

Five Star Employer Assessment

"A problem well-stated is a problem half-solved." ~Charles Kettering

		<i>The Five Star Employer Attraction Quiz</i>	
<input type="checkbox"/>	<input type="checkbox"/>	1.	We put employees first, customers second.
<input type="checkbox"/>	<input type="checkbox"/>	2.	Our turnover is at least 20% less than our industry's average.
<input type="checkbox"/>	<input type="checkbox"/>	3.	We always look for reasons to recognize people for doing a good job and reward them the way they want to be rewarded.
<input type="checkbox"/>	<input type="checkbox"/>	4.	Our supervisors know their employees' career goals.
<input type="checkbox"/>	<input type="checkbox"/>	5.	We look for reasons to celebrate wins and ours is a fun place to work.
<input type="checkbox"/>	<input type="checkbox"/>	6.	We give our people a great deal of respect by making the time to listen, taking what they say seriously, and implementing their ideas whenever possible.
<input type="checkbox"/>	<input type="checkbox"/>	7.	Many of the people who leave us for employment elsewhere end up coming back to work for us.
<input type="checkbox"/>	<input type="checkbox"/>	8.	We expect a great deal from our people and give them the tools they need to achieve their objectives.
<input type="checkbox"/>	<input type="checkbox"/>	9.	We recognize employees truly are our most important assets.
<input type="checkbox"/>	<input type="checkbox"/>	10.	If we make a hiring mistake, we correct it as quickly as possible.
<i>The Five Star Employer Recruiting Quiz</i>			
<input type="checkbox"/>	<input type="checkbox"/>	1.	It is easy to apply for a job with our organization.
<input type="checkbox"/>	<input type="checkbox"/>	2.	We use a lot of different recruiting methods (signage, print ads, job boards, our website, employee referrals, etc.)
<input type="checkbox"/>	<input type="checkbox"/>	3.	We're always looking for good people, even when we don't need any.
<input type="checkbox"/>	<input type="checkbox"/>	4.	Our employees are our best source of job applicants.
<input type="checkbox"/>	<input type="checkbox"/>	5.	All our locations recruit for all other locations and all our employees know what to do when someone comes in looking for work.
<input type="checkbox"/>	<input type="checkbox"/>	6.	We know where our best employees come from.
<input type="checkbox"/>	<input type="checkbox"/>	7.	We don't allow applicants to take application blanks home.
<input type="checkbox"/>	<input type="checkbox"/>	8.	We know our Unique Selling Points and build our recruiting messages around these strengths.
<input type="checkbox"/>	<input type="checkbox"/>	9.	Our managers have recruiting objectives and are accountable for them.
<input type="checkbox"/>	<input type="checkbox"/>	10.	We know who competes with us for new hires, what they offer that we don't, and what we offer that they don't.

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T	F		<i>The Five Star Employer Selection Quiz</i>
<input type="checkbox"/>	<input type="checkbox"/>	1.	It's hard to get a job with our organization.
<input type="checkbox"/>	<input type="checkbox"/>	2.	We explain our hiring process to job applicants early in the hiring process.
<input type="checkbox"/>	<input type="checkbox"/>	3.	All of our hiring materials are professional and make a good first impression.
<input type="checkbox"/>	<input type="checkbox"/>	4.	We know testing is the most reliable predictor of success on the job.
<input type="checkbox"/>	<input type="checkbox"/>	5.	We test for whatever it takes to succeed in the position (mental and physical capacities, attitudes, personality traits, and/or skills).
<input type="checkbox"/>	<input type="checkbox"/>	6.	We have a structured interview question set and use it.
<input type="checkbox"/>	<input type="checkbox"/>	7.	Our managers have been trained in effective interviewing skills and know the basics of employment law as it applies to questions they can and cannot ask.
<input type="checkbox"/>	<input type="checkbox"/>	8.	We use positioning to control the interview, relax the applicant, and get truthful answers to our questions.
<input type="checkbox"/>	<input type="checkbox"/>	9.	We always check references.
<input type="checkbox"/>	<input type="checkbox"/>	10.	New employees know what will be expected of them before they start.

T	F		<i>The Five Star Employer Retention Quiz</i>
<input type="checkbox"/>	<input type="checkbox"/>	1.	All our managers have had training in employee management and motivation skills.
<input type="checkbox"/>	<input type="checkbox"/>	2.	We hire people who want to do more than the job we hire them for.
<input type="checkbox"/>	<input type="checkbox"/>	3.	We have an excellent orientation program and make sure a new employee's first days on the job are positive experiences.
<input type="checkbox"/>	<input type="checkbox"/>	4.	We take training seriously and offer continuing education as well as training and cross-training opportunities.
<input type="checkbox"/>	<input type="checkbox"/>	5.	We make regular use of Stay Interviews to minimize the use of Exit Interviews.
<input type="checkbox"/>	<input type="checkbox"/>	6.	Our policies and procedures are written for the benefit of employees as well as for the company.
<input type="checkbox"/>	<input type="checkbox"/>	7.	We pay a fair wage and all employees understand what it takes to be promoted as well as when and how merit increases are earned.
<input type="checkbox"/>	<input type="checkbox"/>	8.	We hold our managers responsible for retention.
<input type="checkbox"/>	<input type="checkbox"/>	9.	Performance appraisals are not just a once-a-year event; we make sure people know where they stand at all times.
<input type="checkbox"/>	<input type="checkbox"/>	10.	We manage people the way they want to be managed.