



Small Business Interview Questions

- What are your plans for reopening your business in terms of timing, phasing, and scale? (e.g., Will you reopen as soon as legally allowed? Do you plan to operate at full capacity right away, or will you scale up as time goes by and the COVID-19 situation improves?)
- Moving forward, how will you adapt your business operations in response to COVID-19 and its associated impacts? (e.g., Delivery? Curbside pickup? E-Commerce? Inventory Shifts?) Did you already adapt your business operations during the temporary closure? If so, how did those adaptations affect your revenues and operations?
- What concerns do you have about your business as we proceed through reopening, recovery, and continued operations during the COVID-19 pandemic?
- What concerns do your employees have about your business as we proceed through reopening, recovery, and continued operations during the COVID-19 pandemic?



- What expectations do you anticipate your customers / clients have as they consider visiting your business during the COVID-19 pandemic? How do you plan to alleviate their concerns and make them as comfortable and safe as possible?

- How can Main Street help coordinate an effective response for potential clients and customers to your business and neighboring businesses?

- Are there ways multiple businesses could collaborate to support a successful recovery and make customers and clients safer and more comfortable?

- Are you concerned about the possibility that your customer and client habits are shifting more toward e-commerce? If so, how do you plan to retain/ regain their patronage?