



# 5 Questions to Ask Before Agreeing to Onsite Staffing

If you manage a floor, a team, or a ton of moving parts—and you're tired of ghosting, no-shows, and reps who disappear mid-shift—this is for you.

## 1 Will they actually be onsite or just “on call”?

If your onsite rep is more like an occasional visitor with a clipboard, that's not onsite staffing. Ask how often they'll physically be on your floor.

## 2 Who's responsible for communication and how often will I hear from them?

You shouldn't be chasing down updates. Clarify who your point person is, how often you'll talk, and what kind of check-ins they provide (hint: weekly emails won't cut it).

## 3 What happens when people no-show or walk off mid-shift?

No staffing plan is perfect, but how they respond to the chaos matters. Ask what their backup plan looks like and how fast they act when sh\*t hits the fan.

## 4 How do they vet and prep workers before they hit my floor?

A warm body is not a win. Ask what kind of screening, orientation, and expectations are set upfront so you don't spend day one explaining how to use a punch clock.

## 5 How do they track success—and do they own the numbers?

Any partner worth their salt should be tracking fill rate, no-shows, retention, and turnover. Ask how success is measured and how often they'll review results with you.



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