

Account #: 100  
 Client Name: ABC Company; HR Dept.  
 Nature of Business: Soft Drink Manufacturer  
 Requestor: John Brown  
 Employee #: 53502-9BG6

Report Type: Exit Interview Level 1  
 Service: RUSH  
 Reply Type: Fax  
 Date Rec'd: April 22, 2003  
 Date Completed: April 24, 2003

Report Subject: **Rosenbloom, Kelly J.**

**236 Albion Road  
 Toronto, Ontario  
 M9W 6A6**

Res. Phone: 416 745 4981  
 Contacted at: same as above

Position: Analyst  
 Department: Marketing  
 Years Employed: 4 yrs.  
 Termination: Voluntary

Age: 46  
 Gender: Male

<p><b>1. What made you decide to leave?</b></p>	<p>The subject reported that he felt he was being overlooked while younger, less experienced people were given opportunities for advancement. The subject had concerns that his manager thought he had no potential.</p>
<p><b>2. If your termination was voluntary, what changes might have convinced you to stay?</b></p>	<p>A primary component for staying would be a certainty that the subject would be given equal opportunities for advancement. The subject indicated this may have required new management as he felt he was not favoured by the current manager.</p>
<p><b>3. What did you like best about working for this company?</b></p>	<p>Mr. Rosenbloom enjoyed the fast paced, competitive nature of the business and the location was favourable. He valued the firm's comprehensive benefits package as well.</p>
<p><b>4. What did you least like about working for this employer?</b></p>	<p>The subject felt he was rarely, if ever asked for his opinion or input into anything pertaining to his position or work strategies. He felt he had valuable contributions but no one was ever interested in hearing them.</p>
<p><b>5. Would you recommend this employer to family or friends?</b></p>	<p>Mr. Rosenbloom recommends employment with the company as a whole however would have concerns about recommending employment in his former department due to his negative personal experience.</p>

<p><b>6. Did you encounter any problems with other employees?</b></p>	<p>The subject reports no problems of any significance in this area. He enjoyed working with his peers in this department and thought the strong bonds developed were supported by the firm's efforts with regards to social events planning.</p>
<p><b>7. Did you encounter any problems with your immediate supervisor?</b></p>	<p>The subject felt that his manager, JT Moss, had a limited view of his potential. He reported approaching him on several occasions for feedback with regards to this matter but was not given any constructive or specific criticism and therefore felt powerless to improve the situation. Similarly, he reported he never received any positive feedback regarding his work.</p>
<p><b>8. Do you have any other comments or concerns you would like to voice?</b></p>	<p>The subject recommends that the company should seek direct input from its employees regarding general suggestions and working conditions and not rely on what the managers are willing to relay. Mr. Rosenbloom also suggests regular and formal performance evaluations be done, so that employees are clear on what they are doing well and what areas they need to work on.</p>

**SPECIAL CLIENT-AUTHORED QUESTIONS**

***In what way(s) did the new SRX-45 system affect your production?***

The subject reported that the SRX-45 system eventually increased his productivity by about 10% at the time of his departure. His initial reaction was that it's benefits were quite limited but after working with the program for a few months, found he was catching on.

***What was your reaction and to your determination, that of your co-workers to the appointment of Louis J. Saunders to the position of Senior Marketing Manager?***

The subject stated that most people in the department were shocked that that position was not filled from within. Managers from several teams including Joseph Simms and Jean Ridout reportedly had plans to apply for the position when it was posted and they were very upset that they were not even given advanced notice of the decision to hire from outside. They were fairly vocal amongst their peers about their resentment.

***Were the deadlines set for you on the Aitkens Lampe project difficult to meet?***

The subject reported the deadlines set on this project were very tight and a significant amount of overtime was necessary to complete the project in the required time frame. The subject reported that the Finance Department kept holding the development team up by not meeting any of their deadlines, which put all of the other departments off track.

**EMPLOYEE SATISFACTION REVIEW**

<b>Criteria</b>	<b>Satisfaction Level*</b>	<b>Comments</b>
Salary	Neither satisfied nor dissatisfied	Was paid adequately but sought advancement to earn more money.
Benefits package	Very satisfied	Considered one of the best amongst those the subject compared.
Training programs / opportunities	Dissatisfied	Subject was disappointed he wasn't chosen for the SQL training program and felt he should have been a candidate over Jennifer Smith and John MacDonald who had less seniority and experience in the department.
Performance evaluations process	Very dissatisfied	Please refer to Question #7 on page 2.
Flexibility of hours	Very satisfied	Flexed hours were appreciated and most helpful in dealing with family related obligations.
Job security	Dissatisfied	While there was no clear or direct threat, the subject did not feel secure in his position due to a strained relationship with his manager, JT Moss.
Workplace environment	Dissatisfied	Strained relationship with manager created a degree of workplace discomfort however the general office environment was considered favourable.
Recognition process	Very dissatisfied	Please refer to Question # 7 on page 2
Opportunities for advancement / movement	Very dissatisfied	Please refer to Question # 1 on page 1
Workload	Satisfied	Subject reported no issues with general workload.
Social activities	Satisfied	Company planned events created a very social atmosphere amongst the general office staff.
Overall communication with management	Very dissatisfied	Please refer to Question # 7 on page 2
Your participation in decisions affecting your job	Very dissatisfied	Please refer to Question # 4 on page 1

\* **Satisfaction Levels;** Very Satisfied, Satisfied, Neither Satisfied or Dissatisfied, Dissatisfied, Very Dissatisfied

End of report