

## **Talking Points for Informing Employer of Second (or Third) Survey**

After the sub-grantee delivers the first survey to the employer contact, it will need to monitor the e-mails from COG's vendor to determine if the survey has been completed. The vendor will be sending an e-mail each week to all sub-grantees and grantees listing the survey numbers, in order, of all completed surveys for that week. Sub-grantees will need to monitor the e-mail lists for two weeks after delivering the first survey to determine if a second survey is required. If the survey number does not appear on the list in either week, the sub-grantee should call the employer contact to alert the contact that a second survey is coming. (If a second survey has already been delivered and its number does not appear on the vendor's e-mail for two weeks after the delivery, the sub-grantee must check with the grantee to see if a third survey is required. If so, the same talking points should be used, with the appropriate modification.)

When calling the employer contact, the sub-grantee must make the following points:

- You may recall that I gave you a customer survey when I met with you a few weeks ago.
- The vendor that is conducting the survey for the Department of Labor informed us that your response has not been received.
- I will be mailing you another copy of the survey today.
- I'd appreciate it if you would take a few minutes to complete it. Your feedback is very important to us. It will help us improve the quality of the service we provide to employers.
- Thank you for your assistance.