



## Description of Services

### General description of company services

- TeleScreen is an exciting concept in automated interviewing. TeleScreen's system is available 24 hours a day, seven days a week. TeleScreen has been in business since 1982 and services companies nationwide.
- TeleScreen is designed to provide employers with as much insight and information as possible in assessing job applicants, current employees and departing employees. Putting the TeleScreen program to work for your company requires very little. There is no special training. All you need is a touch-tone telephone or access to the internet. For a pre-employment interview, each applicant/interviewee will listen to, or read a series of questions concerning previous employment history, past performance, attitudes toward previous employers, ability to get along with others, hospitality, conscientiousness, foul language (cursing/swearing in the workplace), honesty and theft, absenteeism, work ethic, company policy and general attitudes. There are other categories as well. Categories and questions depend on the customer and the industry. TeleScreen provides separate customized interviews for hourly and manager applicants for any industry. Opinion surveys are intended to find out how your employees feel about your company's policies, management, supervisors, training, work hours, wages, benefits, quality of life, etc. Exit interview questions cover reason for departure, opinion of company, attitudes toward company, communication, pay/benefits, etc.
- Applicants/interviewees have five seconds to answer each question by clicking the YES or NO button on the screen or depressing the "1" or "3" button on the telephone key pad. Total interview time varies from 5-12 minutes depending on the type of interview or survey being taken. Questions are asked in random order. The applicant/interviewee is never asked two questions in a row from the same category. This quick, non-verbal method eliminates "response debate time."
- Interview results are available immediately following the completion of each interview, 24 hours a day, 7 days a week. If a manager's applicant flow is not sufficient for his/her restaurant, managers can review "Qualified" applicants through a web based menu by zip code, city, county, etc. Managers can "tag" the status of an applicant from the web based manager menu. Interview results are monitored and tracked for applicants who do not meet your criteria. If an applicant does not meet your criteria and tries to apply again, the applicant will be informed their information is already on file and there is no need to take the interview again. Interview questions comply with all federal and state employment laws. Any new questions are screened by legal counsel to assure compliance.
- Questions are written on a fifth grade comprehension level. Interviews are offered in any language. Each applicant is identified with a number only. TeleScreen never knows who is being interviewed, further eliminating any potential bias. TeleScreen provides a "built-in criteria" (scoring matrix) according to each company's criteria for employment. Based on these criteria, each interview result will reflect whether or not each applicant met those criteria. Pre-employment interviews average around 80 questions. TeleScreen also offers opinion surveys, exit interviews and employee interviews for loss prevention.



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### General description of company services (continued)

- TeleScreen saves our customers time and money by exporting information gathered during the interview process to their HRIS system and various other system/software applications. TeleScreen provides applicant tracking from the time each applicant is hired until such time they are no longer employed with your company. TeleScreen can export each applicant's name, phone number, social security number, position applied for, qualified (met minimum criteria), not qualified (did not meet criteria), etc. This saves our customers duplicate data entry. TeleScreen also imports files from customers. The most popular import by TeleScreen customers is a weekly file of former employees not eligible for re-hire. When an applicant applies that is ineligible for re-hire the TeleScreen system will not allow the applicant to go through the process again and will inform the applicant that their information is already on file.
- TeleScreen has found over the years that approximately 1/3 of all applicants who apply in the hospitality industry do not meet the minimum requirements established by the hospitality industry. This figure applies nationwide regardless of the state or region. By utilizing TeleScreen's on-line and/or telephonic pre-employment interview, our customers talk to only qualified applicants who meet their minimum criteria for employment. Companies see a ROI in different areas. For example, most companies use TeleScreen as the first step in the selection process, prior to the application or one-on-one interview (savings in staff time). Companies also realize a reduction in turnover, training cost, background checks and shrinkage.
- TeleScreen also allows each applicant to attach their resume (optional), or complete an on-line application (optional) once they complete the pre-screening interview. The applicant will be given instructions at the end of the interview based on whether or not the applicant meets your minimum criteria for employment. Some companies inform applicants who do not meet their minimum criteria, "We will contact you if we are interested in pursuing your application. There is no need for you to visit the location where you applied. Thank you for applying with our company." For those applicants who meet their minimum criteria, most companies inform the applicant of the next step in the selection process.
- TeleScreen's pre-employment instrument shows an applicant's tendencies and assesses each applicant's attitudes as well. TeleScreen will ask each applicant certain questions to find out if the applicant has ever been in certain situations and if so, how they reacted. TeleScreen will also ask hypothetical questions to find out how an applicant will react if ever faced with certain situations as an employee with your company.



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### **TeleScreen uses the following categories for pre-employment interviews**

Social Conformity	measures violent tendencies, sexual harassment, introvert/extrovert, ability to get along with others, senior citizens, different races, etc.
Work History	measures previous employment history, company rules/policies, prior terminations, absenteeism, supervision, etc.
Conscientiousness	measures work ethic, multi-tasking, self confidence, etc.
Hospitality	measures customer service, team player, stress tolerance, patience, etc.
Honesty	theft of money, merchandise or property.
Drug Avoidance	drug testing, attitudes toward drugs, etc.
	Fowl Language, cursing/swearing in the work place.

### **Additional categories addressed in manager pre-employment interviews:**

Management Style	supervisor/employee relations, performance appraisals, stress, tolerance, etc.
Management Receptiveness to Direction	prior performance and attitudes with previous employers, team player, etc.
Company Policy	enforcing of company policies, compliance with company policy, attitudes toward company policy, etc.
General Attitudes/Abilities	work tasks, supervision, responsibility, appearance, etc.
	Leadership, Teamwork & Diversity



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### How most companies in the hospitality industry use TeleScreen

- Most companies in the hospitality industry use TeleScreen as the first step in the selection process. Applicants are given a Career Card with instructions on how to take the interview. The Career Card has a toll free number and web address for accessing the interview. Some companies include the toll free number and web address in their ads for job openings. Applicants call or go on-line to access the automated job hot-line 24/7. Interview results are sent to the hiring authority or to a central location immediately following the completion of each interview. Interview results can be sent to multiple e-mail addresses. Managers can also access interview results on-line, 24/7.
- As each applicant calls the IVR system, TeleScreen will ask the applicant to Press the 1 button for English, Press the 2 button for Spanish, or any language that you may require.
- TeleScreen gives customized greeting and introduction.
- TeleScreen will inform the applicant that their social security number is used for identification purposes only and ask the applicant to enter their social security number. Social security numbers are “masked” when an applicant takes an interview on the web. Once an applicant enters their social security number, only the last four digits are used as a reference. Each applicant's name is provided with the last four digits of the SSN.
- TeleScreen will customize pre-screening questions that include absolute requirements and expectations of the job. After each pre-screening question, applicants will be asked if they are still interested in applying with your company. This saves hiring managers a great amount of time. If the applicant answers the pre-screening questions correctly, the system will ask the applicant to select the position they are applying for.
- At this point, the interview will begin. Throughout the interview TeleScreen will be tracking the applicant's responses based on the “built in” criteria (scoring matrix). At the end of the interview each applicant will be given a message based on whether or not they meet your company's minimum criteria for employment. Applicants who meet your minimum criteria, they will be given the next step in your selection process. Applicants who do not meet your minimum criteria will hear a customized ending message (per your company). For example, “Thank you for applying with our company, a company representative will contact you if we are interested in pursuing your application. Thank you for applying with our company.” Once each job applicant completes the interview, the system will gather any additional information that our customer may require such as the applicant's name, phone number, etc.
- TeleScreen will provide any logic programming such as branching of questions, follow up questions, ending messages, different messages for “qualified” applicants depending on the applicant being qualified for a certain job position.
- Following the completion of each interview, TeleScreen will send each interview result electronically to one or more locations. The information to be sent electronically is entirely up to each customer. TeleScreen understands that there are security and fire wall concerns and has always provided whatever measures necessary to comply in order to protect our customers sensitive information.



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- TeleScreen can generate any type of report that a customer may want. Reports can be generated by department or company. TeleScreen can generate any report for any range of dates by area, district, region or company. TeleScreen can provide certain types of reports on a weekly, monthly, quarterly, semi-annual or annual basis.
- Once an applicant has completed an interview or been disqualified from the pre-screening questions, the applicant will not be allowed back in the system for a certain number of days (to be determined by the customer). An interview tagged incomplete will allow the applicant to call back in using the same social security number and begin the interview with the last question asked prior to the interview being terminated for whatever reason.
- Most TeleScreen customers import an updated list of termed social security numbers to the TeleScreen system on a weekly basis.

### **What are the methods of interview deliveries?**

- TeleScreen interviews are available by telephone, internet or intranet. Interview results can be e-mailed automatically immediately following the completion of each interview. Interview results can be sent to multiple e-mail addresses. Companies may choose to allow applicants to apply by telephone or on-line. All information from telephone or on-line interviews will be maintained on one server using the same database.

### **How are interviews interpreted? What are their accuracies?**

- TeleScreen pre-employment interviews for the hospitality industry have a “built in” criteria. This criteria may be customized by each customer to assure specific needs are being met. Interview results are available in different formats. If interview results remain in the human resources department, any authorized person in human resources may have access to the entire interview results from their computer screen at their desk. If interview results are e-mailed outside of the human resources department, some companies only have the applicant's name, phone number and “PROCEED” or “DO NOT PROCEED”. TeleScreen's reliability is measured through test/re-test. This is when individuals go through the TeleScreen process and a short time later, the same individuals go through the process again. In five additional studies (Franks; 1997, 1999, 2002, 2003 & 2004), TeleScreen's reliability scores remained high and range from .87 to .95. The validity and reliability of the TeleScreen instrument are consistently high.



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### What are the validations of interviews and have they ever been upheld in a court of law?

- Over the years TeleScreen's psychologist, Dr. Melvin E. Franks, PhD., has conducted numerous validity and reliability studies. TeleScreen has been administering automated interviews since November 16, 1983. TeleScreen services thousands of locations and has customers in practically every state in the United States. TeleScreen has never been challenged in court. Furthermore, TeleScreen has never been sued or had a written complaint. At the end of 2004 and beginning of 2005, one of our customers was audited by the Department of Labor. TeleScreen's customer was the Grand Casino– Biloxi. The Grand Casino-Biloxi asked us to send copies of questions, validity and reliability studies among other materials in case they were requested by the Department of Labor. In the beginning, Grand Casino-Biloxi did not know if it would be an on-site audit. The Department of Labor decided on an on-site audit. Grand Casino–Biloxi's entire selection process was audited including TeleScreen. TeleScreen's process, questions, studies and collateral materials were all made part of the audit. The audit was completed and TeleScreen has never been contacted by the Department of Labor. We did receive a call from the Vice President of Human Resources thanking us for all of the information we provided. Everything was in order and there were no issues with the TeleScreen process.

### What accommodations are provided for persons with disabilities?

- TeleScreen accommodates anyone with a disability by asking each question to the applicant and someone else physically keys their responses in.

### Does TeleScreen's system have the ability to communicate with other HR software applications?

- TeleScreen has communicated with other systems and exported fields (information) to other software applications for years. For example, TeleScreen communicates with Lawson, AS400 and others. Some TeleScreen customers require TeleScreen to upload information directly to their database on their mainframe. TeleScreen also exports data to applicant tracking systems and HRIS systems. TeleScreen can communicate with any system or software application. The only thing TeleScreen needs is the format required to receive the information.

### Opinion Surveys/Employment Satisfaction Surveys

- Improve organizational effectiveness by monitoring employee opinion and attitudes.
- By utilizing TeleScreen's automated opinion survey, you can:
  - Measure the level of employee satisfaction and morale within the company.
  - Based on survey results, make timely changes.
  - Observe common denominators
- Determining why your employees are dissatisfied can assist you in taking action to positively impact turnover and employee satisfaction.



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- Opinion Surveys cover the following categories – Training and Development, Benefits/Compensation, Work Environment/Treatment, Quality of Life, Supervision, Performance Management, Image/Pride in Company, etc.
- Categories for Opinion Surveys vary by company. TeleScreen has many surveys to choose from and TeleScreen will customize any survey to meet your company's needs.

### Exit Interviews

- Two of the main reasons employees voluntarily leave a company is dissatisfaction with the company or their job. Departing employees can help you increase employee retention. Every departing employee has valuable information. Exit interviews will help you understand turnover in your company.
- Exit Interview Categories - Reason for Departure, Overall Company, Advancement, Treatment, Assets Recovery, Attitudes Toward Supervisors, Training & Development, Management, Pay/Benefits, etc. Categories for Exit Interviews vary by company. TeleScreen will customize any exit interview to meet your company's needs.