

MONGIELLO TEAM SURVEY



The Inn of the Patriots

Bed & Breakfast

Home of the Presidential
Culinary Museum

Please circle the letter of the response you believe most accurately applies to the company, hotel and your team efforts. There is no need to put your name on this paper as we are only interested in having team members be able to express themselves and help our management and leadership become better, more coaching and more mentoring.

All really good leadership should expose and open itself up to suggestions, review of it's management practices and what the team members think of the coaches.

1. The managers and people who supervise me:

- a) Many more good habits than bad
- b) More good habits than bad
- c) Same number of good and bad work habits
- d) More bad habits than good
- e) Many more bad habits than good

2. My co-workers set examples that:

- a) Greatly discourages me from working hard
- b) Somewhat discourages me from working hard
- c) Has little effect on me
- d) Somewhat encourages me to work hard
- e) Greatly encourages me to work hard

3. How well is your effort and hard work noticed and recognized:

- a) Hard work seems very worthwhile
- b) Hard work seems fairly worthwhile
- c) Hard work seems worthwhile
- d) Hard work hardly seems worthwhile
- e) Hard work seems almost worthless

4. Do you ever feel you'd be better off working in another company?

- a) I almost always feel this way
- b) I frequently feel this way
- c) I occasionally feel this way
- d) I seldom feel this way
- e) I never feel this way

5. The manner in which you are supervised by your managers:

- a) Discourages me from doing my best
- b) Tends to discourage me from doing my best
- c) Makes little difference
- d) Slightly encourages me to do my best
- e) Greatly encourages me to do my best

6. My manager/supervisor lets me know when I am doing a good job.

- a) Almost never
- b) Seldom
- c) Sometimes
- d) Quite often
- e) Very often

7. In my work group/on my shift there is:

- a) A high degree of cooperation and teamwork
- b) Good cooperation and teamwork
- c) Some cooperation and teamwork
- d) Little cooperation and teamwork
- e) Almost no cooperation and teamwork

8. For the work I do, my compensation and pay is:

- a) Much worse than can be expected in this industry
- b) Not as good as can be expected in this industry
- c) Neither good nor poor
- d) As good as can be expected in this industry
- e) Better than can be expected in this industry

9. The equipment we work with is in good working condition:

- a) Never
- b) Seldom
- c) Sometimes
- d) Frequently
- e) Usually

10. Products and supplies I need to perform my job are:

- a) Nearly always available
- b) Frequently available
- c) Available sometimes
- d) Frequently unavailable
- e) Nearly always unavailable

11. The treatment of teammates is consistent.

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

12. The way our work group gets along and cooperates with workers in other parts of the company can best be described as:

- a) Very poor
- b) Poor
- c) Neither good nor poor
- d) Good
- e) Very good

13. Respect for rules and standard operating procedures by teammates is:

- a) Very high
- b) High
- c) Neither high nor low
- d) Low
- e) Very low

14. The way supplies and products are currently handled and used:

- a) Frequently saves the company money
- b) Sometimes saves the company money
- c) Neither saves the company money nor costs the company extra money
- d) Sometimes costs the company extra money
- e) Frequently costs the company extra money

15. I'm constantly in the dark about what's going on in the company.

- a) Almost always
- b) Frequently
- c) Sometimes
- d) Seldom
- e) Almost never

16. Tardiness and absenteeism are handled fairly.

- a) Usually
- b) Frequently
- c) Sometimes
- d) Seldom
- e) Almost never

17. The managers and the owner(s) of this company are making strong efforts toward improving the organization.

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

18. Teammates are consulted about changes that directly affect the work they do.

- a) Never
- b) Seldom
- c) Sometimes
- d) Frequently
- e) Always

19. Training I have received on how to do my job has been:

- a) Very poor
- b) Relatively poor
- c) Neither good nor poor
- d) Reasonably good
- e) Very good

20. Safety in the company receives adequate attention.

- a) Usually
- b) Frequently
- c) Sometimes
- d) Seldom
- e) Almost never

21. Our company's level of productivity:

- a) Is very high
- b) Is high
- c) Is average
- d) Is low
- e) Is very low

22. When it comes to taking care of our customers, I believe:

- a) Teammates are working their very hardest to provide quality customer service
- b) Teammates are working hard to provide quality customer service
- c) Teammates are doing okay
- d) Teammates are giving less than their best to provide quality customer service
- e) Teammates are giving far less than their best to provide quality customer service

23. We have a good channel of communication for when we have problems.

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

24. The owner(s) of the B & B care about their teammates.

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

25. How comfortable would you feel bringing a problem or concern directly to the attention of the owner(s) of the company?

- a) Completely comfortable
- b) Very comfortable
- c) Comfortable
- d) Uncomfortable
- e) Very uncomfortable

26. The owner(s) of the company keep us informed about the things that are important to us and/or that directly affect us.

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

27. The process of performance appraisal we use works well.

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

28. If I had a friend looking for a job, I would recommend this company as a place to work.

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

Thank you for completing this survey!

You may have something that you would like to express that we didn't cover in the survey. If so, please use the space provided below or use the reverse side. Just remember, don't sign your name. And don't forget, some day you will be a manager leading many people and responsible to all of them and their comments all about you and everything you do and

Teammate Survey - continued

don't do. If you would like a copy of this form for your own use, we can provide it free of charge to you.
