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

		Introduction
Intro1.	I'm calling in reference to a new to us if we could talk to you ab questions about your firm's rev • YES → GO TO INTR • NO → Do you know we name: Position/Department: Phone:	I am calling on behalf of the Bureau of Labor Statistics. If v data initiative being undertaken by BLS. It would be very helpful out your firm's various products. Would you be able to answer enues and employment for your products? O2. If who at your firm would be able to answer those questions for us?
	Thank you for your time. (HAI	IG UP AND CONTACT NAME GIVEN).
Contin	nue with correct respondent	
Intro2.	contacting a small sample of re	questions that help collect the best data possible, so we are spondents to discuss an important new data initiative that we are y mailed you a letter about this. Did you receive our letter?
	What is your follows: Would you like you rather schenge CALL In the NUMBE RESCHE When we would be some the control of the cont	or email you a copy of that letter now? ax number/email address? e me to call you back once I've sent you the fax/email or would edule for another time? ME RIGHT BACK → CONFIRM NAME AND PHONE R, HANG UP EDULE ould be a good time to call you back? PPOINTMENT INFORMATION:
		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 \rightarrow 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?

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: _____

9b. If yes, by what time periods?

11b. BLANK

4

11c. How exact would your percentage be? (VERY, JUST AN ESTIMATE, ETC.)

- VERY EXACT
- JUST AN ESTIMATE
- DON'T KNOW
- 12. a. Which would be easier for you, providing the actual annual revenue for a type of food or the percentage of your total revenue generated by that type of food?
 - ACTUAL ANNUAL REVENUE
 - PERCENTAGE OF TOTAL REVENUE

12b. Please explain why you answered this way	
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GO TO QUESTION 14

Revenue compile

- 13. a. If you don't track the revenue associated with a type of food, would you would be able to compile that information if asked?
 - YES
 - NO → GO TO QUESTION 13C
 - COMMENT

13b. On a scale of 1 to 5 (with 1 being the easiest and 5 being the most difficult), how difficult would it be to compile this information?

1	2	3	4	5	
•	•	•	•	•	
Easiest			Mo	st Diffi	cult
GO T	O QU	ESTIO	N 14		

13c Why not?		

13d. Is there anyone else who would be able to compile that information?

IF YES: Name:	
Position/Department:	
Phone:	

Employment

14. a. BLS is considering using revenue by type of food to estimate the number of employees involved with preparing that type of food. We want this employment estimate to account for all employee types at the worksite, including cook staff, waiters, administrative employees, sales and marketing employees, etc.

Do you think the amount of revenue could reasonably represent the employment associated with a particular meal? (FOR EXAMPLE, MY FIRM SERVES POULTRY AND FISH. 70% OF THE REVENUE IS FROM POULTRY, SO 70% OF THE FIRM'S TOTAL EMPLOYMENT IS ASSOCIATED WITH POULTRY.)

- YES
- NO

• 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, ar 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?	d
• 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 the at the worksite level? YES NO DON'T KNOW 	S
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

TIME ESTIMATE GIVEN:
 21. a. Which of the following would be easier for you, providing the annual revenue generated by a type of food or employment numbers by the type of food? REVENUE EMPLOYMENT BOTH EASY BOTH DIFFICULT
21b. Why is that so?
SKIP TO ENVIRONMENTAL INFORMATION QUESTION 28
Job compile
 22. a. (ONLY IF 18A IS NO) If you don't track the percentage of employees, including sales, marketing, administrative employees, associated with a type of food, would that information be something you would be able to compile if asked? YES NO → GO TO QUESTION 22C
22b. On a scale of 1 to 5 (with 1 being the easiest and 5 being the most difficult), how difficult would it be to compile this information?
1 2 3 4 5 • • • • •
Easiest Most Difficult
SKIP TO QUESTION 28
22c. Why not? 22d. Is there anyone else who would be able to compile that information? IF YES: Name: Position/Department: Phone:
SKIP TO QUESTION 28
One Product Type
23. BLANK
24. BLANK
25. BLANK
26. BLANK 27. BLANK

Environmental information

28. Do you serve any	food that is certified USDA organic?
•	YES \rightarrow A. Is all the food you serve certified USDA organic?
_	ALL COTO OLICCTION 22

• 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

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