

# STL-Westport One - MRINetwork 2011 Employee Opinion Survey



## Employee Comments Report

### General Comments:

1	Westport One is the BEST company I've ever worked for!
2	I have worked here for over 5 years now and that I am here another 20. Phil is by far the best boss I've ever run across in my professional career. He cares about his employees and it shows.
3	<p>I have been employed at Westport One for nearly 7 years, and each years seems to get better and better.</p> <p>The opportunity to have worked here at Westport One has allowed for me to buy my 1st home (with over 20% down), get married, and have 3 wonderful childres- busy 7 years!</p> <p>My co-workers are great. We plan many events after business hours, and have even taken several vacations with one another.</p> <p>Unbelievable opportunity to control your own financial destiny. That's the greatest thing. It truly is like running a company within a company, and Westport One gives you the keys, as well as the training, mentoring, and support to be successful.</p>
4	<p>I have been an employee of Westport One for over 12 years and it has truly been the best place to work of all employers I've had.</p> <p>The management team truly cares about the career development and security of its staff and is always seeking new ways to improve the organization.</p> <p>Our team members get along very well and I have many friends at Westport One. If you are going to invest 40 to 50 hours per week working somewhere I can't think of a better place to be than Westport One.</p>
5	WestportOne is the best place I have ever worked and I have no desire to ever work anywhere else.
6	<p>Westport One is a unique place to work within our industry. We offer the best training and lots of encouragement. Westport One has many incentives to motivate it's employees to get out of their comfort zone.</p> <p>During the econmic down turn, the management team decided to ignore to negative news and push forward. They adjusted our goals realistically and stayed focused resulting in Wesptort One exceeding our 2010 goal. Outstanding!</p>
7	I just celebrated 17yrs. with the organization and plan on staying until I retire. I've had other recruiters from other agencies contact me and I don't even take the time to listen to what they have to offer because I would rather work no other place.
8	I very much appreciate the way this company is managed - with honesty and integrity. They have been very supportive of me at all times and have given me eery opportunity to excel through additional training and encouragement.
9	The owner of our firm is a wonderful person who truly cares about the people who work for him. He has demonstrated this numerous times and in numerous ways. We are very blessed to have such a great leader.
10	Phil Bertch has been our owner for over 40 years and has so much integrity, honesty and fairness. He is always keeping us motivated! He brings us up when we are down and when you are up he recognizes your achievements.

11	<p>Three of your questions and my thoughts on them give a great perspective on Westport One:</p> <p>1 - The leaders of the organization value people as their most important resource; Our owner (of almost 40 years) has one goal every day when he comes to the office, to help each of us be more successful. That leadership resonates from the top down through the management and team levels. They are here for us and show us appreciation in countless ways.</p> <p>2 - It would take a lot to get me to leave this organization; the only way I leave here is to coach the Pittsburgh Steelers - that's it.</p> <p>3 - We have benefits not typically available at other organizations; we have 21 incentives from cash incentives to time off to gift cards, trips to exotic places (I've been to Puerto Rico, Cabo and Maui all through incentives here @ Westport One - next year is the Bahamas).</p>
12	Westport One is an excellent place to work.
13	In 2010, I earned the highest salary that I have ever earned in my entire career....right in the middle of a recession! My personal earnings are a reflection of the positive 'can do' attitude that leadership at Westport One conveys.
14	I have never thought of leaving this company .
15	This is a rare opportunity to join a family, all putting their paddle in the water propelling us to success. We are rewarded for every aspect of the basics of doing our job. Our income earning potential is set with realistic goals. We are trained, mentored and coached on how to be successful. Then we are publically applauded each step in the way
16	Wonderful for working Moms... I was able to take the full 3 month maternity leave with great support with on going projects from my direct supervisor.

**What two or three things does your employer currently do well that helps create a productive work place?**

1	<ul style="list-style-type: none"> <li>* Continual training</li> <li>* More incentives than I thought were possible</li> <li>* Great Leadership</li> </ul>
2	<p>Lot's of training</p> <p>Lot's of incentives</p>
3	<p>1. Training...a serious deidication to training at this company, which is very important for someone like myself, who sometimes gets set in my ways, and needs to be reminded of the fundamentals.</p> <p>2. Work environment...in my opinion, a company needs to be flexible, and this one certainly is that! Many of my co-workers have children, and things happen spontaneously, like kids getting sick in the middle of the day, and some have to leave abruptly. Here at Westport One, there's a strong understanding of circumstances like that, and it's nice to know that I have the support of the GM and management team.</p>
4	<p>Constant training and investment in new tools to do your job.</p> <p>Development of cohesive team environments.</p>
5	<p>Number one would have to be all the incentives we have in place just for doing our job.</p> <p>Number two would be the on-going additional training we get on a daily basis to help us all be more effective at what we do.</p>
6	<p>Daily training sessions where we discuss best practices</p> <p>Clear and Concise Goal and understanding of how I am a part of it</p>

7	Continuous training, always giving us a tune-up. Friendly competition to keep us working on being our best and exposing us to the rest of the network with regional and global meetings.
8	<ol style="list-style-type: none"> <li>1. He rewards his employees using many different venues.</li> <li>2. There is on-going training available - daily.</li> <li>3. Management has created a positive environment in which to work.</li> </ol>
9	<ol style="list-style-type: none"> <li>1. Ongoing, innovative training, looking at our business and best practices with an open mind and constant eye toward improvement opportunities.</li> <li>2. Allows me the freedom to run my own business within a business. This field is demanding and not for everyone, but if you are looking for an environment where you will be given all the tools, training and resources to be successful, this is it.</li> <li>3. There is no limit to my earnings, as they are primarily derived through, and commensurate with the amount of work I put into my job.</li> <li>4. Hires well - our office is the most cohesive, non-political work environment I have ever experienced.</li> </ol>
10	On going training. Terrific incentives. Recognition for a job well done.
11	<p>Westport One has over 21 incentives to keep the Account Executives motivated and productive.</p> <p>Here are few examples: Every year all of us have an opportunity to win a Pacesetter trip to some of the most beautiful resorts in the world. This year is to a great destination- Atlantis Bahamas if you generate a set amount of business for the year. Everyone in the office is eligible to win.</p> <p>If we achieve our personal goal for the month, Phil, the owner of Westport One, takes everyone out to lunch and we also get a 1/2 day off that month.</p> <p>The top AE of the month is recognized at the lunch and have a chance to win \$200 awarded to the top AE.</p> <p>If you hit your goal 3 consecutive months in a row, you qualify for the 'Dinner of the Month Club'. Upon winning this designation, the winners and their guest will enjoy dinner at some of the finest restaurants in St. Louis.</p> <p>I have listed only 3 of the 21 incentives. There is an incentive for just doing your job. It is awesome!</p> <p>Phil is always recognizes his employees when they achieve their goals and makes it a productive work environment.</p>
12	<p>Here we let the whole team do the managing. Nearly all of our incentives and workplace adjustments have come from the bottom up, not vice versa. You'll never see our owner on 'Undercover Boss' because he is amongst us daily and solicits our opinions on what we can do better in numerous ways. Not one opinion falls on a deaf ear here - this pertains to training, promotion opportunities, incentive programs and more.</p> <p>Additionally our incentive program cannot be beat. While other places have reduced or altogether stopped incentive programs like 401k match, bonus programs, etc. we have increased our incentives every year. We've never reduced our 401k match or any other incentive and we have added to our bonus opportunities and other incentives each year. What is unheard of in other companies is tradition here.</p> <p>Lastly our earning potential is unlimited here which is always very nice!</p>
13	Sets reasonable and attainable goals. Gives many incentives. Provides guidance and help whenever needed.
14	<p>Reinforces performance with positive recognition and incentives</p> <p>Provides ongoing training and education to keep our saws sharp</p> <p>Nurtures a 'family' spirit that encourages relationships beyond the office</p>
15	<ol style="list-style-type: none"> <li>1 state of the art technology.</li> <li>2 wonderful trips.</li> <li>3 Chance to earn lots of money.</li> </ol>
16	We are greatly rewarded for our productivity. The company has a nurturing and family environment. There are excellent opportunities to grow your skills and increase your knowledge.
17	Is always upbeat and positive, very motivated.

18	<p>He has taken our work duties and broken them down individually.</p> <p>Each step that leads to success has a reward and recognition. We win all kinds of gift cards to restaurants, gas and Visa check cards that can be used anywhere. We are taken to lunches, to dinners and special events. If we meet our goals we are given time off and time to play with company paid events where we get to choose what we do. We are given flexibility to care for our needs of Dr Appointments, kids events and the basics of renewing car plates. We are given money for levels of achievement that reach into the hundreds that are in 'addition to our commisions, bonuses and base salaries'!We have contests to earn moeny pulls at halloween or auction dollars to bid on flat screen TV's, luggage, Ipads and plane tickets during christmas. The wow factor never seems to end</p>
19	<p>ngoing trainings</p> <p>Praise and receognition for accomplishments</p> <p>great work/life balance</p>

**What two or three things would you recommend your employer improve to help your work place be more productive?**

1	I can't think of anything that needs to be improved. It is great!
2	Nothing
3	<p>Westport One, fundamentally, is near perfect, however, every person has weaknesses, and I will try to come up with areas of improvement for Westport One, however- it will be tough!</p> <p>1. The decor could probably use some updating, however, it should be stated that the company just invested (what appears to be a big investment) of chairs. It's a positive start.</p> <p>2. This piggy-backs on the first point, but would like to have a bit more space at my desk. So, an upgrade to a new office would be great, where it would allow for all of us to have a bit more room.</p>
4	Can't really think of anything here.
5	Nothing to report
6	Can't think of anything.
7	I honestly can't think of anything.
8	I can't think of anything that needs improvement. It is a great place to work!
9	The things I would recommend we are already doing; we solicit regular feedback on how to improve our workplace, and we are constantly improving our training regimen. New employees of Westport One are put through a great training program, assigned a mentor, led by a manager who typically has a tenure of over 10 years. If it sounds like I bleed Westport One blood it is b/c I do. I've worked for great national firms like State Farm and nationally recognized firms and none of them have been even close to Westport One. Don't believe me? Come join us!
10	I really cannot think of anything that hasn't already been addressed or talked about
11	nothing I can think of.
12	Probably set up a severe weather policy.
13	I can't think of anything else, everyday there is a positive and motivational meeting. There are always more tools to teach everyone to do there job more evidence. He is always looking for more talented people to add to our team.

14	He has covered all bases in so many directions there is nothing to add.
15	more flexibility on hours more flexibility on working from home