

2008 EBI Quality of Service Questionnaire: ES Employers							
Total Number of Respondents = 13							
Please rate the performance of your employee in:							
	Total		Poor	Satisfactory	Good	Excellent	
Attendance	13	#	0	1	2	10	
		%	0%	8%	15%	77%	
Punctuality	13	#	0	0	0	13	
		%	0%	0%	0%	100%	
Interactions with co-workers	13	#	0	1	6	6	
		%	0%	8%	46%	46%	
Use of break/lunch time	13	#	0	1	5	7	
		%	0%	8%	38%	54%	
Grooming	13	#	0	2	5	6	
		%	0%	15%	38%	46%	
Motivation	13	#	1	2	3	7	
		%	8%	15%	23%	54%	
If applicable, identify goals you'd like to see EBI address with your employee during the next year.							
<i>"Added job tasks for C."</i>							
<i>"Pre-employment training within office setting."</i>							
<i>"Work towards greater confidence in "ownership" of problems/issues. Initiate, solve problem/task independently."</i>							
<i>"To make sure that he focuses on not talking as much."</i>							
<i>"D. has an overall positive attitude and our guests, especially regulars, love him. He has even developed casual relationships with a few. He does an excellent job with the following exceptions: (1) California state law requires that an employee take an unpaid 30 minute rest period if working 6 or more hours. Regal's policy is 35-40 minutes if working 5 hours or more. D. usually works 6 hours or more in the summer and more than 5 hours almost always. He usually takes less than 35 minutes and sometimes less 30. This has been addressed with him and previous job coaches but after an initial crackdown it is usually back to taking shorter breaks. I'd like to see D. consistently follow this policy. Any manager would be willing to instruct D. as to when his 35 minutes are up if he needs help with the time. (2) D needs to work on not taking guests' actions and words too personally. This frequently shows up when guests have outside food."</i>							

<i>D. tells them they cannot bring it in (which is correct) and they usually argue the point. He takes it as a personal attack and feels he is being taken advantage of. Then he remains upset for a time afterward and even may bring it up with subsequent guests, who have no idea what he is referring to. I know this will be a difficult change for him, but I'd like to see if he can be instructed in better ways to cope with his frustrations."</i>							
Comments/Suggestions:							
<i>"S. has quit as of 6/29/08 to pursue educational opportunities. He requested a leave of absence but was denied due to length of absence. However, he is eligible to rehire and is welcome back as long as his availability meets our needs."</i>							
<i>"Office etiquette; grooming/hygiene."</i>							
Please rate the performance of EBI's Job Coach(es) in:				Poor	Satisfactory	Good	Excellent
Professionalism	11	#	0	1	2	8	
		%	0%	9%	18%	73%	
Responsiveness to employee needs	11	#	0	1	2	8	
		%	0%	9%	18%	73%	
Responsiveness to employer questions or concerns	11	#	0	1	1	9	
		%	0%	9%	9%	82%	
Adequacy of time spent at the job site	11	#	0	0	2	9	
		%	0%	0%	18%	82%	
Comments/Suggestions:							
<i>"I work mostly opposite hours of the job coach, so I see her rarely, but everything seems in order."</i>							
<i>"D. does a great job. Very attentive."</i>							
<i>"Good response time for issues."</i>							
<i>"D. is excellent!"</i>							
<i>"D is a <u>great</u> job coach."</i>							
<i>"Coach is accessible and involved, good rapport with employer."</i>							
<i>"I usually work opposite shifts than D. so I see the job coach rarely, but everything seems in order. I did notice once that when it was busier than usual, the job coach was helping D. tear tickets. We do not want this to happen. If any manager or employee sees a line developing at podium, help will be sent. Also D. can radio for help. We have secret shoppers that rate our performance and the job coach, without a name tag, even if she knows the correct procedures, will lose us points on our check."</i>							
How would you rate your experience, overall, with EBI?				Poor	Satisfactory	Good	Excellent
	13	#	0	0	4	9	

		%	0%	0%	31%	69%
			Yes	No		
Have you ever worked with a Supported Employment program before working with EBI?	13	#	3	10		
		%	23%	77%		
What are you most satisfied with about EBI's Supported Employment Program?						
<i>"Recruitment and the opportunity to see how the applicant responds to actual job performance tasks before hiring. Employees tend to be long term."</i>						
<i>"Communication between job coach and myself. I feel that J. and D. have a great relationship that they brought me into. So it's easy to communicate with J. when she is not there."</i>						
<i>"Involvement with employee - C."</i>						
<i>"Job coach's support."</i>						
<i>"Productivity and proficiency of employees and professionalism of job coach."</i>						
<i>"Quality of employee."</i>						
<i>"Having his job coach show up."</i>						
<i>"Very realistic approach to employer needs and employee concerns."</i>						
<i>"Recruitment. Ability to pre-evaluate applicants' performance with an "on-the-job" try-out. Applicants tend to be long term."</i>						
What area(s) do you think EBI needs to improve in?						
<i>"None." (3)</i>						
<i>"Provide EBI referrals with etiquette training prior to starting work."</i>						
Comments/Suggestions:						
<i>"C. is a very nice young lady. We (I) enjoy having her work for JCP."</i>						
<i>"J has been a wonderful addition to our staff. Keep up the good work!"</i>						
<i>"Overall, we've really enjoyed and benefit from the three of them."</i>						