

Interview Script:

1. Introduction

- a. Hi there, I'm _____, a researcher working on a class project at the University of Michigan. Thank you so much for talking with me today; I am really excited to have a conversation with you! During this session, we are looking to better food businesses and how they manage excess food. There are no right or wrong answers, so please just talk freely, and I promise we will find it fascinating. This session should take about 10-15 minutes. If you feel uncomfortable at any time or need to stop/take a break, just let me know. Everything you say here today will be completely confidential. Would it be okay if we recorded today's session for internal notetaking purposes? Do you have any questions for me? Let's get started!

2. Warm-up

- a. How are you feeling today?
- b. What did you have for breakfast this morning?
- c. Can you state your name and role at _____?

3. Main focus

- a. Could you describe how your business typically goes about discarding excess food? What is positive and what is negative about this?
- b. Can you give an estimate of the percentage of excess ingredients left after each week?
 - i. What types of food do you typically discard?
- c. How often do you replenish ingredients?
 - i. How do you determine the quantity of ingredients needed in a given week?
- d. Can you give me an example of a time when you had to discard food? Were there any challenges?
- e. How do you feel about food scarcity in your community?
- f. What is your knowledge of free food services?
- g. How much of your food goes to employees?
- h. What is your level of familiarity with organizations such as Maize and Blue Cupboard (or equivalent)?

4. Cool down

- a. You mentioned _____ earlier when describing your business's food waste process. I'd like to take a deeper look into that, can you elaborate further?

5. Conclusion

- a. Those are all the questions I have for you today. Is there anything we haven't covered that you think I should be asking you about?
- b. I really appreciate you taking the time. Your feedback was extremely helpful, and I am excited to share your insights with the rest of my team. Since your feedback was so useful, would it be ok if I contacted you to follow up on some of the things we talked about, if anything comes up? You have my direct email, so if you have any questions or feedback in the future, please feel free to email me at any time. Do you have any other questions for me? Again, thank you so much for your time and I hope you enjoy the rest of your day!