

SCRIPT FOR GREEN GOODS AND SERVICES FEASIBILITY INTERVIEW RESTAURANTS/FOOD SERVICE

Typographical conventions: *italics for programmer notes*, ALL CAPS FOR ITEMS NOT READ OR INSTRUCTIONS TO THE INTERVIEWER.

Introduction

Intro1. Hello. My name is _____. I am calling on behalf of the Bureau of Labor Statistics. I'm calling in reference to a new data initiative being undertaken by BLS. It would be very helpful to us if we could talk to you about your firm's various products. Would you be able to answer questions about your firm's revenues and employment for your products?

- YES → GO TO INTRO2.
- NO → Do you know who at your firm would be able to answer those questions for us?

Name: _____

Position/Department: _____

Phone: _____

Fax: _____

Thank you for your time. (HANG UP AND CONTACT NAME GIVEN).

Continue with correct respondent

Intro2. BLS routinely asks businesses questions that help collect the best data possible, so we are contacting a small sample of respondents to discuss an important new data initiative that we are very excited about. We recently mailed you a letter about this. Did you receive our letter?

- YES
- NO → Can I can fax or email you a copy of that letter now?

What is your fax number/email address?

Would you like me to call you back once I've sent you the fax/email or would you rather schedule for another time?

CALL ME RIGHT BACK → CONFIRM NAME AND PHONE
NUMBER, HANG UP
RESCHEDULE

When would be a good time to call you back?

APPOINTMENT INFORMATION:

APPT DAY: _____ TIME OF DAY: _____

NAME: _____ PHONE #: _____

Intro3. I realize you are very busy, but would you have some time now to answer a few questions? The questions usually take about 20 minutes.

- YES, HAVE TIME
- NO → When would be a good time to call you back?

APPOINTMENT INFORMATION:

APPT DAY: _____ TIME OF DAY: _____

Intro4. I called [*Phone number*]. Is this the best phone number to use to reach you?

- YES
- NO → CORRECT THE INFORMATION HERE: _____

Questionnaire Script

BLS has been asked to produce measures of employment in U.S. industries that produce green goods and services. Before we can do this, we need to better understand how businesses track information regarding the variety of products they offer. The questions I will ask you today will help BLS collect the most accurate and reliable data possible.

Before we begin, let me assure you that the purpose of this call is strictly for informational and statistical purposes. The information you provide will help BLS better understand business record-keeping and will aid in designing a new survey. Your participation is completely voluntary and you can decline to answer any question at any time. Information related to this study is confidential and will not be released to the public in any way that would allow identification of individuals or establishments except as prescribed under the conditions of the Privacy Act Notice. This interview is approved by the Office of Management and Budget, number 1220-0181, which expires on September 30, 2010.

NAICS index item mapping questions

1. Do you have the introductory letter that we sent to you available, so you can refer to it?
 - YES
 - NO
2. Are you familiar with the concept of NAICS, which is the North American Industry Classification System?
 - YES
 - NO → Briefly, the North American Industry Classification System (NAICS) was developed and is used by the US, Canada, and Mexico. NAICS is the standard in classifying business establishments based on their production process for the collection, tabulation, presentation, and analysis of data describing the North American economy. Use of the standard provides uniformity and comparability in the presentation of these statistical data.

3. a. Please look at the list of major activities at the end of the letter. This list reflects the NAICS code that BLS has assigned to your worksite (READ WORKSITE NAME AND ADDRESS) listed on the same sheet. Does this list provide an accurate description of your **primary** business activity at that worksite? If you do not have the list, I can read these items for you. (IT MIGHT BE ON THE BACK SIDE – IF RESPONDENT DOESN'T HAVE LETTER READ OFF ACTIVITIES TO THEM).

- YES → GO TO QUESTION 4
- NO

3b. Can you tell me about your primary business activities at that location?

JUST GET A BASIC DESCRIPTION (WHAT TYPES OF PRODUCTS ARE MANUFACTURED THERE)

Product line questions

4. As I said, we are interested in information about <NAME OF FIRM> different types of food you may serve. How many different types of food does your firm serve in total? By food types I mean poultry, fish, red meat, etc.

- ONE → GO QUESTION 28
- MORE THAN ONE →

What are some of those different products?

LIST: _____

GO TO QUESTION 5

Revenue by product

5. Do you track revenue by the different types of food you serve?

- YES → GO TO QUESTION 6
- NO → GO TO QUESTION 8

6. Does your firm have multiple worksites?

- YES → GO TO QUESTION 7 FLAG THIS RESPONSE FOR REFERRAL
- NO → GO TO QUESTION 9 FLAG THIS RESPONSE FOR REFERRAL

7. BLS does not intend to publish this information. Would you be able to provide revenue by the type of food for your individual worksites?

- IF YES FOR BOTH → GO TO QUESTION 9
- YES ONLY FOR A MAJOR PRODUCT LINE → GO TO QUESTION 9
- YES ONLY FOR PRODUCT MODELS → GO TO QUESTION 9
- NO → Why not? _____

8. How do you track revenue? _____

GO TO QUESTION 13A

Time period

9. a. Do you track revenue by type of food for different time periods?

- YES → GO TO QUESTION 9B
- NO → How do you track revenue? _____ → GO TO QUESTION 10

9b. If yes, by what time periods?

- FISCAL YEAR → How long after the fiscal year is this information available? _____
When is this information available? _____
- CALENDAR YEAR → When is this information available? _____
- OTHER:(SPECIFY) _____
When is this information available? _____

10. If you were asked to provide information about revenue on a survey form for a given reference period, for example, fiscal year, calendar year, most recent 4 quarters, how long do you think it would take you to compile the information about the **amount** of revenues generated by:

10a. Type of food?

- DON'T KNOW
- REFUSE
- TIME ESTIMATE GIVEN: _____
- OTHER/COMMENT: _____

10b. BLANK

11. If you were asked what **percentage** of your total annual revenue comes from different meals for a given reference period, how long do you think it would take you to compile the information:

11a. Type of food?

- DON'T KNOW
- REFUSE
- TIME ESTIMATE GIVEN: _____
- OTHER/COMMENT: _____

11b. BLANK

- DON'T KNOW

14b. Please explain why you answered this way _____

15. a. BLANK

15b. BLANK

16. a. (IF QUESTION 6 IS YES, OTHERWISE GO TO 17) Would revenue by type of food also be available at the worksite level?

- YES
- NO
- DON'T KNOW

16b. Please explain why you answered this way _____

17. BLS does not intend to publish information about revenue. If BLS asked you to provide the amount of total revenues accounted for by a particular type of food, would you share this information?

- YES
- NO → Would you be willing to tell us why not? _____
- DON'T KNOW/NOT SURE → Would you be willing to explain? _____

Number of jobs by timeframe

18. a. If you were asked to estimate the percentage of your employees, including sales, marketing, and administrative employees, who work primarily on one type of food during **a given reference period such as your fiscal year or the calendar year**, would you be able to provide that information?

- YES → In what month of the year would that information be available?

_____ (FISCAL YEAR ONLY) How long after the reference period is that?

- NO → Why not? _____ GO TO QUESTION 22A

18b. BLANK

19. a. (IF QUESTION 6 AND 18A IS YES OTHERWISE SKIP TO 20) Would you be able to do this at the worksite level?

- YES
- NO
- DON'T KNOW

19b. Why is that so? _____

20. How long do you think it would take you to compile this information if asked in a survey?

- DON'T KNOW
- REFUSE

28. Do you serve any food that is certified USDA organic?
- YES → A. Is all the food you serve certified USDA organic?
 - ALL → GO TO QUESTION 33
 - JUST SOME → GO TO QUESTION 29A
 - NO → GO TO QUESTION 33
 - DON'T KNOW → GO TO QUESTION 33
29. a. If BLS were to ask for revenue shares for just your certified USDA organic food, would you be able to provide that information? For example, what percent of revenue is represented by certified USDA organic food?
- YES
 - NO → Why not? _____ GO TO QUESTION 33
 - DON'T KNOW → GO TO QUESTION 33

29b. Why is that so? _____

30. BLS is considering using the revenue generated by organic foods, along with total annual revenue, to estimate the number of employees involved in producing meals that use organic foods. Do you think this approach is reasonable for your business?
- YES
 - NO
 - DON'T KNOW

30b. Why is that so? _____

31. BLS does not intend to publish information on revenue. Would you be willing to provide revenue share to BLS on a survey form?
- YES
 - NO → GO TO QUESTION 33
 - DON'T KNOW

32. a. Which of the following would be easier for you, providing the amount of annual revenue generated by organic foods or providing the percentage of your total revenue generated by that food?
- ACTUAL ANNUAL REVENUE
 - PERCENTAGE OF TOTAL REVENUE

32b. Why is that so? _____

33. I'm done with my questions. As I've mentioned before, BLS is trying to find the best approach to measure the number of jobs involved in producing green goods and services. Do you have any suggestions as to how BLS can best capture this information in your firm or industry?

IF ANY QUESTIONS ABOUT GREEN DEFINITION, PLEASE DIRECT THEM TO www.bls.gov/green WEBSITE.

Closing

Those are all the questions I have for you. Thank you for your time, the information you have provided is very useful