

Q1: Hello, thank you so much for being my client and agreeing to this interview. I'd like to ask you my first question, which is, what do you normally do on a daily basis?

A1: Well, I'm a housewife, so cooking is on thing that I do on a daily basis.

Q2: Ok, perfect. How many people do you cook for and how often do you cook for them?

A2: I cook for about 3-4 people, every day.

Q3: Ok, um, does anyone else help you out or is ths a solo job?

A3: Yeah, I also have a maid, so she sometimes helps me cook also.

Q4: So I'd love to learn a bit more about the logistics of all of this, so let's start at the beginning, which is buying ingredients. Could you give me a rundown on how this works? Where do you get your ingredients, how often, etc.?

A4: So, I would go to a supermarket over here in my [neighborhood], another one next to the [neighborhood], and sometimes my maid will go buy fresh produce at the fresh market. So I'll tell her what to buy from there.

Q5: I see, so there's three locations, right?

A5: Three locations, yeah.

Q6: And how often usually is this?

A6: It really varies. From the fresh market maybe once or twice a week, and from the supermarket one to three times a week. It really depends on what I think of to cook.

Q7: I see. So, I'm guessing there isn't really a set time?

A7: Yeah, no schedule.

Q8: Ok, fair enough. And then, could you tell me a bit about how you organize and store these ingredients once you've bought them?

A8: We got two fridges at home, but no real organization or planning. When I figure out what I want to cook, I will rummage through to see what ingredients are left there, and that's when I'll figure out what to buy. And also from the freezer; we've got two fridges and two freezers. So I have to look through both, because sometimes when things stay too long in the fridge, I'll move them to the freezer.

Q9: Sounds good. And, how do you usually plan out what you're going to cook with these ingredients and when you're going to cook them?

A9: Again, there's not really a system. So I'll figure out what I used to cook and what I haven't cooked for a while and that's what I'll cook soon, then I'll figure out the ingredients off the top of my head, look at the fridge, and then figure out what needs to be bought.

Q10: Ok, so it sounds like there isn't a lot of organization here...

A10: You are right.

Q11: So, are there any challenges that you face...

A11: Yes, every day. Every time when I open the fridge and freezer.

Q12: Yeah, so what exact issues do you face during any of the steps of this cooking process?

A12: Well, first of all it takes time to go through the fridge to see what's left because we've got two fridges and some of the things are in the freezer. Second of all, sometimes things will expire because I don't see them (maybe they're in the back or the other fridge), so if I knew beforehand that these things would be expiring, I would've come up with a menu to cook them first before they expire. Also, I kind of have bad memory and forget what I bought already and what I should buy.

Q13: I see. Does that sometimes mean that you have to go multiple times to the supermarket if you forget something?

A13: Yeah, yeah, yeah.

Q14: Um, so do you think a program that keeps track and organizes these things could somehow help you?

A14: Yeah, that would help me a lot.

Q15: Ok, so I guess then, a little more in depth on this question: what features might you want this program to have and what things do you think would be useful for you to input into the program—what pieces of information would you input—and what functions could the program do in order to help you?

A15: I'd like the program to let me be able to enter the products I buy, the quantity, and also the location because we have two fridges. And then I'd also want to be able to add and remove things of course to keep it updated. And also don't forget an important thing is that I'd need to be able to add the expiration date of the item. Then I want to be able to see a list of everything in each fridge so that I know where things are. And once in a while when I want to know what

things are left I'd want to be able to search, you know, let's say, how many oranges do I have left, or how many eggs.

Q16: Ok, sounds good.

A16: And I also want to be able to see how many things are about to expire, that's also important.

Q17: Yep, these are some great ideas. That's definitely doable. Perfect, thank you very much.

A17: You're welcome.