

19/20

philip

# Questions for interview:

Sally: Well, the dogs came in on Monday of this week, so they get charged for Monday, Tuesday, Wednesday and Thursday. Since it's before noon, I don't charge them for Friday. So, it works out to 3 days.

- How does this work out? Does it work out to 3 or 4 days? If it is 3, then how?

Close ended

- ✓ • Is there a general phone number, and not just an emergency phone number?

Closed ended

- ✓ • Do you have any veterinarians on site? Closed ended

- ✓ • Do cats have to be vaccinated? Close ended

If so, do you track these records? Should we?

- Regarding the discounts:

- ✓ • Does the discounts take a discount off of all the daily rates or the overall boarding rate? Close ended



- ✓ • If it takes the cost off of all daily prices, why specify the difference between daily rates and the total price. **Probing**
- ✓ • What sizes of dogs do you allow to share a run together? **Probing**
- ✓ • For the 7% discount:
- ✓ • Is it for the overall bill or just for the boarding? **probing**
- ✓ • Can it be applied on top of the discount for two or more dogs sharing the same run? **probing**
- ✓ • Does the invoice on the contract become digitized? **Probing**
- ✓ • Does feeding time for the dogs need to be tracked (daily kennel log?) **Probing**
- ✓ • Do special services need to be tracked? (daily kennel log?) **Probing**  
*when they have been performed*



✓ • Should the contract contain a phone number? It contains a space for the emergency contact, but not the pet owner **Closed ended**

✓ • On the contract, should it contain how many times a day a dog is fed? You can put it in notes, but there's no defined space for it. **Closed ended**

✓ • Will the contract specify whether or not the pet is a dog or a cat? **Closed ended**

✓ • On the kennel log, should it specify how many times a day the dog gets fed?

#### **Open ended**

✓ • On the invoice it says payment terms are due on the receipt? What does it mean? Why is it necessary? **Open ended**

• Should an estimated cost be given on the contract? *close ended* **Open ended**

• Do we need a specific category for sick pets? *closed* **Open ended**

• Are there any future plans for the business? *close* **Open ended**

*if so, what are they?*

✓ • Are there any other extra services provided for cats? **open ended**