

Exercise #3
Reference Interview Scenarios
Focus on Using Open-Ended Questions

Part A

1. A friend told you that Dale Evans' horse's name was Buttermilk. You think he is pulling your leg and want to see.

Your opening line: Do you have any information on famous horses?

2. You're thinking about buying a 1957 Pontiac Bonneville convertible and want to see pictures and histories of it.

Your opening line: What do you have on 1957 Pontiacs?

3. You're trying to find out about a famous fire in a Boston nightclub that happened during World War II. Specifically you need the number of people who died.

Your opening line: Do you have that book of records?

4. Your sister has been diagnosed with pregnancy diabetes, and she has asked you to find out about this condition. You are a little embarrassed to be asking about this and wish you could get the information without giving out a lot of personal or family history.

Your opening line: I'm looking for information about pregnancy and diabetes.

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Part B

5. You are interested in Vincent Van Gogh's painting "Starry Night" and have heard it has some astronomical significance. You want to find a picture of it and a discussion as to whether there is any astronomical significance.

Your opening line: I need information on art.

6. You visited a famous building in San Francisco on vacation several years ago and remember that there were some very interesting murals there. All you remember is that they were painted as part of the WPA during the Depression and that the building is a memorial to firemen. You would like to find some pictures of the murals.

Your opening line: Do you have information about the Depression?

7. You are a Middle School student and Rita Dove, your favorite poet, won a prize for her poems and you want to find out about it.

Your opening line: Can you help me find out what the Poet's Surprise is?

8. You are doing a project for your freshman (college) sociology class on telecommuting. Specifically you want to know in which sections of the country telecommuting is most prevalent, and how many workers are involved annually since 1990. And you need an overview of benefits and problems from the employers and workers' points of view.

Your opening line: What do you have on telecommuting?