# CHECKLIST

# TEMPORARY HELP AGENCY SCREENING

**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 o 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 specialise 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 are workers categorised into skill levels and corresponding pay rates?
* Payment information
* What methods of payment are acceptable?
* When is payment due for the services provided?
* 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