

ID 102 - Introduction to Interior Design
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Assignment 5: Role-Playing in the Programming Phase

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The goal of this exercise is to become familiar with the basics of the preliminary steps in the programming phase. To do that, you will conduct research about your client, his or her needs and desires, and the space through observation of the existing space and key features and through asking the right questions about the who, what, when, and where of information gathering. Select a classmate to work with whose living space is convenient to you. Each of you will have the opportunity to role-play the client and interior designer. At your site, you will be the client; at your classmate's site, you will be the interior designer. Submit this assignment on Canvas in either WORD or PDF format.

Complete the following steps in your role of the interior designer:

1. Prepare a list of questions beforehand.
2. Interview the client and take notes.
3. Tour the site with the client and take notes.
4. Prepare a brief summary (which may be in bulleted-list format) describing the who, what, when, where, and how.

Role-Playing in the Programming Phase

Part One: Research and Data Collection

Regarding this interior design project, I have known the client for more than 20 years, and have visited her place recently. Therefore, the focus of this Programming Phase assignment is on the onsite meeting we have held in order to discuss in more details her needs for interior decoration.

Client Profile:

Mrs. Wanda Chandler, currently residing in the Temple City, is a retired Chinese-American single woman and widow in her 70s; she was originally from the City of Fuzhou, Province of Fujian, China, has lived in Hong Kong for 15 years and in the County of Los Angeles, California, the United States, for 40 years; she owns a Chinese restaurant serving Fuzhou-style Chinese food; she used to manage the restaurant but leases it to a Chinese-American family who operates it now. She owns several apartments for rental incomes. She is a lover of plant and flowers, and a collector of arts and crafts too. She is enjoying a happy and easy-going life after working hard for many decades; she lives with her cat and dog, and a woman from China who assists her in cooking meals and cleaning; her lifestyle at home is rather quiet and casual; and she likes to entertain friends at weekends and during holiday seasons. Her new house is equipped with roof-top solar energy panels, and she ate organic food only, mostly bought at Whole Foods supermarket in Pasadena, but some grown in her garden, with orange, lemon, lime and guava trees. When she was young, Mrs. Wanda Chandler was good at swimming in the ocean and she is nostalgic of the beaches along the coastal areas in her hometown.

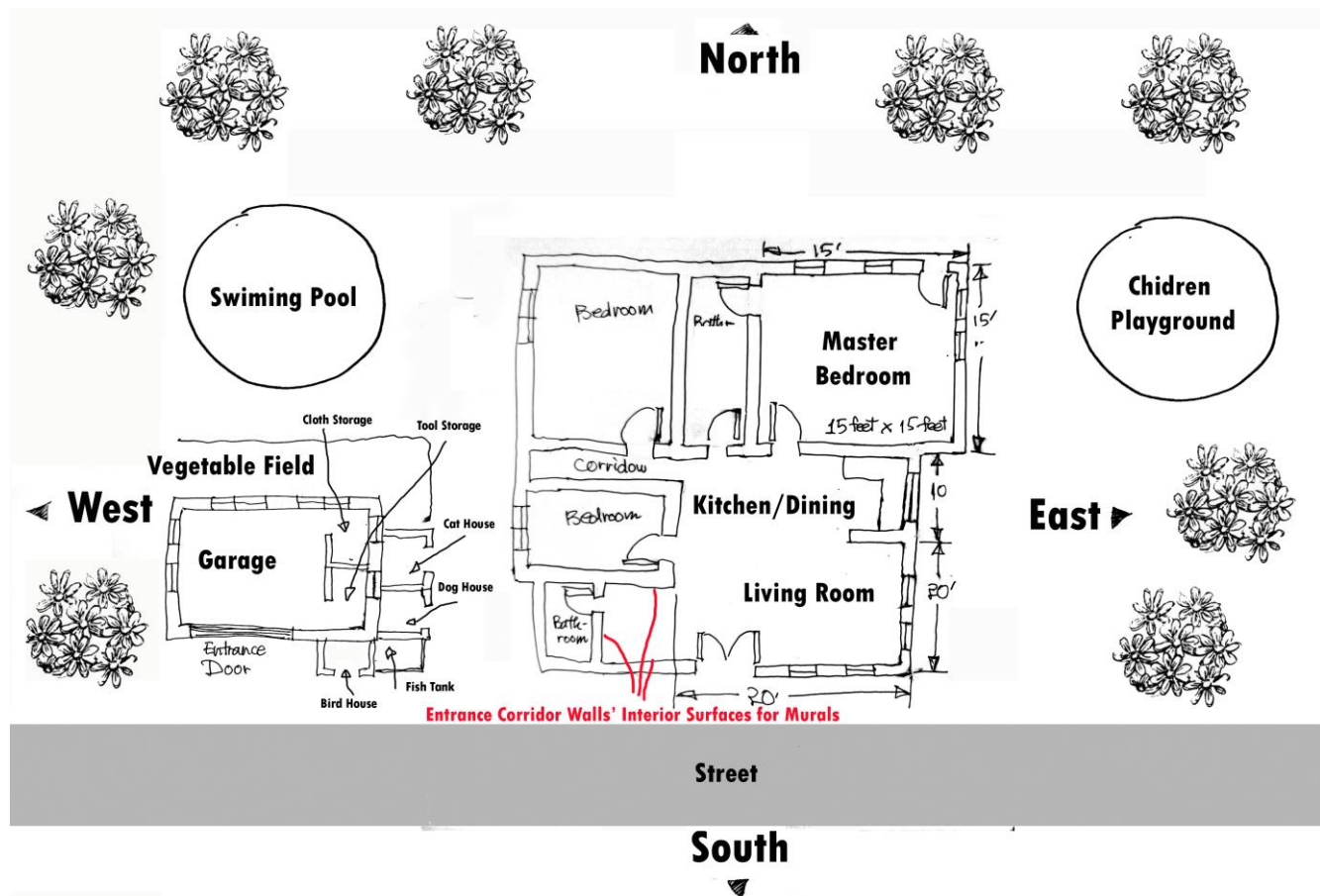
Mrs. Wanda Chandler was raised in China in a wealthy literati-gentry family of landowners and entrepreneurs before the 1949 Chinese Revolution and received a traditional Chinese education at home in addition to schooling in public schools operated by the Chinese Nationalist Government of Generalissimo Chiang Kai-shek before 1949, but by the new Chinese Communist Government of Chairman Mao Tsetung after 1949. She also received some education in Hong Kong in an English-speaking British-operated private high school after her family moved to Hong Kong. Therefore, her aesthetic values are a combination of traditional Chinese and modern Anglo-American elements. Besides business endeavors, she is also active in local Chinese-American civil groups; and her aesthetic preference is on one based on traditional Chinese arts and culture with inclusion of some Anglo-American elements. She prefers light pastel colors with some focus or accents in intense colors, with a “feminine” feeling, to create a quiet, peaceable, but at the same time romantic, dynamic and rhythmic environment. In order to reflect her basic aesthetic values, the choice of colors would take into consideration the following factors: (1) Color association in Western and Eastern cultures, (2) meanings of colors in Feng Shui, and (3) meanings of colors in Bagua (the Eight Spiritual Signs).

Color Associations in Western and Eastern Cultures		
	West	East
Red	Danger Passion Love	Good luck Happiness Celebration Fertility
Orange	Healthy Warm Active	Healthy Happiness Cheerful
Yellow	Expansive Sunny Optimistic	Wealth Power Masculinity
Green	Nature Serenity Soothing	Youthful Prosperity Infidelity
Blue	Traditional Soothing	Immortality
Violet	Spiritual Creative Royalty	Inner peace Wealth
Black	Death and mourning	Water
White	Purity Innocence	Death Mourning



The Physical Site and Existing Conditions of the Client's House:

Mrs. Wanda Chandler sold her previous house in South Pasadena several months ago and moved into her newly bought two-story house in Temple City before the New Year's Day, 2021, in a quiet middle-class neighborhood, away from traffic noise of major streets and intersections. The main entrance to the new house is facing south; the street is along the east-west direction; the house was built in the 2010s and is in good conditions. It is well maintained by the previous owner, a wealthy businessman with no aesthetic tastes; thus, it is a typical modern middle-class house with no particular style. It includes a large living room by the entrance door on the first floor at the east side of the building with windows on the east and south side walls, a well-equipped kitchen with a large dining area next to the living room and adjacent to its northern edge with windows on the east-side wall, six bedrooms (three on each floor), including a large master bedroom on the first floor right adjacent to the northern edge of the kitchen area with windows on the north and east side walls, where the client herself lives, and four bathrooms (two on each floor). Both master bedroom and living room can take advantage of significant amount of daylight. Outside of the building, there is a large garden, a small children's playground, a small swimming pool, a garage with two small storage rooms for cloths and tools, and small cat house, dog house and bird house next to the garage. The place is environmentally friendly with solar energy usage for all electrical needs.



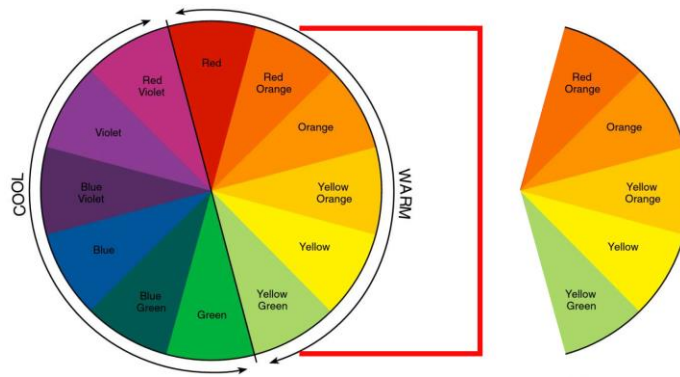
Sketch of the first floor (not to scale).

Client's needs and desires:

Mrs. Wanda Chandler needs two interior decoration projects:

- Home Office and Salon: The client wants to convert her large living room into a home office that could be used for (1) processing payment of rents from renters and transfer of money to her banking accounts online, (2) watch YouTube videos from a large screen to be placed on a drawer, (3) receive guests on the weekends and during holiday seasons for private parties or

lectures by scholars to small groups of prominent Chinese-Americans in Southern California, and (4) receive private lessons on Chinese brush painting and American impressionist painting as a hobby, with a one-to-one, or one-to-five instructor-student ratio. For this project, I have offered initial advice to the client in Assignment 4: Preliminary Color Scheme for a Home Office; thus, the Programing Phase has been completed. An analogous scheme of color harmony is used in this unit, with various values and saturations of 5 warm colors, including Red Orange, Orange, Yellow Orange, Yellow, and Yellow Green.



- **Private Gym and Bedroom:** The client wants to re-design and decorate her master bedroom, making it a private gymnastic space and bedroom. Currently, the client only has a twin XL bed with mattress, and a two-drawer nightstand, both made of hard wood in traditional Chinese style with elaborate carvings of dragon and phoenix motifs. In order to convert this unit into a combined private gym and bedroom, some furniture and equipment need to be purchased. This is the focus of this Programing Phase assignment. The master bedroom is approximately 10 feet by 15 feet. Its floor is covered with an old grayish blue carpet that looks worn out. The warm off-white paint on the walls and ceiling is still in acceptable condition.

Part Two: On-site Interview with the Client and Touring of the Place

For this Programing Phase assignment, I visited the client on Saturday, April 10, 2021 in her house, bringing with me printed color harmony charts, paint samples from The Home Depot, my Dell Inspiron 17-3000 laptop computer with a list of URLs leading to webpages related to materials and interior design and decoration, my cell phone with video and sound recording capabilities, and a sketch book, markers and color pencils. I prepared before hand a printed list of questions. I took important notes during the conversation and when touring the two-story house and its exterior garden. I obtained the permission from the client to record the conversation. Below is the edited transcript of our on-site conversation, in her large living room.

Question 1: What do you like to do in your house? Do you need to tear down anything or build up additional features?

Answer: I would like to re-design and decorate the living room and the master bedroom. I would like to covert the current living room into a combined home office, entertainment center and small classroom for learning traditional Chinese brush painting and modern impressionist painting techniques as a hobby; and I want to convert my master bedroom into a combined bedroom, private gym and massage studio. No demolition or construction is needed.

Question 2: Which area is your priority?

Answer: The living room is the first priority. The master bedroom is the second priority; and in the near future, I would like to do something else in other areas of the property.

Question 3: Who will be using these two rooms after the completion of the re-design and decoration projects? Whose needs, wants, and intended purpose for using these spaces must be considered?

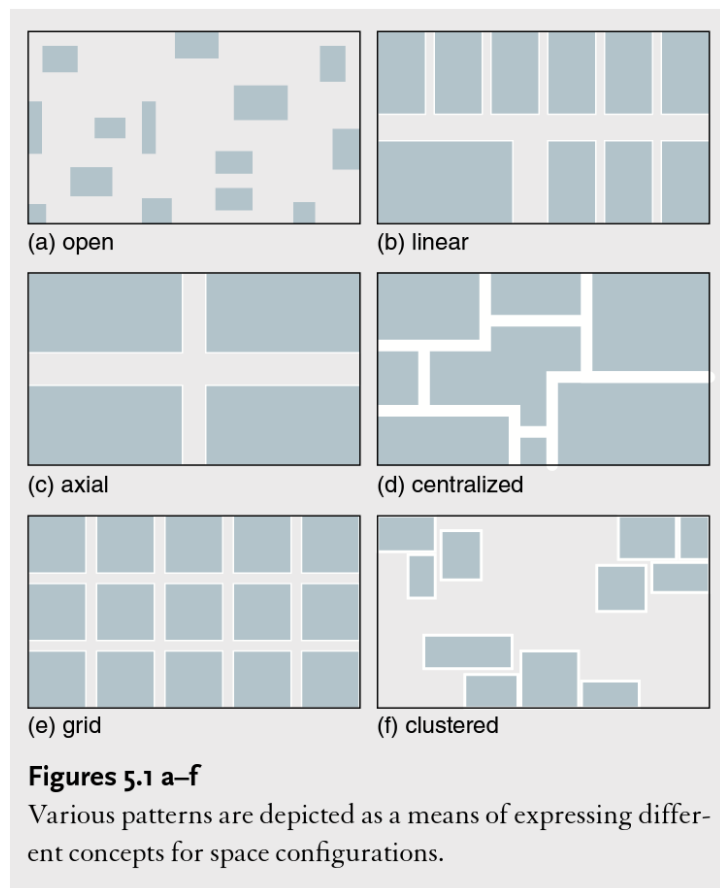
Answer: For the combined home office and entertainment center/classroom, I will be using the home office area; my old friends in the business, cultural and other civic circles, from all ethnic groups, Chinese-American political leaders and scholars, will be using the entertainment area/classroom area. For the combined bedroom, private gym and massage studio, I will be the only one using it; of course, my domestic servant will perform service for me inside too.

Question 4: When will the activities take place in these areas, during the day, or at night?

Answer: For the home office/entertainment center, I will be using the office during day time only; I am retired, and have only few things to do; however, I might use the computer to watch YouTube and other videos at night, on a large screen to be hung on the wall; I normally host guests on the weekends and during national holiday seasons; these activities might be day time only, evening only, or both, depending on the circumstances.

For my bedroom, I am going to buy a walking machine to do exercise early in the morning, and after each meal; I am going to buy a foldable massage bed and a comfortable massage couch, my domestic servant will perform massaging service for me in the evening, before I go to sleep at night; I will read newspaper or books in my bedroom early in the morning before breakfast; occasionally, I will watch videos from a CD or DVD player while seating on a couch at night.

Question 5: How are you going to place the furniture and equipment? They could be placed in various patterns, including open, linear, lateral, axial, centralized, grid and clustered [showing printed illustration to the client].



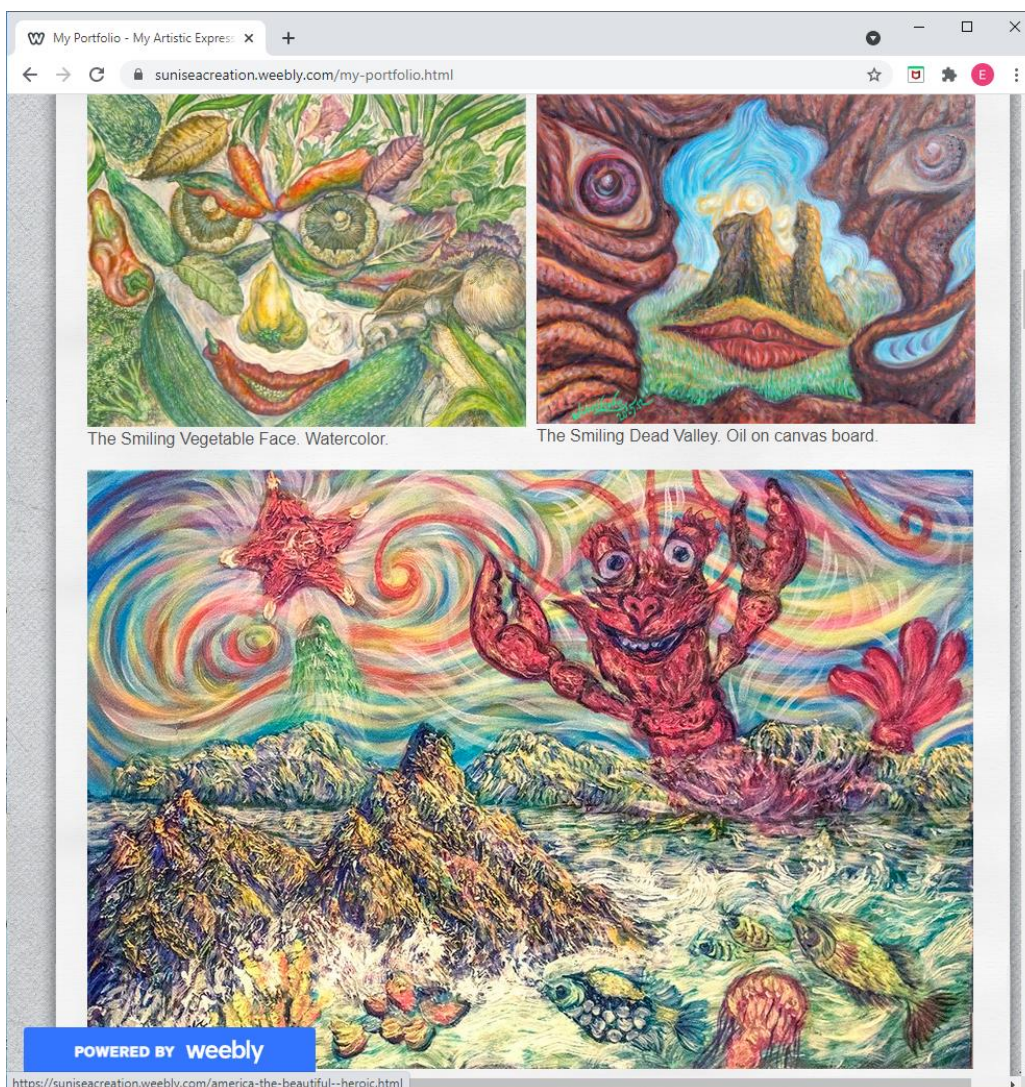
Answer: “Clustered;” I prefer the center of both areas be empty, so as to make traffic very easy.

Question 6: What kind of “feeling” do you want the new home office/entertainment center/classroom and master bedroom/private gym/massage studio to give you? In other words, what styles do you want these spaces to have? What are your values on aesthetics?

Answer: My values on aesthetic is a mixture of traditional Chinese and modern Anglo-American tastes, but based on the traditional Chinese cultural values of peace, charity, self-restraint, and others from the Confucian Code of Ethics; I also value things from Feng Shui, Daoism and Buddhism, although right now, I am a Christian. For the home office/entertainment center/classroom, I want to create a feeling of warmth, love, friendship and dynamics. For the bedroom/private gym/massage studio, I want to create a feeling of peace, quietness and stability. In addition, I would like to see something related to beaches and ocean; when I was young, I was very good at swimming in the ocean, by the beaches of Fuzhou. Furthermore, I would like to have plants and flowers for both areas.

Question 7: What kind of furniture, fixtures and objects do you want to include in your new spaces? What kind of finish do you want in the walls, floors and ceilings?

Answer: For both home office/entertainment center, and bedroom/private gym/massage studio, I want to have new furniture with traditional Chinese style for most of the items, and modern American or IKEA-style ones for the home office area. For the walls and ceilings, I want semi-gloss water-based paint, just like previous rooms you have painted for me in my rental properties; for the floors, I want to use marble tiles. For both spaces, I want to have some art and crafts works and decorative objects such as a chandelier in the home office/entertainment center, and maybe murals on the interior surfaces of the walls in the entrance corridor, like your artworks displayed in the Boone Family Gallery at Pasadena City College, but with different themes that are related to sceneries in my hometown, the City of Fuzhou, Province of Fujian, China.



My previously exhibited artworks .

Question 8: For your requirements, I can come up with a general plan of design and decoration; I can paint the murals, select the new furniture, equipment, fixtures, arts and crafts works, decorative items, marble tiles, chandelier, and other lighting fixtures. Do you have someone who can install the chandelier on the ceiling and marble tiles on the floors?

Answer: Yes, I have my own electrician and construction workers who have worked for me previously.

Question 9: When do you expect the project to be completed? What is the deadline for both projects to be completed?

Answer: As soon as possible for both projects. However, I do not want you to rush. I want to have a very good design. I expect both to be completed before September 20 of this year (2021); and the latest day should not pass December 20 of this year (2021). I expect you to come up with a good design by August 1 at the latest. When can you finished the design plan? When can you finish the murals?

Question 10: The preliminary design could be presented to you by April 15 of this year; after you review it and we meet again for further discussion, within two weeks, I could complete the final design by May 1. Then it would take approximately one month to finish painting of the walls and ceilings and creation of the murals. My part could be completed by the beginning of July, 2021, at the latest. The installation of the chandelier on the ceiling of the home-office and marble tiles on the floors probably would take one week, after the completion of the final design. What is the maximum budget you are planning to spend?

Answer: I can spend up to \$30,000 maximum for both projects, including purchase of materials, new furniture and fixtures. I will pay you up to \$10,000 for your part of the projects, including design and mural paintings. Is this budget reasonable?

Question 11: Based on what we have discuss so far, this budget seems optimistically realistic. In an unlikely scenario, minor adjustments for some budget increase might be needed if you add more requirements later. Therefore, the major question now is, how long can you stay out of these two areas in order for the project to proceed?

Answer: For the current living room, one to three weeks; for the current bedroom, one to three weeks. I will live in an empty room upstairs during the installation.

Question 11: This looks very reasonable. The final question to ask before I proceed is about schedule and costs. Your projects will take 5 Phases to complete:

- (1) Programing Phase: this is our conversation today;
- (2) Schematic Design Phase (SD): I will present to you some sketches for different options as well as a list of furniture, fixtures, materials, arts and crafts items, in 3 days; and we could meet again around April 15;
- (3) Design Development Phase (DD): This is the preliminary design with working drawings; this can be completed by April 25;
- (4) Contract Document Phase: The price for all items to be purchased would be finalized by May 1; and all items would be purchased by May 10;
- (5) Contract Administration Phase: All works could start by May 15, and completed by June 15, hopefully.

To start the design work, I am requesting a “retainer” or a deposit for design services of \$1,000; this covers Programing Phase, Schematic Design Phase, and Design Development Phase; upon completion of the Design Development Phase, I am requesting another \$1,000, which will cover Contract Document Phase; next, the work could start, and I am requestion the full amount of fee for purchasing related items and materials, plus \$1,500 for up to three sets of initial ideas for the murals; once you

select the preferred set, the painting of murals could start, and I am requesting an initial deposit of \$1,500 for mural painting; the remainder could be paid upon completion of all my parts of the projects, including painting ceilings and walls.

[Filling in dates and numbers in the standard contract and present it to the client]

Can you pay the retainer today and sign the contract?

Answer: Yes! I have enough cash today; and I have enough deposits to pay the rest later.

[The client paid \$1,000 in cash; the contractor gave the receipt. Both client and contractor signed the Service Contract. Conversation ended]

After the above conversation, I took measurements of the existing living room and master bedroom. Then I have lunch with the client in her kitchen area; after the lunch, I presented some websites on similar projects to be client on my laptop. The entire interview and on-site touring took three hours (10:00AM-1:00PM). After I returned home, I came up with a list of client's desired styles and objects for the projects.

Part Three: Brief Summary of the Interview

Demographics of End Users, Tasks and Methods:

- Who: The client and her friends in business, political, and scholarly circles, from all racial and ethnic groups, in Los Angeles County and neighboring cities in Southern California.
- What: Design and decoration of two areas in the upscale two-story house.
- When: For daytime and evening use, in normal days, weekends and national holiday seasons.
- Where: Current living room and master bedroom.
- How: By painting of walls and ceilings, installation of marble tiles on the floors and of light fixtures, and creation of murals.

Items and Materials to Purchase:

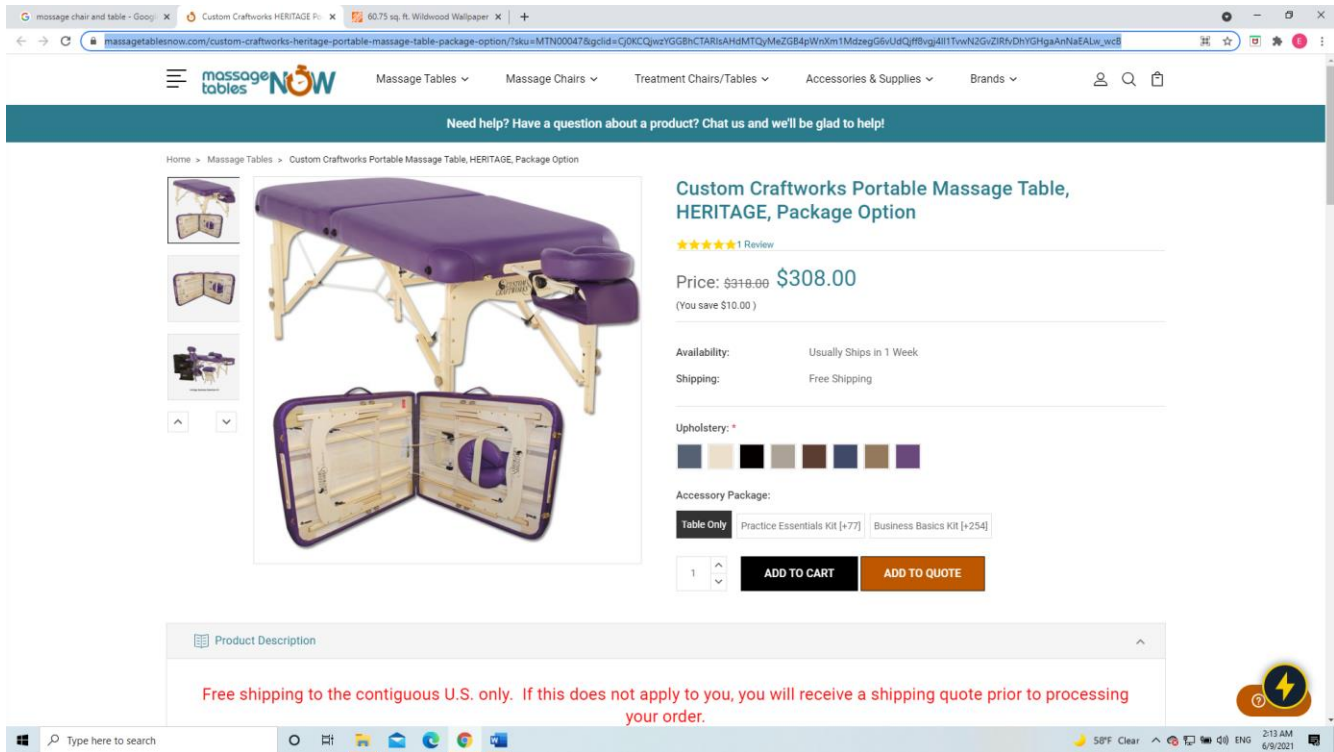
For the current living area: Semi-gloss water-based paint and marble tiles, chandelier (s), arts and crafts items, traditional Chinese-style furniture, modern American or IKEA office furniture, indoor plants and vases, and others from The Home Depot, Lowe's, Wal-Mart, Stapples, Office Depot, Best Buy, local arts and crafts, and furniture stores. For additional items:

- Home Office area: Desk light, stationery items, computer, printer and other accessories.
- Entertainment Center: Large TV screen, luminaires, floor lamps, torchiers, and others.
- Classroom: Folding chairs and tables.

For the current master bedroom: Semi-gloss water-based paint and marble tiles, arts and crafts items, large TV screen, high-quality CD and DVD player, luminaires, traditional Chinese-style furniture, indoor plants and vases, arts and crafts works related to beaches and oceans, beach chair, floor lamps, torchiers, and others from The Home Depot, Lowe's, Wal-Mart, local arts and crafts stores, and local Chinese-style furniture stores. For additional items:

- Private Gym: Walking machine.
- Massage Studio: Massage bed and couch.

Attachment: Webpages Shown to the Client



Massaging table.



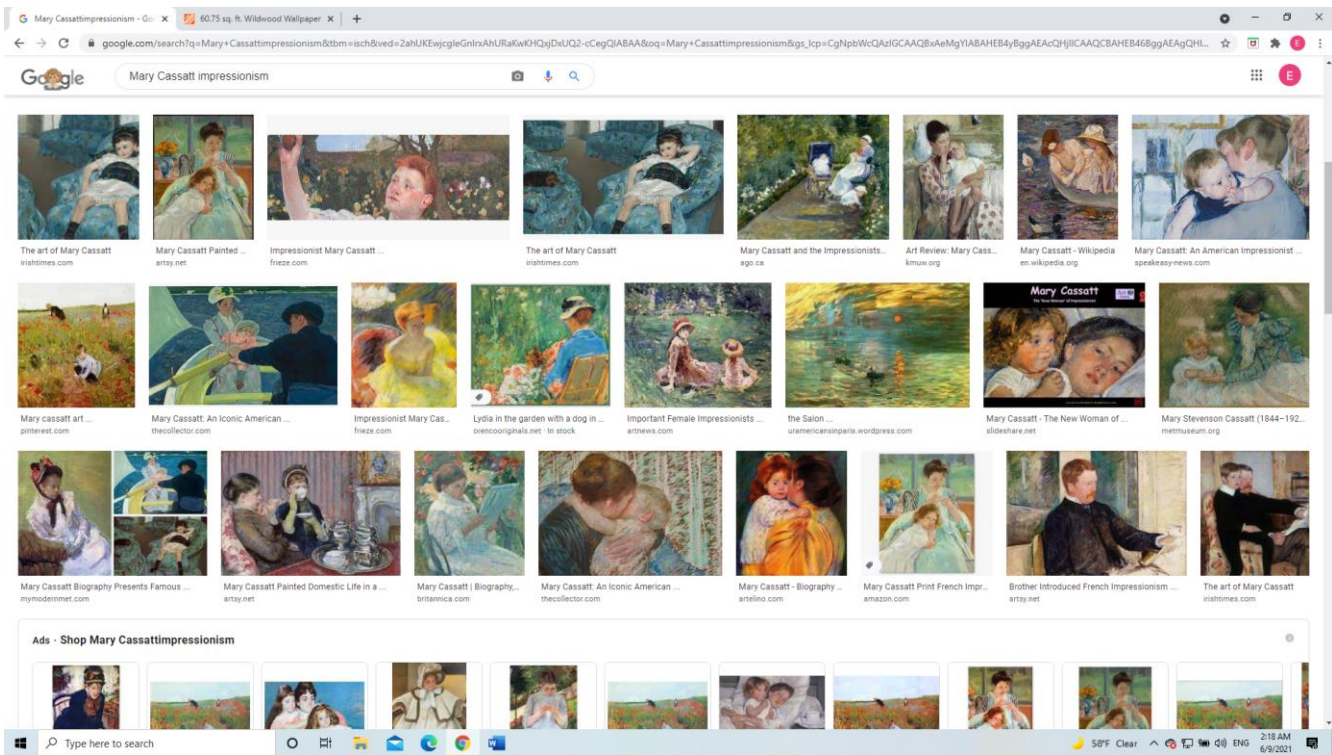
Beach chair.

This screenshot shows a Google search for "Chinese furniture". The search results are categorized into "Ads - Shop Chinese furniture" and a grid of image results. The ads section features several items with prices and retailers: Oriental Furniture Red Lacquer... (\$896.00, Home Depot), Oriental Furniture 14 in. Ladies... (\$106.25, Home Depot), Masalits 2 Door Accent Cabinet... (\$1,099.99, Wayfair), Diane End Table with Storage... (\$579.99, Wayfair), 2 Door Accent Cabinet World... (\$839.99, Wayfair), 2 Door Accent Cabinet World... (\$829.99, Wayfair), Black Lacquer End Table - Roy... (\$1,299.99, Wayfair), Chinese Lacquered Two... (\$9,995.00, Used Sotheby's), Regency 72 in. Prestige... (\$1,077.61, Home Depot), Oriental Furniture Black Lacquer... (\$364.91, Home Depot), and Oriental Furniture Walnut Korean... (\$1,460.00, Home Depot). The image grid below shows various styles of Chinese furniture, including chairs, tables, and cabinets, with captions such as "Chinese Furniture (Int...", "Classical Chinese furniture: a...", "Traditional Chinese-style furniture(7...", "Chinese furniture - Wikiped...", "Oriental desk furniture Chinese black...", "Chinese furniture - Wiki...", "Chinese furniture, Chinese decor...", and "Chinese furniture living room set with...".

Traditional Chinese-style furniture.

This screenshot shows a Google search for "Chinese arts and crafts". The search results are primarily image-based, displaying a variety of traditional Chinese crafts. The image grid includes items such as red tassels, colorful lanterns, paper fans, red paper-cut art, and various vases. Captions for the images include "Chinese arts and crafts - ch...", "Chinese Arts and Crafts - Quanzhou...", "crafts, cloth tiger Stock Photo...", "Chinese arts and crafts, oiled paper...", "Chinese Arts and Crafts ch...", "collectable chinese art...", "Chinese Arts and Crafts - INTL 203...", "Chinese Arts And Craft...", "Applied Arts of China - U...", "Chinese Arts and Crafts - Hom...", "8 Chinese arts and crafts...", "Chinese Arts And Craft...", "crafts, cloth tiger Stock Photo...", "Chinese arts and crafts stock image...", "traditional arts and crafts decoration...", "Chinese art and craft exhibition held...", "Colourful Chinese Arts & Crafts Stock...", "Chinese Arts and Craft...", "Chinese Folk Art, Chinese Arts...", "10 Pcs Chinese Knots Blessing L...", "Crafts Oiled Paper Umbrella Stock Photo...", "Chinese Folk Art, Chinese Arts...", "Paper Quilling Chinese...", and "Chinese folk art...". Below the image grid, there is an "Ads - Shop Chinese arts and crafts" section with several product listings.

Chinese arts and crafts.



Impressionist paintings.



Indoor plants.

A screenshot of a Google search for "chrysanthemum flower". The search results page displays a grid of 24 images of various chrysanthemum varieties, including orange, yellow, purple, and white flowers. Below the images is an "Ads - Shop chrysanthemum flower" section featuring 12 items such as "Chrysanthemum", "Chrysanthemum", "CHRYSANTHEMUM", "Chrysanthemums", "Chrysanthemum", "Chrysanthemum", "500 Chrysanthemum", "Reusable Stencil", "Home Garden Plants", "Chrysanthemum Flower SVG", and "100 Seeds". The browser's address bar shows the search URL, and the taskbar at the bottom indicates the time is 2:23 AM on 6/9/2021.

Indoor flowers.

A screenshot of a Google search for "peony flower". The search results page displays a grid of 24 images of various peony varieties, including pink, white, and red flowers. Below the images is an "Ads - Shop peony flower" section featuring 12 items such as "Peony", "Peony", "Peony", "Peony", "Peony", "Peony", "Peony", "Peony", "Peony", "Peony", "Peony", and "Peony". The browser's address bar shows the search URL, and the taskbar at the bottom indicates the time is 2:24 AM on 6/9/2021.

Indoor flowers.

The screenshot shows a Google search for "walking machine". The search results are displayed in a grid format, featuring various treadmill models from brands like NordicTrack, Horizon Fitness, Sole Fitness, and GYM. Each product listing includes a small image of the treadmill, the model name, the price, and the brand. The prices range from \$179.99 to \$2,499.99. The search interface includes navigation tabs for "All", "Shopping", "Images", "Books", "Videos", and "More". Below the search results, there are several filters and categories such as "exercise", "gym", "human powered", "small", "manual", "mechanical", "treadmill", "electric", "home", "elliptical", "running", "price", and "equipment". The Windows taskbar at the bottom shows the system tray with the date and time: 2:25 AM, 6/9/2021.

Product Name	Price	Brand
NordicTrack Commercial...	\$1,799.00	NordicTrack
Horizon T101 Award Winning...	\$699.00	Horizon Fitness
NordicTrack Commercial...	\$2,299.00	NordicTrack
Horizon T202 Home Treadmill	\$799.00	Horizon Fitness
7.0AT Studio Treadmill by...	\$999.00	Horizon Fitness
NordicTrack Commercial...	\$2,999.00	NordicTrack
Sole S77 Treadmill	\$1,899.99	Sole Fitness
Sole F85 Treadmill	\$1,999.99	Sole Fitness
Sole TT8 Treadmill	\$2,499.99	Sole Fitness
Motorised Treadmill Indoor...	\$219.99	ArmadaDeals - US
NordicTrack EX-7i Treadmill	\$1,099.99	DICK'S Sporting Goods

Walking machines.