UNIFOCUS

STAFFScope

Survey Solutions

Improve employee perceptions and sustain loyalty.

UniFocus' employee engagement tool, STAFFScope, helps management understand staff perceptions enabling them to act on critical factors that lead to increased and sustained employee loyalty. A highly engaged staff increases the guest's likelihood to recommend and return, and business is more profitable.

Employee attitudes correlate with customer satisfaction.

Employee satisfaction data is gathered and analyzed allowing you to affect positive change that re-engages your staff for improved performance and loyalty. This knowledge, combined with customer feedback, creates a solid base for improving guest satisfaction.

Positive actions; greater impact.

Executives can now clearly monitor the success of goals and link the positive impact on the customer's experience by utilizing feedback systems for both the staff and guest. Identifying key opportunities provides solutions and clearly defined actionable intelligence which allows you to initiate practices that get your employees engaged.

View results, increase potential.

Dashboard reporting provides a window into employee attitudes and levels of satisfaction. Reporting helps target key issues that impact staff attitudes and reduce turnover, provides a basis for increasing employee potential, and assists in setting goals and action planning.

Take your pulse.

Managers need more accurate and dependable metrics than just annual/semi-annual surveys when determining whether engagement initiatives are effective. With mobile pulse surveys, annual baselines are supplemented with consistent periodic engagement measurements for a clear view into the heartbeat of your employees.

UniFocus' industry-leading survey technologies link service standards to employee and guest perceptions, delivering accurate and actionable solutions for any service industry business. Our surveys ask the right questions, honed from years of industry expertise, to provide the insights you need to drive your top line.

Solutions... not just software

UniFocus | 2455 McIver Lane | Carrollton, TX 75006 | 972.512.5000 | unifocus.com