



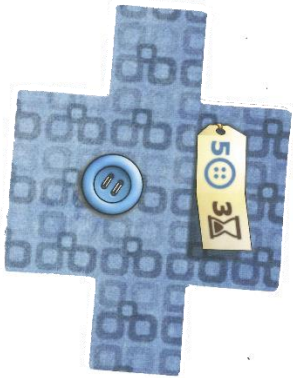
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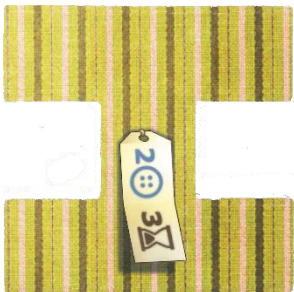
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What type of  
correspondence do  
you use in your  
job?

How many hours  
do you spend on  
correspondence  
and paperwork?

Does your company  
produce a lot of  
paper? Why?

What documents  
do you usually deal  
with at work?

How many e-mails  
do you receive a  
day?

Do you prefer to  
telephone or e-mail  
to arrange a  
meeting?

Do you prefer to  
telephone or e-mail  
to solve a  
problem?

Do you prefer to  
telephone or e-mail  
to find out  
information?

Do you ever have  
meetings at  
breakfast? Why?

What do you think  
is the best time to  
have meetings or  
presentations?

How often do you  
apologize?

How often are you  
late?

What problems do  
you usually have at  
work?

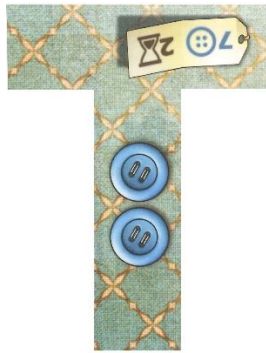
How do you usually  
solve problems at  
work?

Does your company  
have many  
visitors? Why?

Where do you  
usually have  
lunch?



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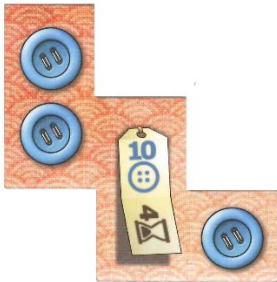
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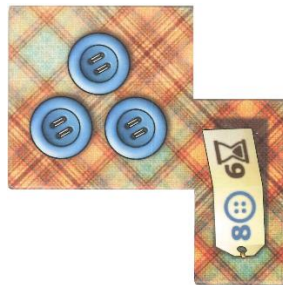
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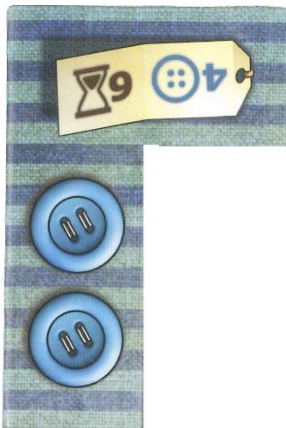
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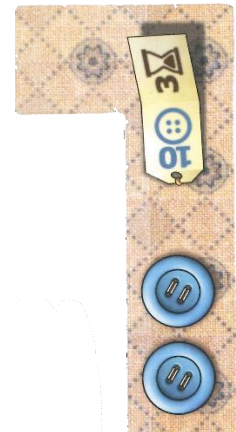
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Do you often visit  
other companies?  
Why?

How do you  
entertain visitors  
in your company?

What was the  
longest business  
trip you have ever  
had?

What was the  
worst meeting you  
had to attend?

When was the last  
time you travelled  
by plane?

What was the best  
business lunch you  
have ever eaten?

How do you usually  
start conversation  
with people you  
don't know?

How many  
departments does  
your company  
have?

Which department  
in your company  
has a large number  
of employees?

Which is the  
smallest  
department in your  
company?

What does your  
department do?

Where is your  
department located  
in your company?

How would you  
direct a visitor  
from the entrance  
to your office?

Is it easy to  
access your  
company or do you  
have strict  
security  
regulations?

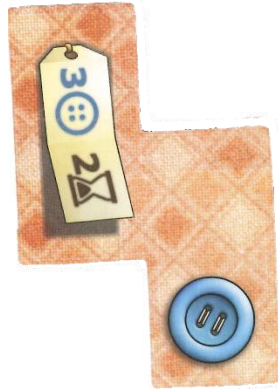
How is your  
department  
designed?

How many  
employees are  
there in your  
company/  
department/  
office?

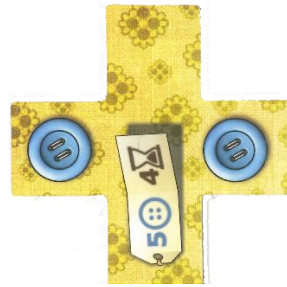




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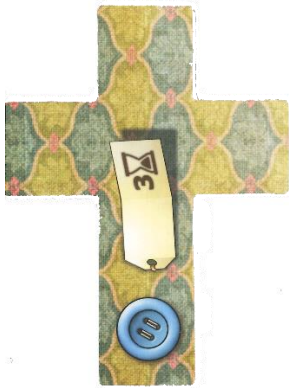
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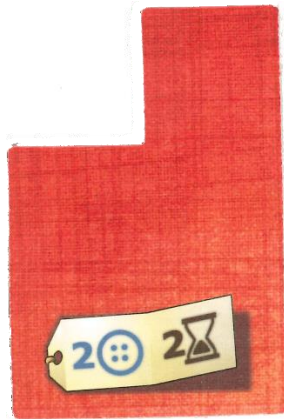
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How does your  
company recruit  
new employees?

Is there an HR  
department in your  
company?

What qualities do  
you need to do  
your job?

What skills/  
experience/  
qualifications do  
you have?

Is your job  
difficult? Why?

Are you usually  
very busy at  
work? Why?

What are you  
doing at work at  
the moment?