Robot car mechanic would be a lot faster, so I will not have to wait for long time to get my car fix.

1. Would you feel safe driving a car service by a robot car mechanic?

Respond: I would feel safer driving a car service by a robot because unlike like humans’ robot are less like to make mistakes.

1. What is the most commonly maintenance part of your car?

Respond: Tire Maintenance, break repair and oil change.

1. Upon selecting a maintenance feature, what would you like to see?

Respond: I would like to see the approximate time it would take to perform that certain services.

1. Upon selecting a service, would you like to see the process that is required to perform that particular service?

Respond: Yes, I would like to know the process of each maintenance service performed on my car.

1. Would you like to see the different options when getting your oil change?

Respond: Yes, I would see the different types of oil change options like brands and mileage.

1. How often do you clean your car or get your car clean?

Respond: Not very often, its time consuming and I do not fine that much time in my daily life to regularly clean my car.

1. Do you get you car maintenance service and your car cleaning service at one place?

Respond: No, I don’t because most car mechanic don’t provide cleaning service. For that you have to go to different place.

1. What type of internal and external cleaning services do you except to see?

Respond: For internal cleaning I would like to see vacuuming, wiping, perfuming, and floor mats cleaning. For external I would like to see soaping, rinsing, Polish, Tire Shine, and wax.

1. Would you get your car clean more often if a robot provided the cleaning service?

Respond: I would get my car clean more often if the service was provided a robot because it will be less time consuming, and I will get all my car services taken care of at one place.

Closing Remark: I want to think you for coming and taking part in this interview. Have a good rest of your day.

Survey

<https://docs.google.com/forms/d/e/1FAIpQLSezk3rBOJrp1QnqfpCnvJpUO4bCl4QrYsDRfJS_ABGAvt8a0g/viewform>