



Prestige achieves "World Class" status for 6th year

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Prestige Employee Administrators, Inc., a human resources outsourcing firm, has achieved an overall Client Satisfaction Survey Rating of 4.17 out of 5 in 2012, which is "World Class" status. This is the 6th consecutive year that Prestige has achieved this rating and stays consistent with their corporate vision "To surround our clients with the highest quality Human Resource Services." The company has a 97.3% retention rate and also received a Net Promoter Score (NPS), which measures the willingness of existing customers to recommend Prestige to other businesses, of 98.6%.

By conducting annual client satisfaction surveys, the company can ascertain information and determine which programs are valued by their clients and develop best-in-class business practices. An annual survey is sent to clients and responses are given in the form of a Satisfaction Rating with a goal of maintaining a score of 4.0 or better out of 5. The 12 question survey is sent out to clients and data is gathered based on the size of the company. All survey results are reviewed and analyzed to ensure continual improvement on all internal business processes. In fact, 25% of the Prestige annual raise pool is tied to this number and the client satisfaction rating is required to be at a rate of 4.0 or higher.

Prestige makes their clients' needs a priority which is evident through the company's "Sundown Rule" where all Prestige employees with open calls for service in their Customer Relationship Management (CRM) system must place a call to their clients by the close of business each day to provide a status update on any open issues. This process has enabled Prestige to continue achieving their "World Class Client Service" status year after year. "We are looking forward to continuing our World Class Status in the upcoming years and continue to exceed our clients' expectations," said Brian Lehmann, Prestige's COO.

About Prestige Employee Administrators, Inc.

Prestige Employee Administrators, Inc. is a full service Human Resources outsourcing firm that offers strategic Human Resources support, payroll services, employment services and outstanding benefit programs to small and medium sized firms. The company is most commonly referred to as a PEO - Professional Employer Organization, and combines the purchasing power of many smaller companies and can often deliver this expertise at little or no incremental cost to its clients. When you partner with Prestige, companies receive a comprehensive array of services to care for their staff and ease the burden that complex, time-consuming and costly employment related rules, regulations and filing requirements place on a firm. For further information, please visit www.prestigeemployee.com.

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