# Appendix B

# Interview Questions

1. What is your favorite restaurant? What about this restaurant makes it your favorite?
2. What is it about a restaurant that makes you want to keep coming back to it?
3. Tell me one of the most memorable experiences you have had in this restaurant, whether it be positive or negative. What made it memorable?
4. Do you believe restaurants to be accessible to you? To other people who use AAC? Why or why not?
5. Tell me about a positive experience you have had in a restaurant. What made it positive?
6. Tell me about a negative experience you have had in any restaurant.
7. Now let’s talk about how communication affects your experience in restaurants. Tell me about a positive experience you had communicating with employees at a restaurant.
8. Tell me about a time you had a bad experience communicating in restaurants.
9. There are many countries such as Australia, UK, and Canada that have created a Communication Access Symbol to increase accessibility. When businesses and organizations display this, they are stating they are “communication accessible” and have trained their staff and employees in how to have successful communication interactions with people who have complex communication needs, such as those who use AAC.
   1. Do you know of any restaurants that display a communication symbol? If so and you have visited them, how was your experience? What are the restaurants?
   2. “Communication accessibility” has been defined as communication that is clear, easy to understand, and available in multiple formats. What would you consider to be communication accessibility within restaurants?
   3. What types of attitudes do you usually come across when you eat out in a restaurant, from both other patrons and restaurant staff? What types of attitudes are necessary for staff to have for a restaurant to be communication accessible?
   4. What type of knowledge or training is necessary for staff to have for a communication interaction to go smoothly?
   5. What type of questions should be asked during a communication interaction? Examples could include yes/no questions, closed or open-ended questions, etc.
   6. How much time is needed for you to respond during a communication interaction?
   7. Do you feel as though staff in a restaurant provide you with enough wait time to fully communicate your message?
   8. Do you think restaurant staff ignore you when you are talking? If you have an additional person with you, do you feel as though staff ignore you and only talks with the person you came with?
   9. Do you think restaurant staff overestimate or underestimate your ability to communicate with them? How so?
10. Where do you feel like the most communication breakdowns occur when trying to order or interact with someone in a restaurant? In other words, what is the hardest part about going out to eat in a restaurant?
11. What else should I know about what it is like for a people who use AAC to dine out at restaurants?