

Interview Protocols

The Ceramics Studio

By Shilpa Tripathi

Guided by The owner Mazmanian

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*NOTE: Location specific information has been removed for client privacy.
Transcripts available on request.*

BEGINNING PROTOCOL:

Thank you for giving me the opportunity to interview you. This interview is to understand the power dynamics and to know more about your role as a representative/assistant at the Ceramic's Studio. At the end of the interview, you will be giving me your email and I will email you your compensation-a Starbucks gift card for \$15. Do you have any questions before you begin?

STUDIO REPRESENTATIVE/ ASSISTANT ROLE AND STAKES:

What is your role at the studio?

How does your schedule look like? How many hours a week do you work? What is the length of your average shift?

Walk me through a typical workday.

Do you do anything to prepare for your role? (Outside of location.)

CUSTOMER SERVICE

What do you do when a customer walks in. How do you follow-up? Do you ring them up?

Are you restricted in your dealing with a customer in any way?

How often do you handle money? Do you have to have the manager's input during any portion of the transaction? (Coupons or code for example.)

PROGRAMS

What are the key programs you use on your computer?

What are programs you are forbidden to touch?

PARAMETERS

Do you get daily to-dos? who are the people that give you your daily list of to-do's?
How do they follow up on whether you have completed them?

Are there any autonomous things you do without any supervision?

What are activities you are forbidden to do?

MOTIVATION

What motivated you to work here?

How do you feel about your supervisor(s)?

What are activities that are especially tedious or painful during the work day?
What do you dread doing?

If you were the manager, how would you approach this activity differently?

Where do you feel restricted? Are there things that you would love to do if you could? Who is restricting you?

If this were your business, what would you change about the chain of commands? Who would you hire/keep and how would you structure them?

Do you feel secure in your position?

Where do you see yourself a year/5 years from now? What part do you see this job playing in that future?

DAMAGE CONTROL PROTOCOLS

How important is customer feedback on a daily basis? Do you log customer feedback? Is there a process in place to improve systems based on feedback?

If something goes wrong with a customer, what is your protocol?

POWER

Who, according to you, are the top 3 people of power in this organization?

Are there people who visit the studio who you feel hold special power in the studio? Students, relatives or special customers? Can you elaborate?

According to you, are there any people behind the scenes who hold power due to money or material contributions?

Who are the top 3 people who have access to all the records and data of the studio in your opinion?

Who are top 3 people who are the most liked in this studio in your opinion?

Who are the top 3 experienced people in this studio? Do you think that people treat them differently due to their experience?

Is there someone who acts like they have power at the studio that others don't necessarily agree with? Can you elaborate?

CLOSING

Thank you for your time. You will be provided compensation through the email you provided. Do you have any final questions for me?