

Client Questions

Questions to ask and answers to get from clients when getting an order. This applies to initial orders as well as new orders received from existing clients.

Relay this information to your recruiter(s) in the form of a work order. Use new work order form.

1. Client description – what does the company do.
2. **Detailed** job description – what does the job entail. Get formal description from client, if possible.
3. Standing - concrete floor, wood, pads provided, how close to people and for how long
4. Stairs – carrying items (how heavy) up and down and how many stairs
5. Lifting - weights, heights, size. Any assistance from other employees or mechanical use (pallet jacks, 2-wheel carts, etc.)
6. Drug test needed - 5-panel or 10-panel
7. Criminal background (state, national) requirements/restrictions - what is allowed and what is not, how many years
8. Drivers License – required and what kind
9. Motor Vehicle Records check required
10. HS/GED or higher education/certificates required
11. Experience needed from employee – check work history
12. Any work related tests required – tape measure, Prove-It testing, provided by client, etc.
13. Physical location, cross streets, on a bus line, how to get to the job
14. Specific activities – anything special about the assignment
15. Interviews required and with whom
16. Resumes required and sent to whom
17. New start procedures for employees (pre-assignment interview)
18. Parking – where, passes required or code for guard shack/gate, cost or free
19. Attire – required by employee (shirt, pants/shorts, shoes, boots-steel toes, safety/PPE's, weather related, etc.) be specific. Provided by client (safety/PPE's, uniforms, etc.), purchased by employee (cost) or reimbursed by client if hired on, etc.
20. Appearance – tattoos and/or piercings, teeth, etc.
21. Language – read, write, speak English, bilingual, other language OK, etc.
22. Hourly wage, shift differential, pay increase at hire-on, etc.
23. Check-in person – who to report to/on-site supervisor. For both employee and recruiter for 1st day check in's, who will report time to recruiter
24. Hours per day (shift), days per week, days off
25. Breaks - paid lunch or not, short breaks and how many
26. Call-in procedures - phone number, contact person both for client and DES.
27. Any benefits available once employee is hired on (insurance, 401-K, PTO, etc.)