

Carla Black - Burger Queen

1. What is your role in the store?

Carla Black: I cook basically, I work the counter too but I cook and that's about it we have to know how to make all the drinks and cook all that's on the menu and that kind of thing wait on the customers as well.

2. How long have you been working here?

CB: 3 and half months I've been here but I been doing this kind of work for 20 years at different restaurants and stuff.

3. Who do you serve? (Clientele)

CB: Anybody who walks in the door that's a paying customer. The philosophy with our boss it the customer is the boss which is good because if they don't come in and buy our product we don't get paid and it's that simple and it's a diversity of people but it's fun though and most of them are really cool you do get those ones that you just want to knock up side the head with something.

4. How would you describe the kind of food you sell/serve?

CB: It good it hamburgers but we also have chicken beef Wellington sandwiches, roast beef we have good deli sandwiches and it's just kind of a wide spread and only thing we don't do is pizza because we are not set up for that.

5. Who decides what types of food serves?

CB: That would be the owner and his wife they're the ones who set the menus and prices he sets the quality of service. He firmly believes in giving 100% if you dint give 100% than you don't work here it that simple.

6. What do people most commonly buy?

CB: Our stations burger it a double cheese burger it's our most popular burger and our deli sandwiches sell very well. A lot of drink and our ice cream cause we have soft serve ice cream and a lot of people like that.

7. Can you profile the various types of people and the types of food they buy?

CB: We get a lot of older people from the churches, Ranchers, people who are traveling through, locals, people from the court house. I pretty sure the seniors are going to get the smaller meals and they usually always want coffee. There's two elderly lady that come in every Sunday and other elderly couple that order that same thing every week once a week.

8. Do you know where you get your food?

CB: It come from Klamath falls.

9. Do you get any of your food locally?

CB: No not that I know of.

11. How is business going? What challenges/opportunities do you face?

CB: I just got hired in the spring I guess it maintains it self it's one of the few restaurants that has been open for over 20 years in the same location it's doing well enough that the boss is it not in debt or anything. Come pay day about 14 checks go out and we all get paid.

12. What are your the busiest business hours time?

CB: Usually from 12-1 and since it's later in the year I do say from 5-8 those are the times we get hit hard.

13. Can you give me a general ideal of the percentage of people who come for meals opposed to people who come in for snacks?

CB: I'd say about on the about 25-30% of the people that come in at dinner time are in here for dinner and if it's latter on in the evening than were looking at dessert.