

## Temporary Help Screening Worksheet

Before you call the temporary help agency, ask yourself what you need.

- ◇ Do you need a last-minute fill-in for an absent employee?
- ◇ How long will you need the temporary? If the need is long term, estimate the length of time.
- ◇ What hours will the temporary need to work?
- ◇ What particular skills will your temporary worker need to have? Consider:
  - specific computer and software skills
  - public contact skills (in person or on the phone)

Once you know what you need, pick a few agencies from the phone book and assess their:

- ◇ responsiveness and professionalism
  - how many times did the phone ring before it was answered?
  - was the person courteous and helpful?
  - did the person ask meaningful questions, give you clear answers to your questions, and make sure you were fully informed?
- ◇ ability to meet your needs
  - does the firm specialize in placing the kinds of workers you need?
  - does the firm have workers in your geographic location?
  - what customer service and satisfaction features does the firm have?
  - are the agency's rates competitive for the kind of worker you need?

After you've called a few agencies and have narrowed your selection to a few possibilities, make an appointment to visit those agencies to discuss more specifically what you need. When you visit, be sure to cover the following points:

- ◇ How are temporary workers tested and screened?
- ◇ What benefits are offered to workers (better benefits attract better workers)?
- ◇ Pricing information:
  - what are the billing rates?
  - how long are billing rates effective?
  - how are workers categorized into skill levels and corresponding pay rates?
- ◇ Payment information
  - what methods of payment are acceptable?
  - when is payment due for the services provided?
  - what billing methods are used?
- ◇ If you want to permanently hire the temp worker, how much you will have to pay the temporary agency?
- ◇ Does the agency carry workers' comp, liability insurance, and errors and omission insurance?
- ◇ Are employees and workers bonded?

After you have collected this information, you should be able to make a more informed decision about which agency will be able to help you. In making your decision, be sure to:

- ◇ check the agency's references
- ◇ contact the Better Business Bureau and Chamber of Commerce for information on the agencies
- ◇ check with other business owners and colleagues