

NAME \_\_\_\_\_

DESIGN FOR DELIGHT

# Customer Interview Worksheet

**GOAL:** Understand your customer's experience so that you can help them.  
Remember, your partner is now your customer.

**INSTRUCTIONS FOR INTERVIEWER:** Ask these questions and write notes below.



**Don't** talk about your own experiences  
**Don't** come up with solutions (yet)

## 1. Tell me about a normal day at school for you.

*Their answer:*

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## 2. What is most upsetting or frustrating for you during a normal school day?

*Their answer:*

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## 3. \_\_\_\_\_ [Make up your own question].

*Their answer:*

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*You can continue asking questions and write notes on the back of this worksheet.*