

That's a Funny Walk Ya Got There, TempWorks!

I stumbled upon an interesting story on the Facebook page of TempWorks Software recently. The title of the article is **When It Comes to Customer Service We Don't Just Talk the Talk** and offered this sage gem as its opening line:

It's easy to say that you have world class customer service, but when it comes down to it, your actions speak louder than your words.

Indeed they do. That said, testimony given under oath often provides some powerful words. When that testimony is given by President & CEO David Dourgarian, we're offered a much better understanding of the company culture and the guiding principles and values upon which TempWorks navigates their business practices and client relationships.

The following is sworn testimony of David Dourgarian relating to David & Hiba Stemm, LLC v Tempworks Management Services, Inc., Minnesota Court File No: 27-CV-14-958.

(Attorney).....My question is does that refer to the discussion you and I have already had with respect to your right that you perceive under the contract to never approve any employee placements no matter what?

(David Dourgarian).....Correct. I have a right under the contract to never approve a single temporary staff consultant.

Any time we discover that a temporary staffed consultant has a criminal conviction or is unable to provide us with the burden of proof necessary to be legally allowed to work in the United States we do not approve those staff consultants.

(Attorney).....Any other circumstances?

(David Dourgarian).....A myriad. The contract quite simply states that I can use any reason I want to refuse the employment of a staffed consultant. Our power under that language is so broad that i don't personally get involved in these decisions. It is something that Mr. Pugliano would have handled during this particular situation.

Apparently, this extends to the vendors of TempWorks, as well, according to Mr. Dourgarian:

(David Dourgarian).....Direct HR could use, like TempWorks Management Services, any reason it wanted to reject a staff consultant - sorry, in terms of co-employment.

The following is my attorney asking Mr. Dourgarian about the multiple phone calls I placed to TempWorks on Friday. I had one question that I needed an answer to: were the employees being placed the following Monday morning covered under a valid Indiana work comp policy?

(Attorney).....What was Mr. Stemm doing?

(David 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 Monday.

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

(Attorney).....It didn't matter to you?

(David Dourgarian).....No.

On whether or not anyone from TempWorks ever bothered to inform me of their reason(s) for just walking away, even after I had emailed David Dourgarian and COO Mauri Kautzman asking same:

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

(David Dourgarian).....Probably not.

(Attorney).....Why not?

(David Dourgarian).....We were busy with other clients.

(Attorney).....Too busy for Mr. Stemm?

(David Dourgarian).....Yes.

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

(David Dourgarian).....No, we didn't.

(Attorney).....Do you still think that?

(David Dourgarian).....Yes.

(Attorney).....That's because even though he had a contractual relationship with you, you didn't have any duty to ever allow him to do business according to that contract, right?

(David Dourgarian).....Correct.

Indeed, TempWorks. Indeed. When it comes to customer service, you don't just talk the talk. In fact, you walk the walk! And it all starts at the top.

During the sales process, TempWorks certainly talked the talk. But those are just words during the sales process. By TempWorks' own admission and in TempWorks' own words,

It's easy to say that you have world class customer service, but when it comes down to it, your actions speak louder than your words.

Infinitely louder, unfortunately.