

## **Interview Questions for Lotto! Employees**

Hello, I am a UBC student working on a project for my technical writing course. This interview will help me collect data to explore whether installing a self-serve Keno machine at Guildford Lotto! will promote more sales and improve customer satisfaction. This interview will be short and consist of 4 simple questions. Responses are voluntary and will be anonymously recorded. Thank you for your time and your participation.

1. Can you tell me your experience with selling tickets to Keno players?
2. How often would you say are there Keno players playing in store?
3. How much do Keno players spend per ticket on average?
4. Have you dealt with any frustrated players because they were in a rush or could not purchase their ticket in time for the next round?
5. Do you think installing a self-serve machine would benefit both the customer and the workers?