

Would the REAL President & CEO of TempWorks Please Stand Up?

The internet and social media are funny. Sometimes in both the literal and figurative sense. Such was the case as I happened upon a post penned by the President & CEO of TempWorks Management Services, Inc. entitled *Got a Dream? We Cater to Staffing Start-ups*.

You *cater* to staffing start-ups? That's what it says right there in the title. President & CEO David Dourgarian offers as his opening line "*One of the most exciting parts of my job is also the most satisfying: helping start-up staffing companies grow, profit, and become success stories.*"

I wonder: if he was in a room with only two attorneys, a client suing his company and a court reporter present - instead of on social media trying to sell his product - what would his attitude be toward staffing start-ups?

I wonder how he might define a start-up?

*(Attorney, speaking to David Dourgarian): We will take a look at Exhibit 3. Admit that 180 Personnel was a start-up staffing agency. **You deny on the basis that the phrase start-up is vague and ambiguous and not subject to reasonable interpretation.** Do you still stand by your answer in this request or do you stand by your testimony that you just gave me?*

(David Dourgarian): I stand by my answer.

But, hey, you don't have to be able to define them to cater to them. After all, helping start-ups grow, profit and become success stories is the most exciting and satisfying part of your job! With that passion and dedication, you must be really, really good at it!

(David Dourgarian): I sign a fair number of contracts with companies that were simply never presented with someone to employ. I mean, too many to count almost. Nine out of ten agreements we sign with customers do not result in the placement of a staff consultant. That's the nature of working with start-ups.

Huh? Only 1 out of 10 place **a single** temporary employee? Surely that must be an erroneous statement. After all, this is the most satisfying part of your job. You have to have a better success rate than 10%, don't you? That really must hurt you. I'm sure you have a spoken compassion for these people chasing their dreams, right?

(David Dourgarian): During the course of my career I have factored or provided or executed affiliate contracts with more than 200 staffing agencies. Virtually every one of them comes to me with the same story. They worked for a national staffing company. They had a book of business supposedly. And they wish to walk out the front door of their former employer and establish themselves on their own and procure our services to help with that. As I mention previously in my testimony, while nearly every single one of my customers in the entire history of my business comes to me with such a story, I only end up with one in ten that go anywhere.

Well, nature of working with these stupid start-ups. But that one agency that is about to realize their dream and is ready to place the first temporary employee, you must absolutely share in the unbridled emotion of that experience, right? After all, this is the most satisfying part of your job! I'm sure, then, that it must be absolutely devastating for you to see anything happen that might destroy your client's dream?

(Attorney) When Mr. Stemm is trying to make sure that everything is set to go on Monday, is it understandable that he was going to get a little upset to find out that it wasn't going to happen?

(Dourgarian) You are asking me if it is understandable if Mr. Stemm became upset if he found out it wasn't going to happen?

(Attorney) I am.

(Dourgarian) I'm a poor judge of human emotion. I have no idea how he was supposed to feel.

Well, it is hard to say how a person who is watching their dreams get crushed might feel in that scenario. But you'd be there to, at a minimum, take a phone call to tell them why TempWorks crushed their dreams, wouldn't you?

(Dourgarian) I have no idea. He wasn't -- I wasn't taking his calls. But he left -- sorry. He left missed calls for me three or four times that morning.

(Attorney) He had people going out on Monday

(Dourgarian) I have no idea what he had. I didn't take any of the calls

(Attorney) It didn't matter to you?

(Dourgarian) No.

Well, work time is awfully busy for a CEO. But you would make sure *somebody* in your organization, at least, told your strategic partner why you were walking away from your contractual obligations half way through the last business day before the first temps were going out, right?

(Attorney) Did anyone ever tell him what it was?

(Dourgarian) Probably not

(Attorney) Why not?

(Dourgarian) We were busy with other clients.

(Attorney) Too busy for Mr. Stemm?

(Dourgarian) Yes

(Attorney) Again, the company didn't think they owed him an explanation?

(Dourgarian) No we didn't.
(Attorney) Do you still think that?
(Dourgarian) Yes.

I'm confused. You cater to start-ups, even though you aren't certain how to reasonably interpret the term 'start-up'. Taking start-ups to profitability and beyond is the most exciting and rewarding part of your job, but you only have a 10% success rate. Working with start-ups is the most rewarding part of your job, yet you mock them and their dream when they come to you for help. You secure that 1 agency in 10 who is actually about the place a temporary, and you tell them you've decided that you aren't going to help them and you won't even tell them why. Hell, you won't even ask anyone else to tell them why.

Why on earth would you pen a post on LinkedIn that says you cater to start-ups and how much you enjoy doing it? Do you not think that what you put on social media needs to be, at least, somewhat honest and trustworthy?

(Dourgarian) What says that?
(Attorney) Your LinkedIn account
(Dourgarian) Well, it is, like other things on the internet, not entirely accurate.
(Attorney) You're in charge of that, aren't you? You can change your own account, right?
(Dourgarian) It is not something I pay very much attention to.

Unfortunately for you and your business, Mr. Dourgarian, other people do pay attention to it.

You can read the deposition of David Dourgarian in its entirety at bewareoftempworks.com on the LAWSUIT DOCS page.

