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**
* 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**

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* 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**

* 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? **Open ended**
* Do we need a specific category for sick pets? **Open ended**
* Are there any future plans for the business? **Open ended**
* Are there any other extra services provided for cats? **open ended**
  + Other than, baths, grooming and administering medication **Probing**