



# What is Best of Staffing®?

Presented by Eric Gregg  
CEO & Founder, Inavero

October 4th, 2018



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# TRUST

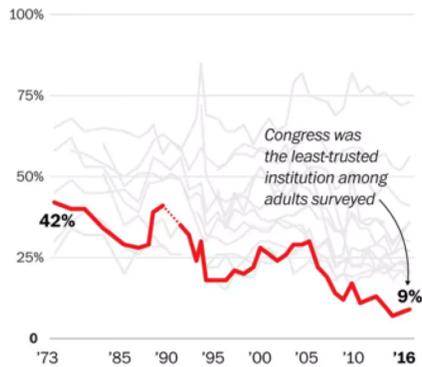
is the bridge between  
**consideration** and **selection**.

CONSIDERED

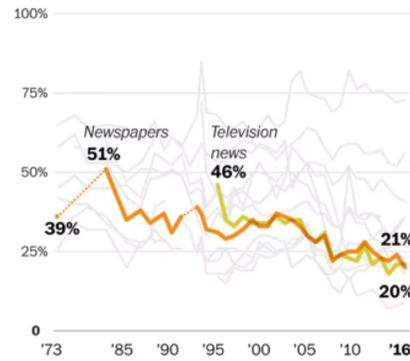
SELECTED

# Trust is at a historically low level

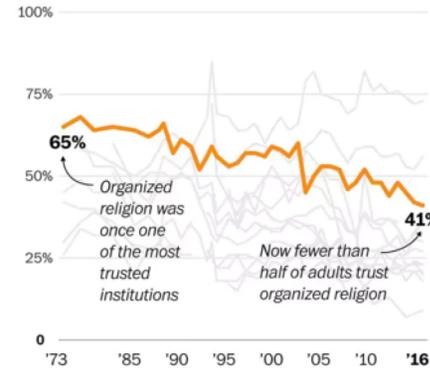
**Congress**



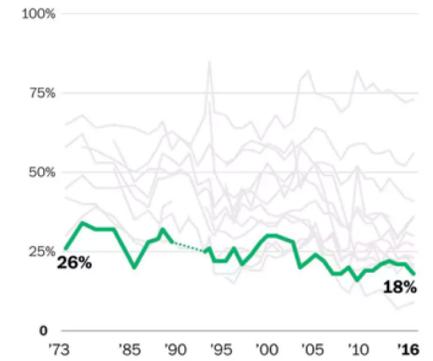
**Media**



**The church or organized religion**



**Big business**



SOURCE: Gallup Organization



Measure client and talent satisfaction.  
Build online reputation.  
Differentiate on service quality.

# Yet, trust in individuals has never been higher



*"I reactivated in spring 2011, filled out all the forms, etc. 9 months later, not one peep. I know, you're probably thinking 'Yeah but maybe you are a weak candidate.' Maybe, but I did well with them in the past, have lots of experience, willing to do any job, etc. etc."*



**Mark S.**  
**Portland, OR**  
👤 6 friends  
★ 8 reviews

1998

- Don't get into strangers' cars.
- Don't meet people from the internet.
- Don't let someone you don't know into your house.
- Don't trust the advice of strangers.

Literally summon strangers from the internet to get into their car.

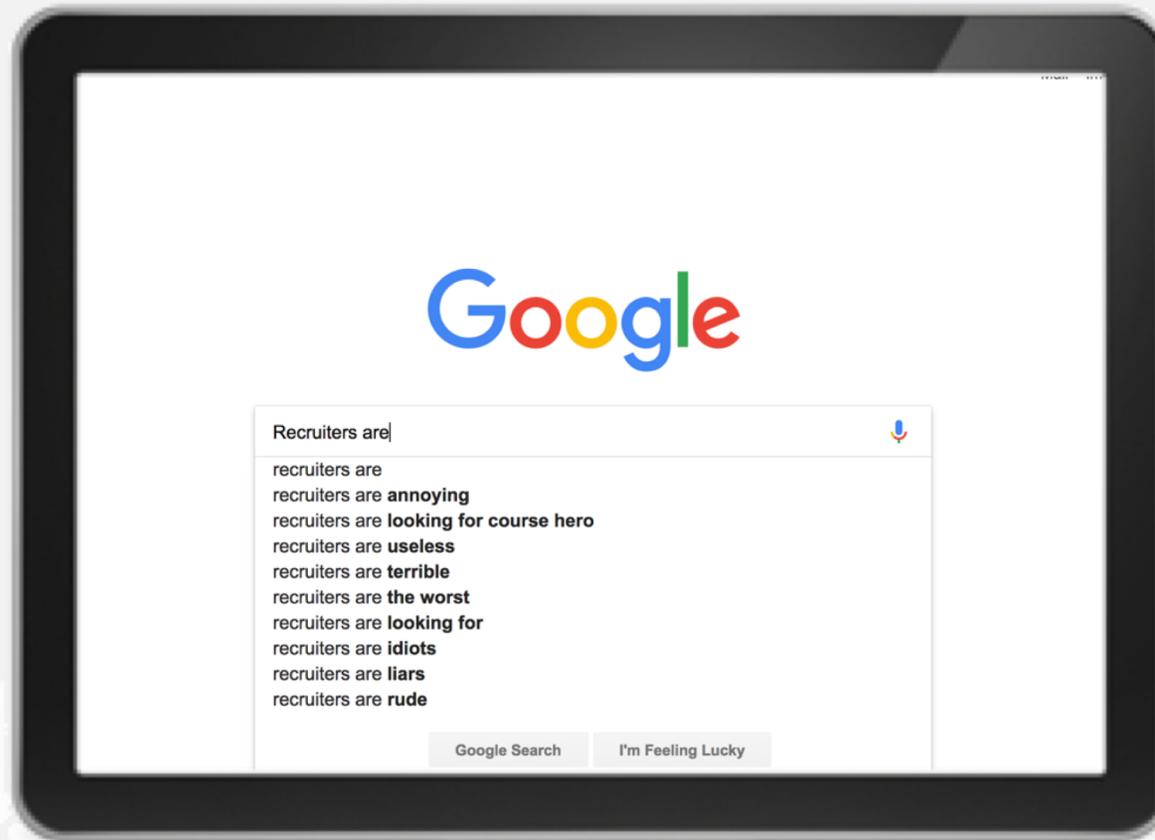
Invite someone you've never met to live in one of your rooms.

Only trust the advice of strangers.

2018



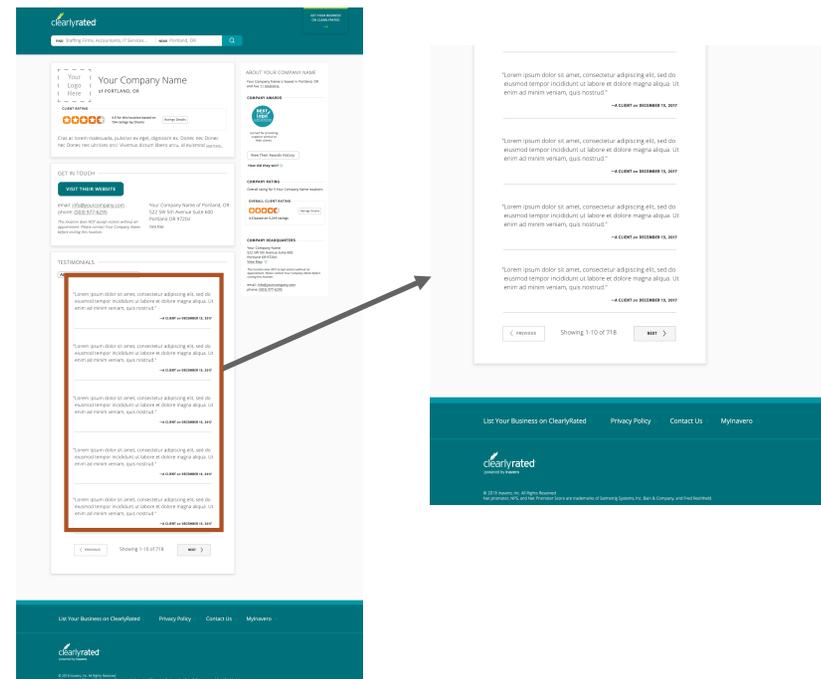
Our industry  
suffers from a  
negative  
reputation,  
especially with  
candidates





# How will you benefit from Best of Staffing®?

- Hear what your clients think.
- Get fresh testimonials.
- Identify referral prospects.
- Pinpoint service wins and issues.
- Earn the Best of Staffing® Award.
- Improve your online reputation with [ClearlyRated.com](https://clearlyrated.com).



# “Hi, we’re your Best of Staffing team.”



Lauren



Ryen



Zita



Emilie



Bridget



Cris



Mike



Kevin



Measure client and talent satisfaction.  
Build online reputation.  
Differentiate on service quality.

## Thank you, Best of Staffing Sponsors!

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Best of Staffing® sponsors strive to continually provide their partners with the same level of superior service that Best of Staffing participants strive to provide.



PRESENTING SPONSOR:



GOLD SPONSOR:



**Thank you  
to our partner.**

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Inavero is proud to serve as  
ASA's official satisfaction  
survey partner since 2007.



PARTNER

*American Staffing Association*

# Net Promoter® Methodology



Promoters (give a rating of 9-10)



Passives (give a rating of 7-8), and

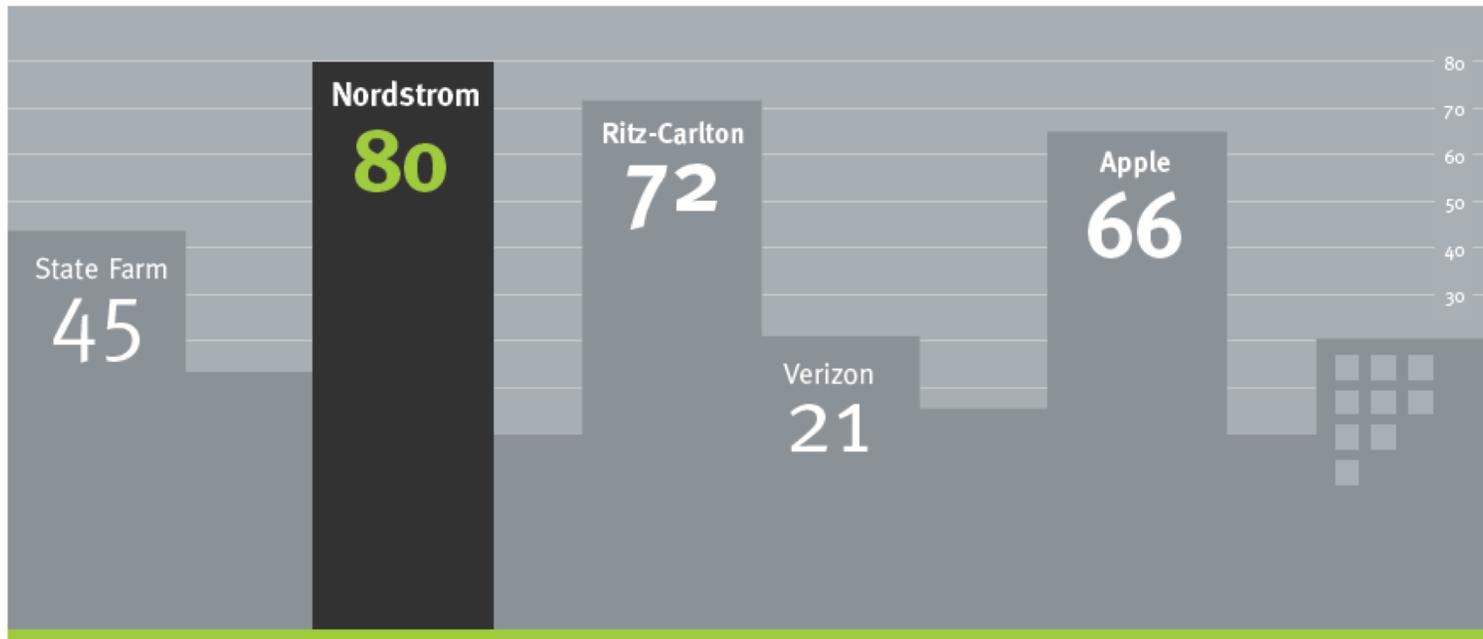


Detractors (give a rating of 0-6)



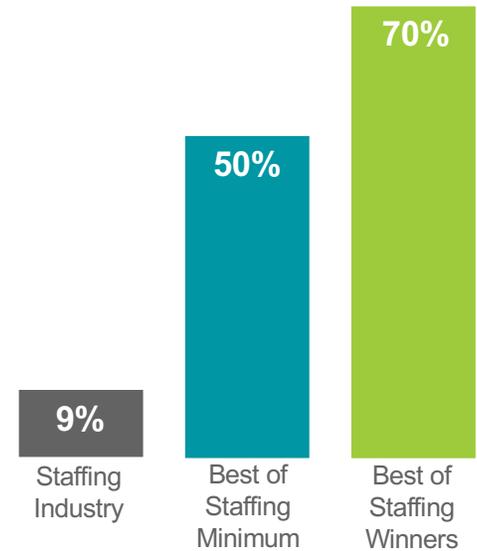
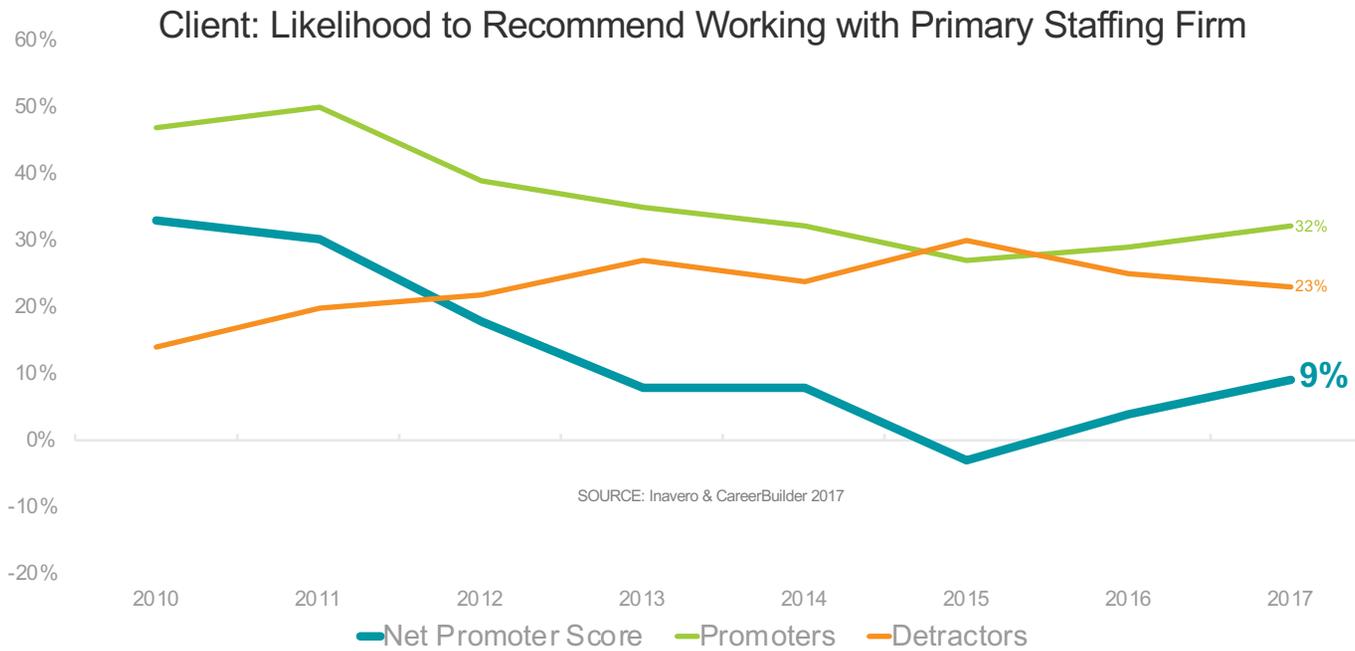
Measure client and talent satisfaction.  
Build online reputation.  
Differentiate on service quality.

# What's a good Net Promoter Score?



Measure client and talent satisfaction.  
Build online reputation.  
Differentiate on service quality.

# Client Satisfaction Trending



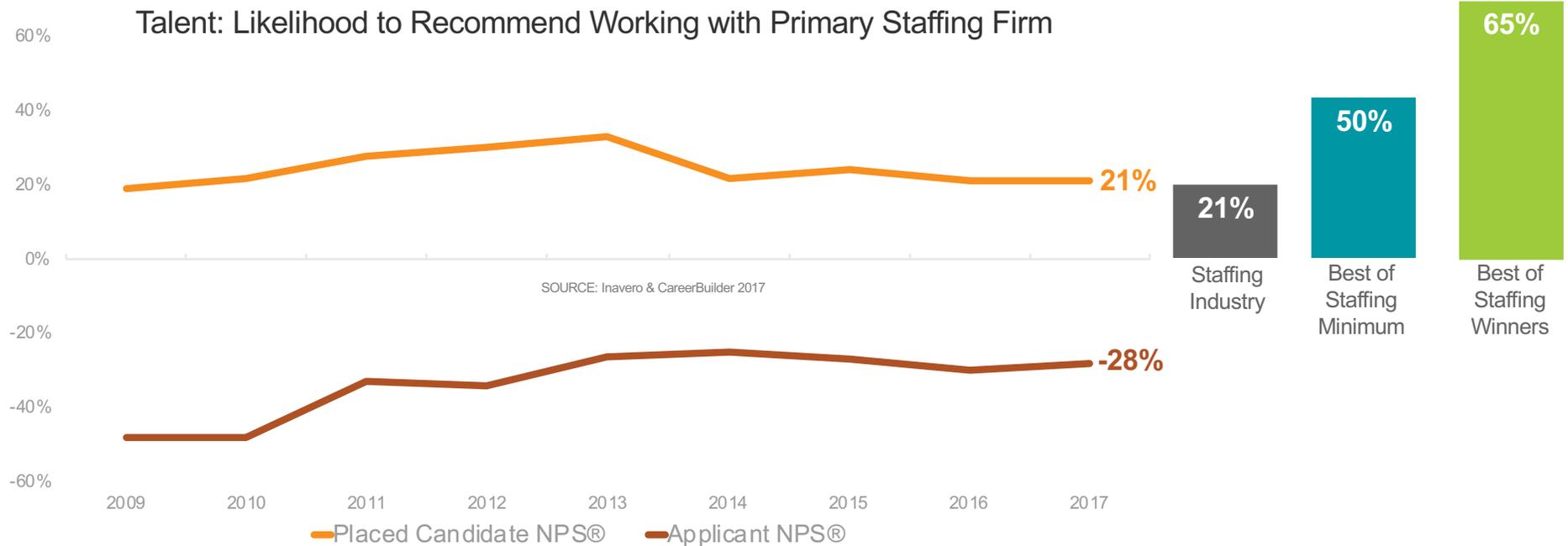
Measure client and talent satisfaction.  
Build online reputation.  
Differentiate on service quality.

# The **cost** of client detractors...

## Compared to promoters, **detractors**:

- Are twice as likely to not order with your firm again.
- Decrease their spend by 50% (compared to the average promoter, who will increase spending by 18% in the coming year).

# Talent Satisfaction Trending



Measure client and talent satisfaction.  
Build online reputation.  
Differentiate on service quality.

# The **cost** of talent detractors...

Compared to promoters, **detractors** are:

- Twice as likely to quit an assignment before completion.
- 4x less likely to refer you to other job seekers or hiring managers.
- Nearly 3x less likely to accept a future assignment from your firm.

## 5 Reasons to Embrace Detractors (rather than fear them)

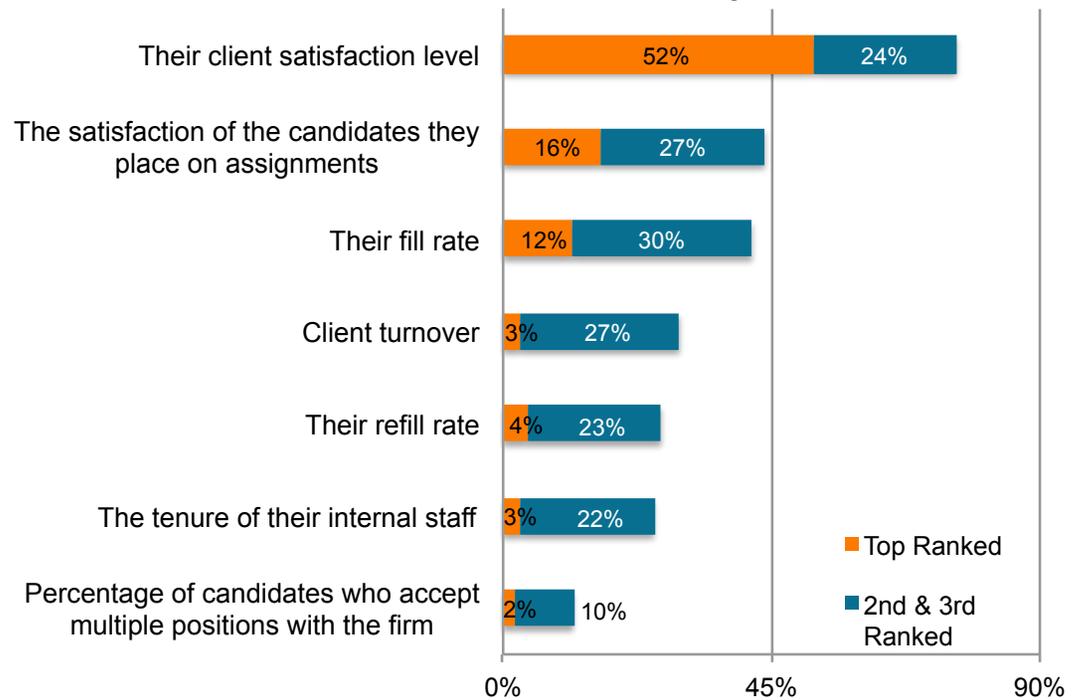


1. Detractors are being open, honest, and are making themselves available as a resource to help you create positive change in your business.
2. They are providing you a chance to “make it right” rather than posting a negative review on a public forum.
3. The Service Recovery Paradox suggests you have the opportunity to win MORE loyalty with detractors than you do with clients who haven’t experienced an issue.
4. You have one more opportunity to leave them with a memorable, remarkable impression of your firm.
5. Detractors are just one aspect of your NPS program. Best-in-class providers receive 3 or more shout-outs for every 1 detractor, so take time to celebrate as you work to build a better business!

Prospective clients care about client satisfaction nearly 4x more than any other metric when selecting a firm to work with



Clients: Most Important Metrics in Perception of Staffing Firm Quality

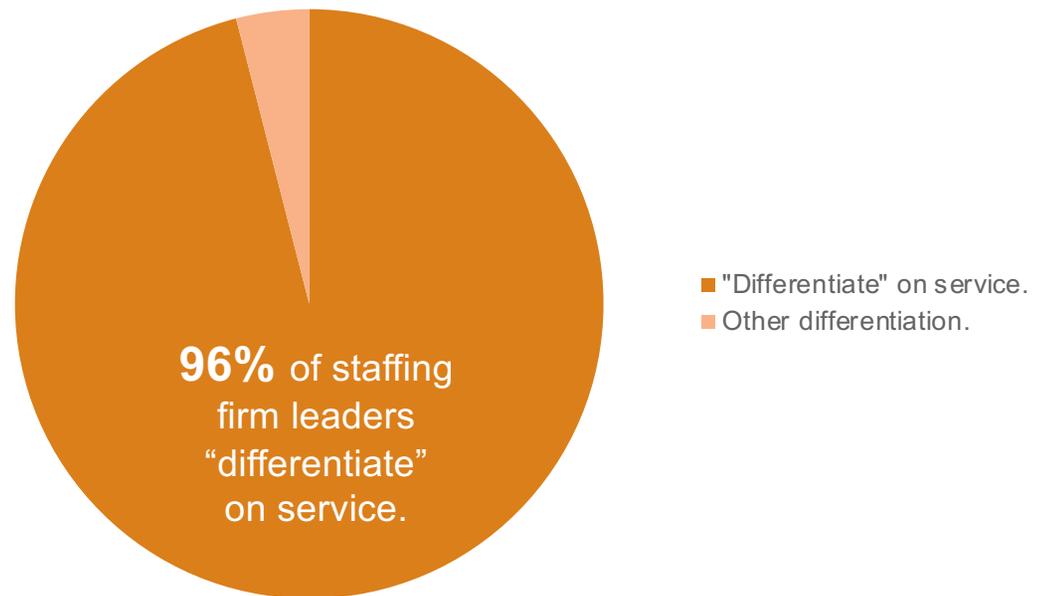


SOURCE: Inavero & CareerBuilder

When  
“differentiation”  
isn’t all that  
different.



Differentiation Strategy – According to Staffing Firm Leaders



SOURCE: Inavero & CareerBuilder



**inavero**<sup>®</sup>

SATISFACTION SURVEYS MADE SIMPLE.

1. Get staffing firms the *information* needed to provide consistently remarkable service to clients and talent.
2. Give firms an award to *differentiate* those with exceptional service quality – The Best of Staffing Award.
3. Create tools to help award winner tell their story.



**inavero**<sup>®</sup>

# Service providers lack tangible evidence of their self-stated source of differentiation

## Anonymous Firm A

*“Our differentiation, we live here, we recruit here, and we build our client relationships here.”*

or...



## Anonymous Firm B

*“Both clients and candidates often recommend other clients or people to us. We strive to achieve long-lasting relationships that create value and mutual benefit.”*

# Service providers lack tangible evidence of their self-stated source of differentiation

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*“Our differentiation, we live here, we recruit here, and we build our client relationships here.”*

or...



## Anonymous Firm B

*“Both clients and candidates often recommend other clients or people to us. We strive to achieve long-lasting relationships that create value and mutual benefit.”*



Client Rating  
★★★★☆  
4.3 based on 425 reviews

## Testimonials

*“Their knowledge goes beyond Staffing. They are truly the experts in my industry when it comes to IT professionals.”*

Aerospace



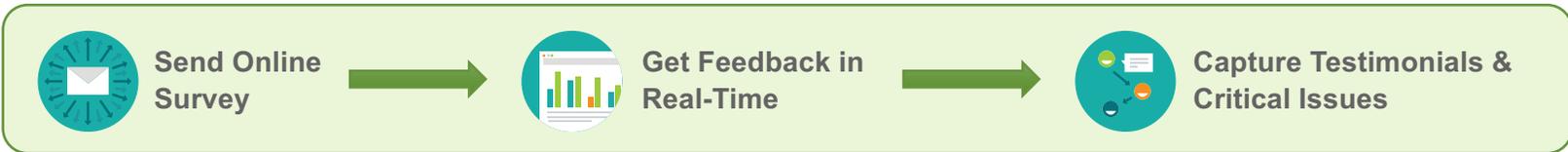
Measure client and talent satisfaction.  
Build online reputation.  
Differentiate on service quality.



# How Best of Staffing® Works



# How Best of Staffing® works...



## INTERNAL PATH



Get real-time email alerts

Hold team accountable – manage issues through resolution (assign, update, track)



Retain key accounts and celebrate super star employees internally

## EXTERNAL PATH

Earn Best of Staffing® Award



Tell your story with star ratings and testimonials on [ClearlyRated.com](https://www.clearlyrated.com)

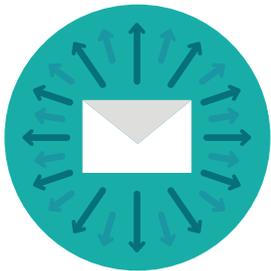


Winners market their award to increase interest among buyers, job seekers, and peers





# Initial email invitation sent to recipient



Dear [fname],

Your opinion is important to us. Please help us improve by completing a quick, [x]\* question survey on your recent experiences with our firm.

**Based on your most recent experience, how likely are you to recommend [Brand] to a friend or colleague?**

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

(0 – Not at all likely and 10 – Extremely likely)

(Please note: If you have problems loading the survey, you may also copy the entire link into your web browser.)

For your time, you will be entered into a drawing for a [x]\* debit card upon submitting the survey. If you are unable to accept a corporate gift, [brand] will make a charitable contribution in your honor. Arrangement for either a donation or delivery of your prize will be made once the winner has been selected and notified. By taking time to share a few thoughts with us on your experience, you are helping us discover ways to improve the service we provide you.

Thank you in advance for your time.

Sincerely,

[email\_signature\_name]

[email\_signature\_title]

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*This survey was sent to you by Inavero on behalf of [Brand]. If you have any questions or problems with the survey, please contact Inavero at 800-921-2640, or by email at [survey@inavero.com](mailto:survey@inavero.com)*

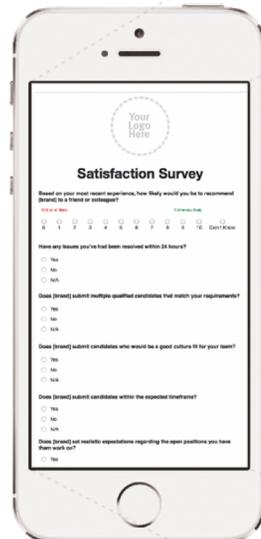
*Please read our [Privacy Policy](#) and [Official Drawing Rules](#). To unsubscribe from all future surveys conducted by Inavero, please click here: [\[unsubscribe\]](#)*

*Incentives are optional*



# 8-Question Survey

## Client Survey



Net Promoter Score (NPS) question

NPS Driver Questions

**Your Logo Here**

### Satisfaction Survey

Based on your most recent experience, how likely would you be to recommend [brand] to a friend or colleague?

Not at all likely Extremely likely

0 1 2 3 4 5 6 7 8 9 10 Don't Know

Have any issues you've had been resolved within 24 hours?

Yes  
 No  
 N/A

Does [brand] submit multiple qualified candidates that match your requirements?

Yes  
 No  
 N/A

Does [brand] submit candidates who would be a good culture fit for your team?

Yes  
 No  
 N/A

Does [brand] submit candidates within the expected timeframe?

Yes  
 No  
 N/A

Does [brand] set realistic expectations regarding the open positions you have them work on?

Yes  
 No  
 N/A

What is the primary reason behind the rating you provided?

\_\_\_\_\_

What, if anything could [brand] do differently to increase the value you receive working with them?

\_\_\_\_\_

Submit Survey



# 7-Question Survey

## Talent Survey



Net Promoter Score (NPS) question

NPS Driver Questions

A desktop view of the survey form. At the top is a circular logo placeholder labeled 'Your Logo Here'. The title 'Satisfaction Survey' is centered. The first question asks, 'Based on your most recent experience, how likely would you be to recommend [brand] to a friend or colleague?' with a 11-point Likert scale ranging from 'Not at all likely' to 'Extremely likely'. The second question is 'Have issues you've had been resolved in a timely manner?' with radio button options for Yes, No, and N/A. The third question is 'Have all your calls and emails received a response from [brand] within 24 hours?' with radio button options for Yes, No, and N/A. The fourth question is 'Was your current or most recent position accurately described to you prior to starting?' with radio button options for Yes, No, and N/A. The fifth question is 'Were you treated well by the organization with which you were placed on your current or most recent assignment?' with radio button options for Yes, No, and N/A. Below these are two open-text input fields: 'What is the primary reason behind the rating you provided?' and 'What, if anything could [brand] do differently to increase the value you receive working with them?'. A 'Submit Survey' button is located at the bottom right.

# Who to survey...

## PREPARING YOUR CONTACT LIST

You must include billed clients from 3 consecutive months between May and October 2018

## RESPONSE RATE REQUIREMENTS

You must have at least 15 responses and a 20% response rate, or a minimum of 250 responses.



# How to use responses to grow your business

## MYINAVERO

Your online dashboard of survey responses

## PINPOINT SERVICE ISSUES

Why is Phoenix's satisfaction score so low? What's happening here?

## REWARD TOP PERFORMERS

Dwight is doing a really great job! Recognize in next staff meeting.

The screenshot shows the my.inavero.com dashboard. At the top, there's a navigation bar with 'Surveys', 'Contacts', 'Manage', and 'My Issues'. Below that, the client name '2019 Best of Staffing' is displayed. The main content area is divided into two sections: 'Branches' and 'Regional Managers'. Both sections have search bars and tabs for 'Overview', 'NPS', 'Response Rate', and 'Issues'. The 'Branches' table shows NPS scores for Austin (100%), Phoenix (16.7%), Mobile (57.1%), San Francisco (60%), and St. Louis (75%). The 'Regional Managers' table shows NPS scores for Andy Bernard (Southeast) (58.2%) and Dwight Schrute (Northwest) (100%).

Branches	NPS	Response Rate	Flagged
Austin	100%	28.6%	--
Phoenix	16.7%	66.7%	1
Mobile	57.1%	58.3%	1
San Francisco	60%	33.3%	1
St. Louis	75%	57.1%	--

Regional Managers	NPS	Promoters	Passives	Detractors	Average	NPS Impact
Andy Bernard (Southeast)	58.2%	66.7%	33.3%	0%	8.7	+2
Dwight Schrute (Northwest)	100%	100%	0%	0%	9.7	+19



# How to use responses to grow your business

## GET REFERRAL PROSPECTS

These guys are happy clients.  
Ask for referrals.

## GET FRESH TESTIMONIALS

Great testimonial. Post this  
on your website ASAP.

The screenshot shows the my.inavero.com dashboard. At the top, there are navigation links for Surveys, Contacts, Manage, and My Issues. The main content area is titled '2019 Best of Staffing' and features a 'Responses' section. Below this is a table with columns for NPS, Respondent, Response, Date, Flagged, and Trend. Two rows are highlighted with orange circles: James Bush (NPS 10) and George Kennedy (NPS 10). Below the 'Responses' section is a 'Testimonials' section with a table of testimonials. One testimonial from George Lincoln is highlighted with an orange box and a callout bubble.

NPS	Respondent	Response	Date	Flagged	Trend
10	James Bush <small>Autobaker</small>	"Great team to work with - highly professional." "Great team to work with - highly professional."	Sep 9, 2016		
10	George Kennedy <small>Plan Air</small>	"Outstanding service and value." "Professional, expert, great customer service."	Sep 10, 2016		

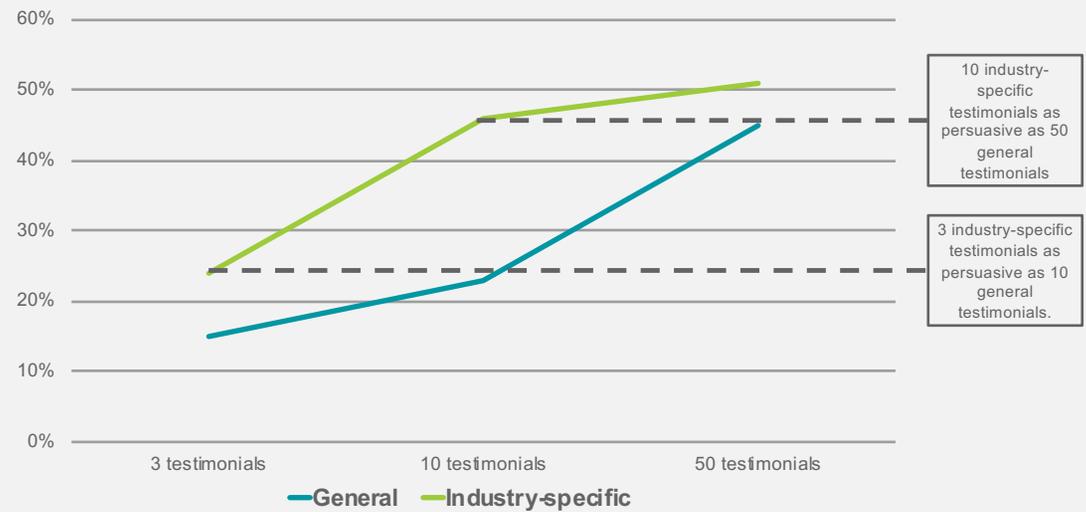
  

Respondent	Response	Date
George Lincoln <small>Plan Air</small>	Professional, expert, great customer service.	Sep 12, 2016
Eliza Clinton <small>Tower Records</small>	Everybody is always helpful and truthful in their efforts and information. I always walk away or get off the phone with a feeling of resolution.	Sep 8, 2013

# Testimonials Tip!

Share them like reviews.

% of Prospects 'Much More Likely' to Consider Firm



SOURCE: Inavero's 2018 B2B Industry Benchmark Study



# Monitor real-time alerts for fast resolution

Contact Information  
and Respondent  
Details

NPS, Comments &  
Loyalty Driver  
Answers

**New Detractor Response!**

**Jane Nixon** No Change

Reporting Units: Brand: XYZ Networks  
Branch: Seattle  
Account Manager: Jim Halpert  
Recruiter: Darryl Phibin  
Company: Pan Am

Email: [jane.nixon@demoemail.com](mailto:jane.nixon@demoemail.com)

Phone: 261-045-4208

Company: Pan Am

Tags: None

Survey Type: End of Assignment

Based on your most recent experience, how likely is it that you would recommend XYZ Networks to a friend or colleague?  
3

What is the primary reason behind the rating you provided?  
I was completely disregarded at the end of my assignment and couldn't get anyone to call me back, even though we had a great working relationship throughout the past 6 months.

What is one thing we could be doing differently to increase the value of our services to you?  
Treat your people better. I will tell everyone not to use you!

XYZ Networks typically responds to any issues or questions I have within 24 hours.  
No

Prior to the end of my assignment, someone at XYZ Networks reached out to discuss other opportunities.  
No

XYZ Networks communicated well with me throughout the course of my assignment.  
Yes

I received performance feedback from XYZ Networks throughout the course of my assignment.  
Yes

Choose a resolution after following up:  
[Resolution in Progress](#) | [Can't Resolve](#) | [Not an Issue](#) | [Resolved](#) | [Escalate](#)

SET ISSUE STATUS  
Resolution in Progress

ASSIGN ISSUE  
 Select a user

ADD ISSUE FOLLOWERS (RECEIVE EMAIL UPDATES)  
 ⓧ

Type in some notes... (required)

Status updated by Eric Gregg

[Update Issue](#)



# Recognize employees who go above-and-beyond

“Shout-out” email notifications help your clients and talent celebrate top service providers.

**Congratulations, Ryen Salo!**

Jennifer Sauselein ([jennifers@integritystaffing.com](mailto:jennifers@integritystaffing.com)) from Integrity Staffing Solutions gave Ryen Salo the following shout out:

**We love Ryen! She goes above and beyond to provide us with the best possible experience. If we could clone her, we would.**

**Reporting Units:** Brand: Inavero  
Business Unit: Staffing  
Account Manager: Ryen Salo

**Tags:** None

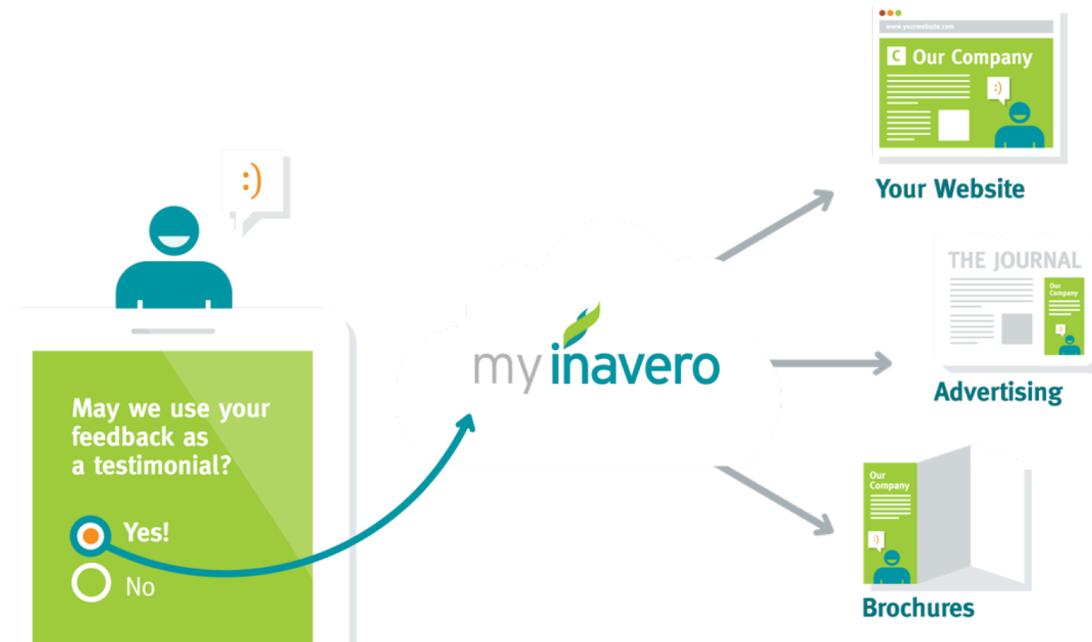
**Survey Type:** Client

---

**Why am I getting this email?**  
Your account is configured to send an email every time a **shout out** is received. To change this edit your Notification settings under the Account tab.



# Push out your testimonials in sales & marketing



# Differentiate your marketing & business development efforts with Best of Staffing®

## What I used to say:

*Lauren is great. She's smart, friendly, responsive and one of our best senior account managers.*

## What I say now:

Client Rating  
★★★★★  
4.6 Based on 53 reviews



Lauren

## What our clients say...

*"Lauren was very helpful with our first-time experience and Inavero did everything they said they would."*

*"Lauren has been amazing and easy to work with."*

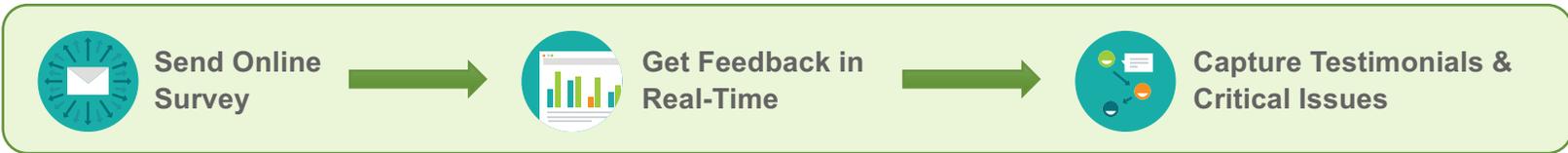
*"Lauren is awesome and has an excellent approach to client service! Due to our database, I tend to have a lot of challenges in generating lists for the surveys. She is always more than accommodating and I can't thank her enough!"*





# How it Works: The Award

# How Best of Staffing® works...



## INTERNAL PATH



Get real-time email alerts

Hold team accountable – manage issues through resolution (assign, update, track)



Retain key accounts and celebrate super star employees internally

## EXTERNAL PATH

Earn Best of Staffing® Award



Tell your story with star ratings and testimonials on [ClearlyRated.com](https://www.clearlyrated.com)



Winners market their award to increase interest among buyers, job seekers, and peers



# We validate your data



To determine if you've earned the 2019 Best of Staffing Award you need:

20% response rate AND 15 responses per brand



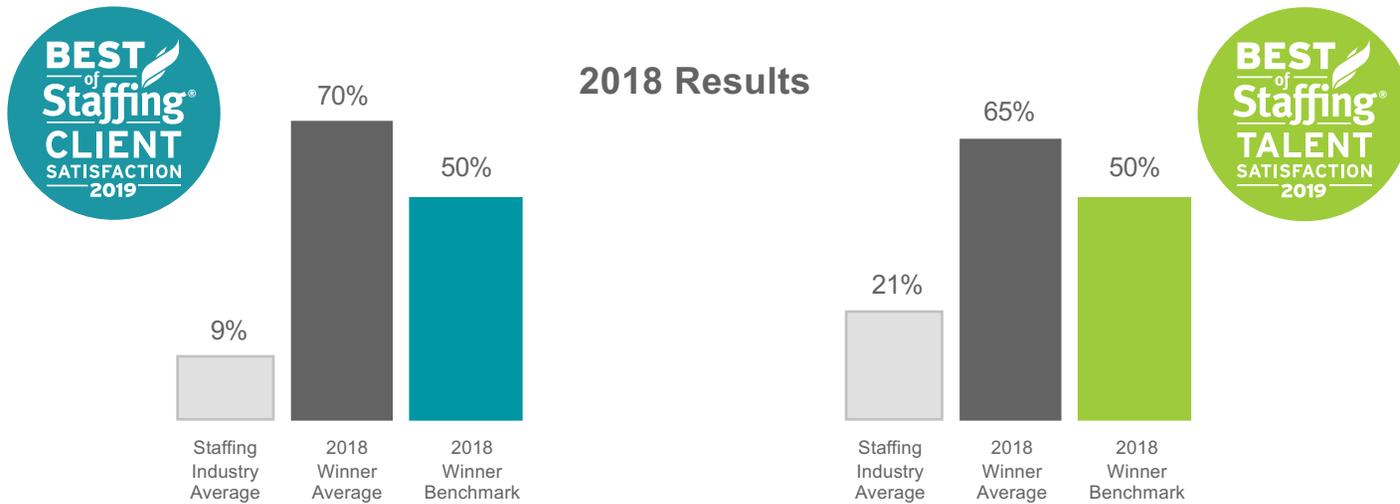
**OR**

250 total responses

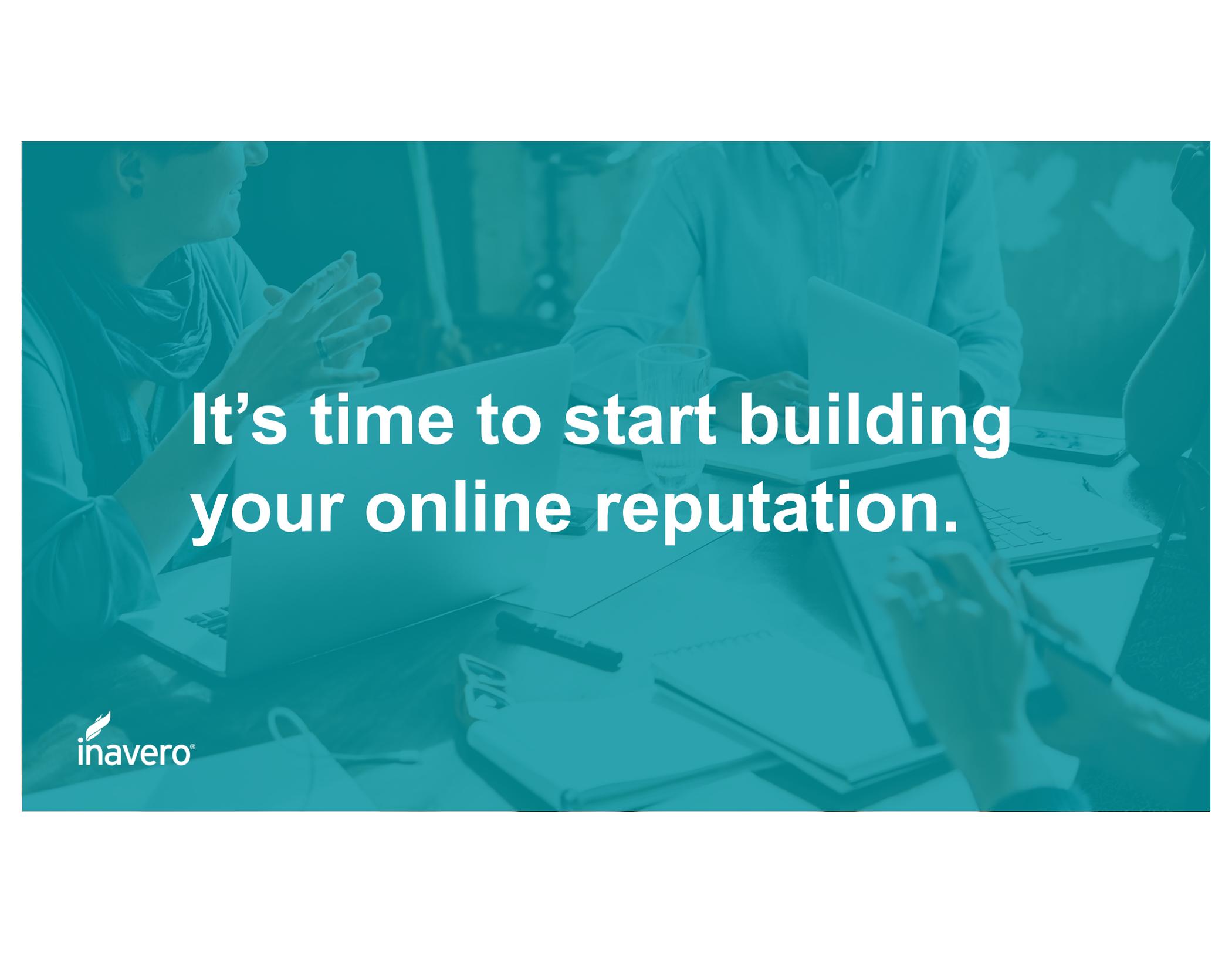


Measure client and talent satisfaction.  
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# Inavero awards staffing firms that provide the best service



Measure client and talent satisfaction.  
Build online reputation.  
Differentiate on service quality.



**It's time to start building  
your online reputation.**

**inavero**<sup>®</sup>

# 5 reasons you should start your online reputation management strategy tomorrow

## UNDERSTANDING ONLINE STAR RATINGS:



1. Getting positive reviews published after you have negative reviews is harder.
2. **1 in 4** of your job candidates are utilizing them as part of their vetting process.
3. **1 in 4** clients who search for your firm online also read reviews.
4. Both are significantly higher amongst Generation Y.
5. Google **LOVES** online reviews.

Need  
more  
proof?

**Anywhere Staffing | find better job | advance car...**

[www.Anywhere Staffing.com](http://www.Anywhere Staffing.com)  
Internet employment resource center representing direct hire and temporary employees.  
1.9 ★★★★★ 9 Google reviews · Write a review

- Portland, OR Office**  
Anywhere Staffing Agency - Portland, OR Office. The ...
  - Executive Assistant Jobs in ...**  
Executive Assistant Jobs in Portland, OR at Anywhere
  - Career Search**  
Use Our Advanced Search Engine to search our Career database ...
  - Local [redacted] office**  
Your call will automatically ring through to the Anywhere office...
  - Administrative Jobs in Portla...**  
Administrative Jobs in Portland, OR a Anywhere Anywhere is...
  - Career Seekers**  
Anywhere Logo Career Seekers Employer Center Apply Today ...
- [More results from www.Anywhere Staffing.com](#)

**Anywhere Staffing Agency- Southwest Portland ... - Yelp**

[www.yelp.com](http://www.yelp.com) > Professional Services > Employment Agencies > Yelp, Inc. >  
★★★★★ Rating: 1 - 4 reviews  
4 Reviews of Anywhere Staffing Agency ; "I used Anywhere a few years ago when I had just moved back from college and was looking for a job. After going ...

**Anywhere jobs at Careerbuilder.com**

[www.careerbuilder.com/Jobs/Company/.../](http://www.careerbuilder.com/Jobs/Company/.../) CareerBuilder >  
Anywhere is now hiring for 1498 jobs. Click to see additional information about this company and recommended jobs.

**Anywhere Employment Services | LinkedIn**

[www.linkedin.com/company/.../](http://www.linkedin.com/company/.../) LinkedIn >  
Anywhere Employment Services is a full-service employment company. Founded in 1964 and committed to building client for life relationships, Anywhere

**Anywhere Careers and Employment | Indeed.com**

[www.indeed.com/cmp/.../](http://www.indeed.com/cmp/.../) Indeed.com >  
★★★★★ Rating: 3.7 - 442 reviews  
Research and review Anywhere jobs. Learn more about a career with Anywhere, including all recent jobs, hiring trends, salaries, work environment and more.

**Anywhere Staffing Services** Follow

**Recent posts**

Two Great Email Tips for Job Seekers from Anywhere [redacted] 30 minutes ago




**Anywhere Staffing**

[Directions](#) [Write a review](#)

**Address:** [redacted]  
**Phone:** [redacted]  
**Hours:** Open today · 7:30 am – 5:30 pm

**Reviews**  
1.9 ★★★★★ 9 Google reviews

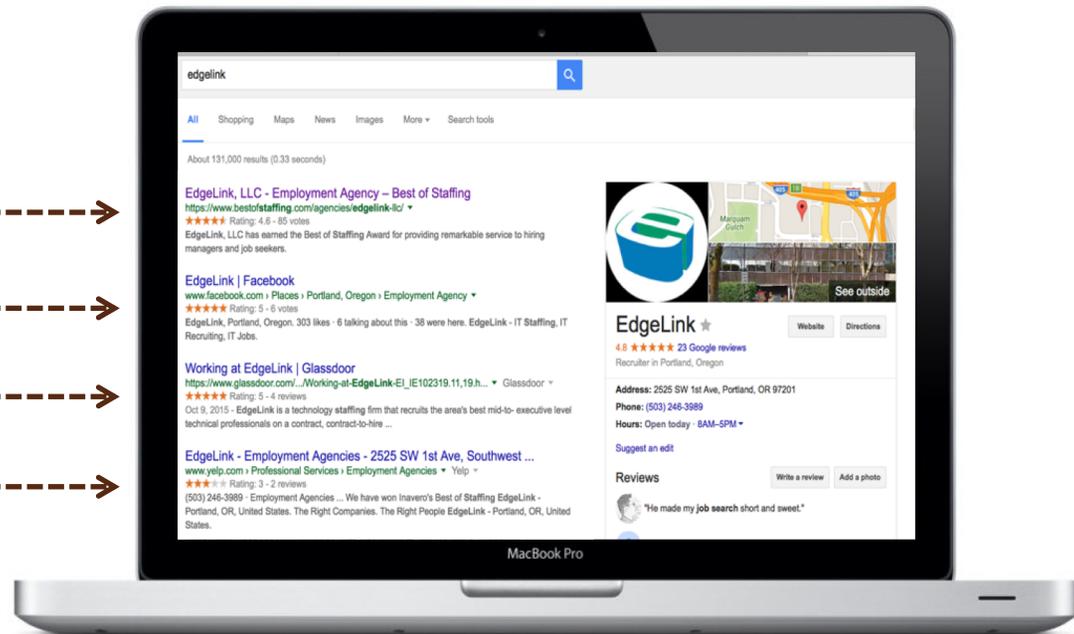
**More reviews:** [insiderpages.com](#), [citysearch.com](#), [zip.pro](#)

**People also search for**



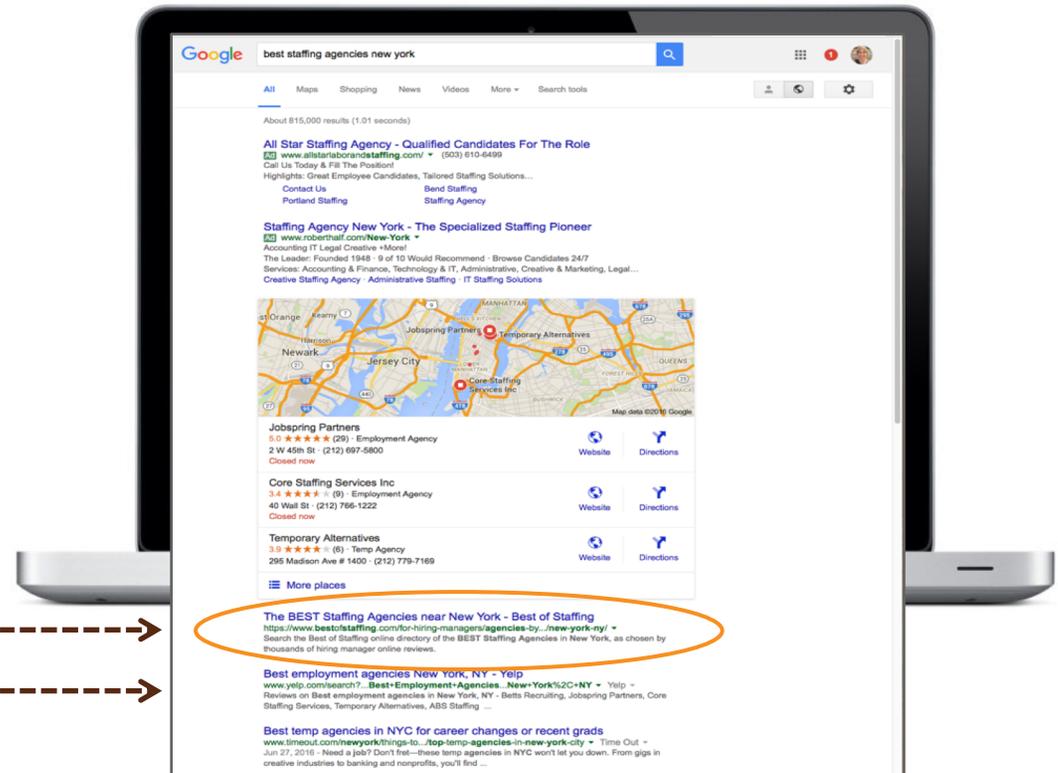

# Stars in your agency specific Google search

-  85 votes →
-  6 votes →
-  4 reviews →
-  2 reviews →

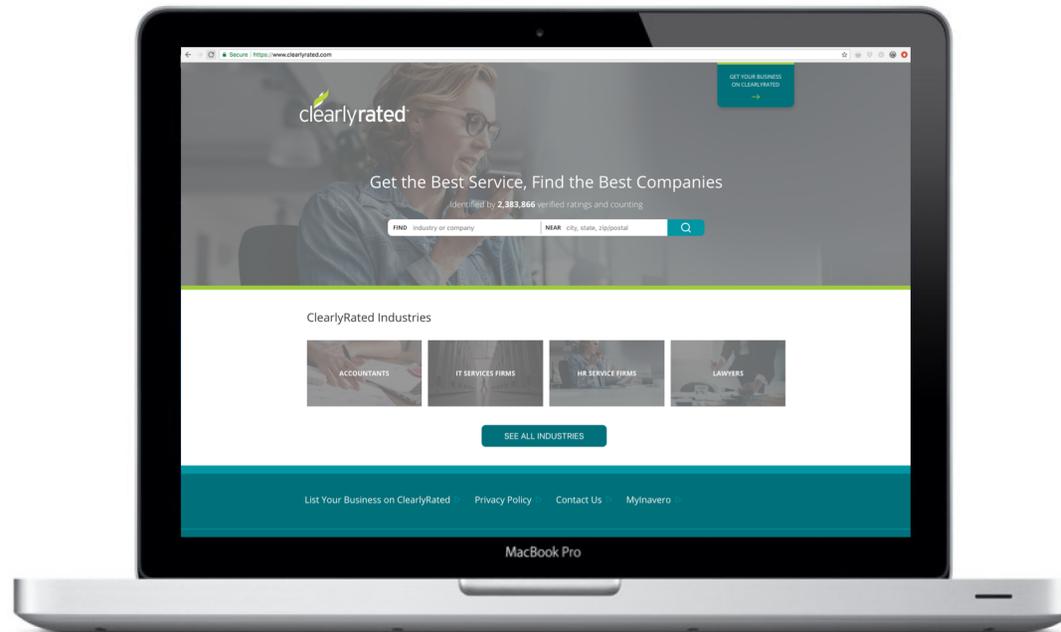


# Organic search pages

For example:  
“Best Staffing Firms New York”



# ClearlyRated.com directs hiring managers & job seekers to you



# ClearlyRated.com gets you positive ratings & testimonials online

The desktop screenshot shows the ClearlyRated.com interface. At the top, there is a search bar with "staffing" entered and a location filter set to "NEAR 97219". A button in the top right corner says "GET YOUR BUSINESS ON CLEARLYRATED". Below the search bar, the results are titled "Results for staffing near Portland, OR" and are sorted by "best match".

The first result is for "Your Company Name" in Portland, OR. It features a 4.5-star rating based on 154 client ratings. The address is listed as "522 SW 5th Avenue Suite 600, Portland OR 97204". To the right of the company name, there is a "COMPANY RATING AND AWARDS" section showing a 4.0 star rating based on 612 ratings from 300 clients. This section includes several award icons: "BEST Staffing CLIENT" (blue), "BEST Staffing TALENT" (green), and "BEST Staffing" (grey).

A map to the right of the company details shows the location marked with a blue 'A' and other nearby locations marked with letters B, C, D, E, and F. A second result for "A Competitor's Name" is partially visible below, showing a 4.0 star rating.

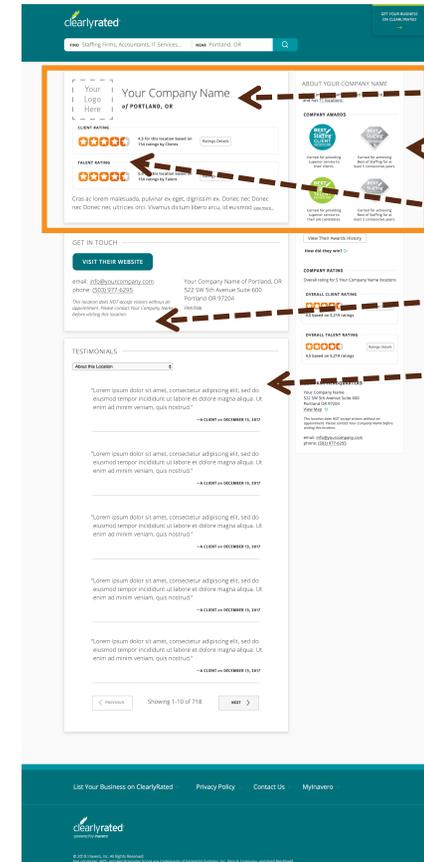
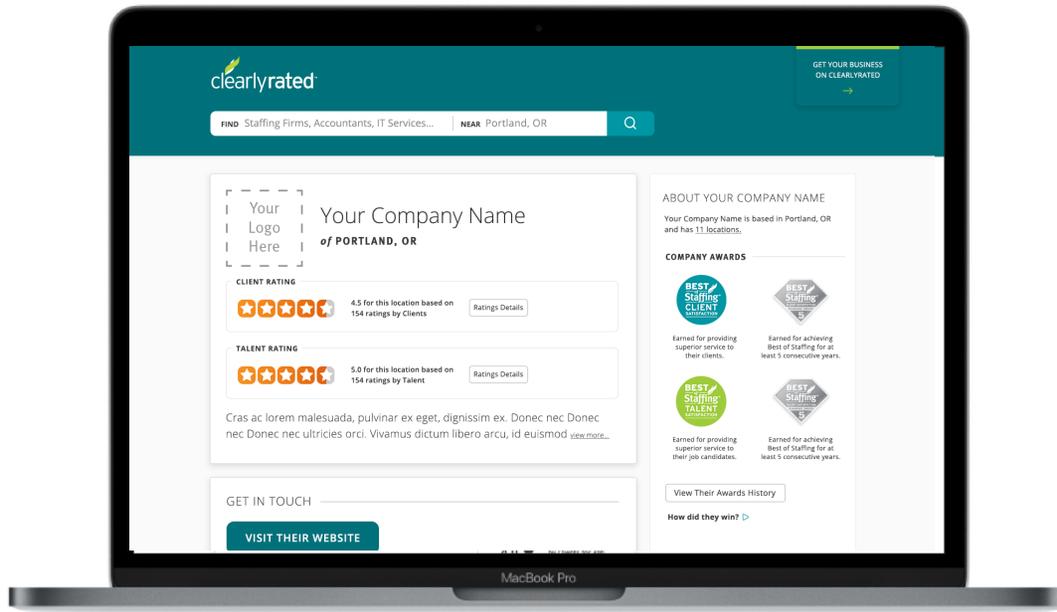
The mobile app screenshot displays the same search results as the desktop version, but in a vertical, mobile-optimized layout. The search bar at the top shows "staffing" and "97219". The results are titled "Results for staffing near Portland, Oregon 97219" and sorted by "best match".

The first result is for "Your Company Name" in Portland, OR, featuring a 4.5-star rating based on 154 client ratings. The "COMPANY RATING AND AWARDS" section shows a 4.0 star rating based on 612 ratings from 300 clients, with award icons for "BEST Staffing CLIENT", "BEST Staffing TALENT", and "BEST Staffing".

The second result is for "A Competitor's Name" in Portland, OR, with a 4.5-star rating based on 154 client ratings.



# Your ClearlyRated.com Profile Page



Location-Specific

Award History

Star Ratings

Contact Info

Testimonials



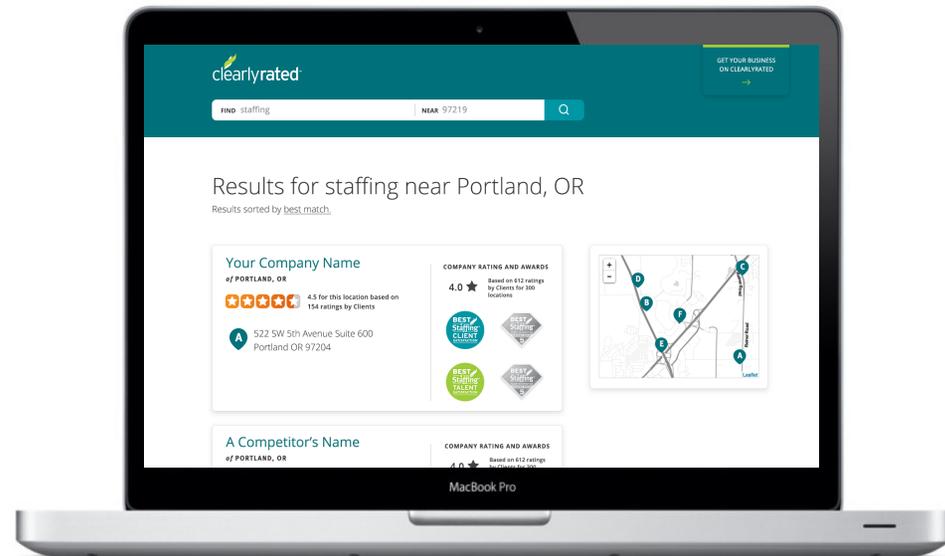
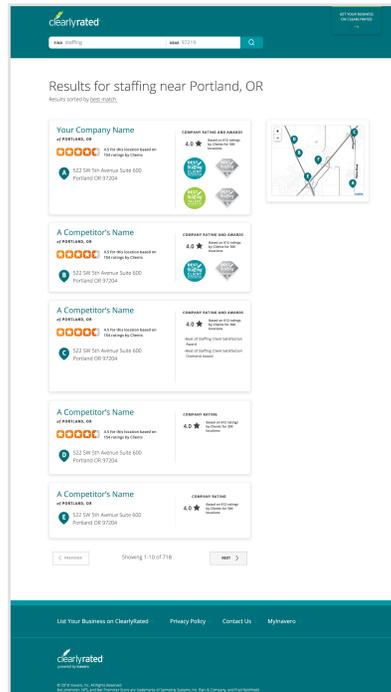
**Amplify the voices  
of your clients and  
talent.**



Best of Staffing® winners link back to their profile page:

- On their website – **62%**
- On social media – **54%**
- In their email signatures – **51%**
- In press releases – **36%**
- In job postings – **28%**
- On online review sites – **25%**

# ClearlyRated.com gets you better online search results





**What are the benefits?**

# What are the benefits?

## Measure satisfaction.

- Uncover client and talent NPS® at the branch, AM, and recruiter-level.
- Easily identify and efficiently address client and candidate service issues.
- Gather testimonials and shoutouts from clients and talent who love you.

## Build online reputation.

- Build “Google juice” and SEO points with a survey-fueled profile on ClearlyRated.com.
- Star ratings and testimonials from clients and talent populate on your firm’s ClearlyRated.com profile.
- Get found by prospects and candidates in your area, empower clients and talent to help tell your story of service excellence.

## Differentiate on service quality.

- Stand out from the competition with star ratings and testimonials on ClearlyRated.com.
- Eligible firms win the 2019 Best of Staffing award and can credibly validate their differentiation.
- Best of Staffing winners receive marketing resources from Inavero to help showcase their service excellence.



# What are the benefits?

	Basic	Premium	Plus	Enterprise
NPS® Drivers Satisfaction Survey (Up to 8 questions)	✓	✓	✓	✓
Real-time access to survey results	Anonymous Responses	Full Access	Full Access	Full Access
Access to captured testimonials & ShoutOuts (Internal Recognition)		✓	✓	✓
Get real-time email alerts to identify service issues		✓	✓	✓
Issue resolution tracking			✓	✓
Get NPS® and response rate by office, account managers, and/or recruiters.			✓	✓
Get NPS by client company			✓	✓
Additional questions (up to 10 total)				✓
ClearlyRated.com Directory, Profile Page	✓	✓	✓	✓
ClearlyRated.com Directory, Branch location search	1 location	1 location	All Registered Locations	All Registered Locations
ClearlyRated.com Directory, Sector Search	1 sector	1 sector	3 sector	Unlimited Sectors
Best of Staffing Marketing Guide • Social Media tools • Press release template		✓	✓	✓
 Award logo		✓	✓	✓

Winner Resources



# Competition Rules

- Regardless of intent, do not take survey on behalf of your clients or talent.
- Regardless of intent, do not survey internal employees.
- Regardless of intent, never tell your clients and talent your survey is to qualify you for a competition.
- Regardless of intent, do not remove any clients or talent from your list.
- Regardless of intent, do not use the award logo without permission.
- Regardless of intent, surveys may not be completed on a computer that is owned or under the control of your company.



## Key dates to remember...

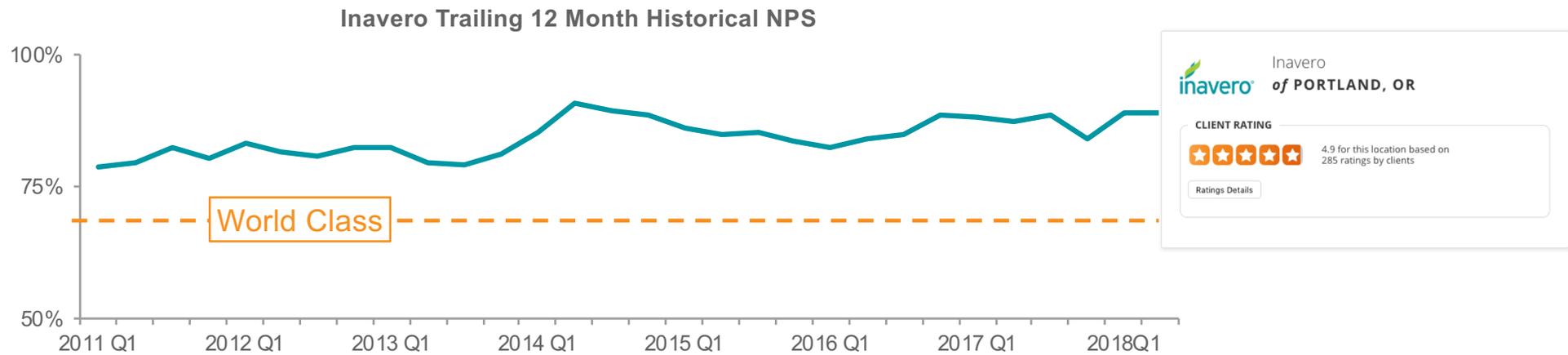
- Sign-up deadline is **October 18th**
- Contact list due – November 7th
- Initial Send – Week of December 3rd

**2019 Best of Staffing Award winners announcement  
February 2019**



Measure client and talent satisfaction.  
Build online reputation.  
Differentiate on service quality.

# We practice what we preach!



*“Exceptional program, trustworthy data, validated results, and wonderful service from account reps.”*

**Staci Johnson**  
Roth Staffing

*“Great product that continues to evolve, and the entire Inavero team, at every level, certainly walks the talk.”*

**Karen Waldrop**  
Staffmark

*“It helps to tell our story as a vendor and show the improvements we have made in our business based.”*

**Wendy Kennah**  
Procom



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additional testimonials from Inavero clients at [ClearlyRated.com](https://clearlyrated.com)



## Questions?

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