

***Critical Incident Questions***  
***Carnegie Mellon Community Think Tank***

1. Can you walk me through a typical work-day?
2. When you think about your job, what are some of the problems you encounter?
  - 2a.
  - 2b.
  - 2c.
  - 2d.
3. For instance (2a) (2b) (2c) (2d), can you tell me a specific personal example about a time you experienced this problem? Whose problem was it? What is a possible solution?
4. When you think about your job, what are some of the successes you encounter?
  - 4a.
  - 4b.
  - 4c.
  - 4d.
5. For instance (4a) (4b) (4c) (4d), can you tell me a specific personal example about a time you experienced this type of success?
6. Some people think that service workers never have to think during their job. Do you agree or disagree with this idea? Can you tell me a specific personal example from your own working life which backs up your interpretation of this idea?
7. Some people think that service workers are lazy. Do you agree or disagree with this idea? Can you tell me a specific personal example from your own working life which backs up your interpretation of this idea?
8. Some people think that service workers are dishonest. Do you agree or disagree with this idea? Can you tell me a specific personal example from your own working life which backs up your interpretation of this idea?
9. Some people think that service workers don't have any pride in their work. Do you agree or disagree with this idea? Can you tell me a specific personal example from your own working life which backs up your interpretation of this idea?