

## **Interview Questions for The Kings Arms Employees**

I am an undergraduate student at The University of British Columbia participating in a technical writing course. This interview is to understand the situation of The Kings Arms before and after the pandemic. The findings from this interview will be used in a report that discusses the refurbishment of The Kings Arms. The finished report will be presented to the managing director of Wadworth Brewery, who owns The Kings Arms. The information you provide in this interview, along with other surveys and research, will aid me in recommending appropriate changes needing to be made and help attract more customers to The Kings Arms. The interview consists of 7 questions and should not take more than 20 minutes to conduct. Your responses are voluntary and anonymous. Thank you for your time and participation.

1. What kind of customers did you typically serve before the pandemic?
2. Before the pandemic, how busy would you get in the evenings, especially on the weekends?
3. What kind of customers are you typically serving post-pandemic?
4. Post-pandemic, how busy are you in the evenings, especially on the weekends?
5. Post-pandemic, how often do you work, and what is your workload like?
6. What do you think the cause is for the decline in customers is?
7. Do you think any changes can be made to the pub to help it recover?