



SNAPSHOT SURVEY RESULTS REPORT

Technology in the Workplace

JUNE 2019

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Technology in the Workplace Survey Results

ISPA Snapshot Survey | June 2019

Monthly Snapshot Surveys provide ISPA members with a valuable look into the state of the spa industry, spa industry trends and helps identify the needs of spa professionals. Snapshot Surveys are conducted on the third Friday of each month, with full results provided only to respondents two weeks from the release date of the survey. Knowledge is a valuable tool and these quick surveys provide a wealth of information shared by ISPA's members. The June Snapshot Survey inquired about technology use in the workplace, including mobile devices and industry software. This topic was last researched in February of 2018.

Nearly four-in-five spa respondents reported that they do have a formal policy for employee cell phone usage in place (81 percent). This is in contrast to resource partner respondents where fewer than one-in-three respondents reported a formal policy (31 percent).

When asked about tech-related options that are offered by their spa, spa respondents over two in three use online appointment bookings for guests (68 percent). This is an increase of 11 percent compared to February of 2018 when this question was last asked to members.

Many respondents echoed similar sentiments in regards to their spa's guest technology usage policy. Several mention that they have a policy for their employees to stay off of their devices for personal use, however this is difficult to police due to the fact that they also often use their devices for professional use, be it communicating with coworkers, or posting to social media accounts.

When asked about the one technological device or software that respondents would like to introduce to their spa or company, tablets for either check-in (15 respondents) or in treatment rooms (6 respondents) were mentioned frequently, as well as online booking (4 respondents) and introducing a mobile app (2 respondents). For resource partners, Shopify was mentioned several times as well for a point-of-sale system.

The results analysis includes answers from all respondents who took the Snapshot Survey in an eight-day period from Friday, June 21, 2019 to Friday, June 28, 2019. During this time, 178 ISPA members responded to the survey. The categories "all spas" and "ISPA Spa Members" referred to within this report include data from all spa respondents (day, resort/hotel, medical and destination spas).

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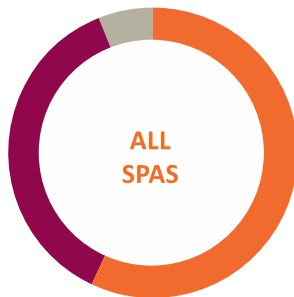
ISPA SPA MEMBERS

Which of the following tech-related options does your spa offer? *Respondents were asked to select all that apply.*



● ALL SPAS ● DAY SPAS ● RESORT/HOTEL SPAS

Does your company have a formal guest policy for technology usage? Note: Technology can include items such as cell phones, tablets, mobile devices, etc.



YES: 57%

NO: 37%

NOT SURE: 6%



YES: 60%

NO: 32%

NOT SURE: 8%



YES: 55%

NO: 40%

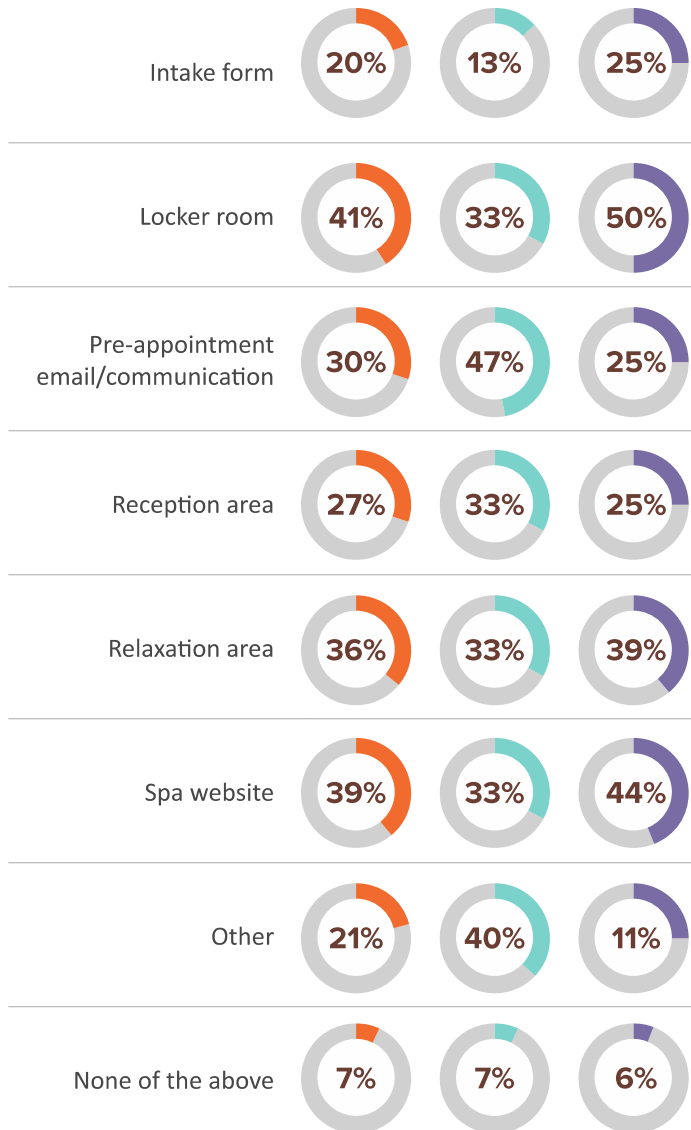
NOT SURE: 5%

Which of the following, if any, are included within your spa's guest technology policy?

	ALL SPAS	DAY SPAS	RESORT/HOTEL SPAS
Cell phones are prohibited in all areas within the spa	28%	36%	26%
Cell phones are prohibited in certain areas	54%	43%	60%
Non-verbal use (i.e. texting, listening to music with earbuds, etc.) of cell phones is allowed	37%	21%	40%
Taking photos or videos within public areas of the spa is prohibited	37%	29%	40%
Other	6%	0%	9%

Where is your spa's guest technology usage policy posted?

● ALL SPAS
 ● DAY SPAS
 ● RESORT/HOTEL SPAS



Please identify your level of agreement with each of the following statements.

ALL SPAS

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE
Guests' technology device usage within spas is difficult to manage	29%	39%	13%	16%	4%
Guests are frequently frustrated with technology usage restrictions within the spa	9%	27%	29%	29%	6%
Guests appreciate technology usage restrictions within the spa	14%	52%	23%	9%	2%
Guests posting photos/videos taken within the spa to social media is becoming more prominent	20%	55%	16%	7%	2%
Non-verbal usage of technology devices within a spa should be acceptable	4%	40%	31%	16%	9%

DAY SPAS

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE
Guests' technology device usage within spas is difficult to manage	27%	40%	13%	20%	0%
Guests are frequently frustrated with technology usage restrictions within the spa	7%	21%	21%	43%	7%
Guests appreciate technology usage restrictions within the spa	27%	40%	27%	7%	0%
Guests posting photos/videos taken within the spa to social media is becoming more prominent	14%	79%	0%	7%	0%
Non-verbal usage of technology devices within a spa should be acceptable	0%	40%	33%	20%	7%

RESORT/HOTEL SPAS

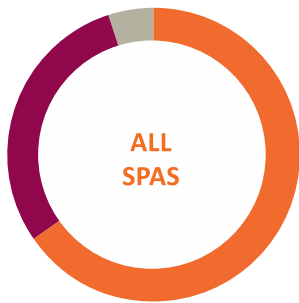
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE
Guests' technology device usage within spas is difficult to manage	33%	39%	14%	14%	0%
Guests are frequently frustrated with technology usage restrictions within the spa	11%	31%	33%	22%	3%
Guests appreciate technology usage restrictions within the spa	8%	61%	17%	11%	3%
Guests posting photos/videos taken within the spa to social media is becoming more prominent	25%	44%	22%	8%	0%
Non-verbal usage of technology devices within a spa should be acceptable	6%	36%	33%	17%	8%

How do you enforce your spa's guest technology usage policy? *A sampling of responses can be found below.*

- As it is very challenging to manage we only enforce the policy when it impacts the experience of other guests.
- As long as the guest using technology is not disrupting another guest's relaxation, we don't enforce the policy.
- As much as we ask guest to uphold our policy, they never do.
- As much communication pre-appointment, and if they are on the phone, we quietly ask them to complete their phone calls in the lobby or to put it away while in quiet areas.
- Asking politely and repeatedly.
- Concierge and if necessary, management will communicate with guests. It is not written, all verbal.
- Consistently but kindly.
- Discreet signage and communication on tours with guests.
- During the spa tour guests are told of policy. If we see electronics in use, we ask guest to put away. After 3 requests they will be asked to leave if they continue to use.
- If a guest is disrupting another guest's experience, we will politely ask the guest to take the call elsewhere and silence their ringer.
- If a guest is disturbing other guests, we ask them to continue their conversation outside the relaxation room. We ask guests not to take pictures in the jacuzzi, sauna, and steam while others are enjoying. It's always a face-to-face conversation. We have a sign asking guests to not use phones in relaxation room.
- If someone is violating our policy, we will kindly ask them to step into the reception area to complete their phone call.
- Left up to managers or attendants to speak with guests if found to be obtrusive.
- Lightly but currently working on stronger prohibited signs as our current ones say, "be nice, turn off your device," which we intended to be a no-use policy, but people are still using them.
- Mostly verbal.
- Offer alternate contact number for family to reach them in the spa, Reminder to return device to locker or use only outside spa in hallway. Then, a second reminder with escort to locker to put it away. A third reminder and we ask them to leave the spa. Frequent spa walkthroughs by supervisor/facility attendants to engage with guests.
- Posted signs and when we bring them to their locker, we remind them of the policy.
- Should a guest be talking in the Quiet Area we kindly ask them to go to the changing room.
- Signage posted at entry and in other areas in the spa, verbal reminders from team members when we see someone not complying with the policy.
- Signs and direct communication when necessary.
- Verbally on a case by case basis with each guest.
- We allow cell phone usage at the front desk and in our lounge area. No other usage is allowed as it is clothing optional.
- We ask guests to not use their cell phones while in the spa. If we see them using them, we ask for them to put them away as we do not allow them.
- We just post signs; we do not enforce it.

- We kindly ask them to place their cell phones in the lockers due to clothing optional in spa area's and privacy of others. They are usually fine with it.
- We personally talk to anyone who is using their devices with a gentle reminder that we are cell free.
- We politely inform the member/guest.
- We remind all guests upon check in to turn off their devices. If a guest uses their phone at the spa, we gently remind them that we are an electronic free facility. Most understand.
- We remind them that when they are in our care, we want them to focus on their wellness.
- We speak to guests that are speaking on phone, playing music, etc.
- When a guest is loud on their phone, the staff gives a reminder of the Spa voice required and asks them to be mindful of other guests.
- With signage and verbal communication.

Does your company have a formal employee technology policy?



YES: 81%

NO: 16%

NOT SURE: 3%



YES: 79%

NO: 17%

NOT SURE: 4%



YES: 84%

NO: 14%

NOT SURE: 2%

Please identify if the following employee activities are allowed/not allowed within your company's workplace.

ALL SPAS

	ALLOWED	ALLOWED FOR SELECT EMPLOYEES	NOT ALLOWED	NOT INCLUDED WITHIN COMPANY'S POLICIES
Talking on cell phone for personal matters	6%	12%	79%	3%
Talking on cell phone for work-related matters	33%	49%	18%	0%
Texting/non-verbal for personal matters	11%	16%	71%	3%
Texting/non-verbal for work-related matters	38%	46%	15%	1%
Posting/monitoring personal social media accounts	8%	27%	55%	10%
Taking photos or videos within the workplace for non-work-related matters	7%	13%	73%	7%

DAY SPAS

	ALLOWED	ALLOWED FOR SELECT EMPLOYEES	NOT ALLOWED	NOT INCLUDED WITHIN COMPANY'S POLICIES
Talking on cell phone for personal matters	16%	11%	74%	0%
Talking on cell phone for work-related matters	32%	47%	21%	0%
Texting/non-verbal for personal matters	22%	17%	61%	0%
Texting/non-verbal for work-related matters	42%	37%	21%	0%
Posting/monitoring personal social media accounts	24%	29%	29%	18%
Taking photos or videos within the workplace for non-work-related matters	6%	33%	50%	11%

RESORT/HOTEL SPAS

	ALLOWED	ALLOWED FOR SELECT EMPLOYEES	NOT ALLOWED	NOT INCLUDED WITHIN COMPANY'S POLICIES
Talking on cell phone for personal matters	4%	13%	80%	4%
Talking on cell phone for work-related matters	34%	51%	15%	0%
Texting/non-verbal for personal matters	7%	15%	74%	4%
Texting/non-verbal for work-related matters	35%	51%	12%	2%
Posting/monitoring personal social media accounts	4%	28%	60%	7%
Taking photos or videos within the workplace for non-work-related matters	8%	8%	79%	6%

Please describe your spa's greatest challenge with employees when it comes to technology usage at work. A sampling of responses can be found below.

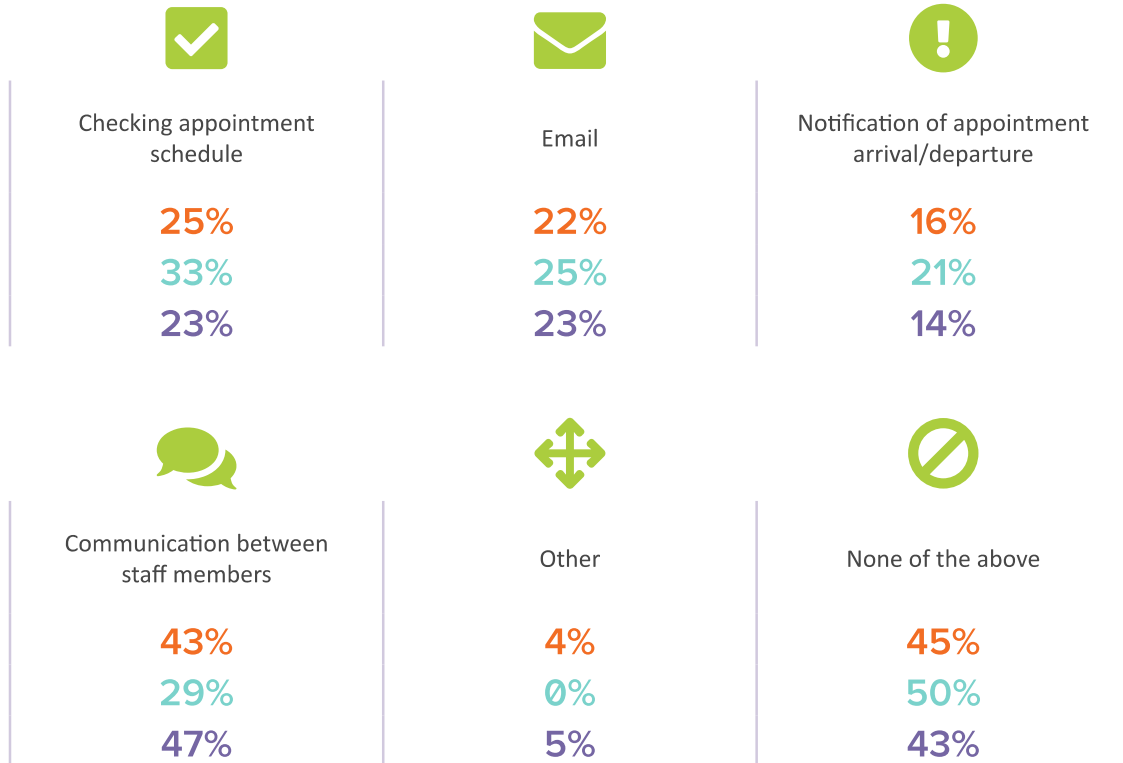
- All of our spa staff utilizes their personal cell phones for schedule changes, etc. The logistics of our spa is such that communication is difficult since we have treatment rooms located on different floors, and in remote areas of the hotel. We have to use cell phones, and it's often difficult to tell if a colleague is personal texting/talking or if it is for work - so far very few problems, however.
- Bringing their phones into the spa with them. Their phones need to be left on silent in the breakroom.
- Carrying cell phones on them during shift.
- Cell phone usage and not concentrating on guests.
- Cell phones have become so much part of daily life that it pervades into the workplace. Rampant use requiring addressing daily.
- Challenging to manage a tool which feels like a limb for most colleagues now, so need to look for cases which are impacting the guests experience.

- Communication is very quick and easily accessible with iWatches and iPhones. It's hard to monitor all of employees.
- Constant phone use, using Snapchat etc. whilst at work showing team joking around. Also, outside of work they seem to forget any of their social media connections (i.e. workmates) can see what they say about work.
- Difficult to control, as Wi-Fi is available for guests and is open team members tend to hide their mobile and use same during working hours.
- Disconnecting them from their phones.
- Doesn't fit within uniform policy
- Employees are allowed to use phones/ technology in the break room or on their breaks. Phones are never allowed out in the spa or on the floor. Employees still challenge this rule.
- Employees are allowed to use their cell phones on their breaks in designated areas where guests cannot see them. However, during down times we notice employees sneaking away to text on their cells.
- Employees are pretty good, just the occasional waste of time checking phones.
- Employees keeping their cell phones in their lockers.
- Employees prefer to have cell phones on them at all times. Company policy states that all cell phones need to be in lockers during clocked in hours.
- Employees taking cell phones from locker out into public area to text.
- Employees using their cell phones while on shift. They are allowed to use it during their 10-minute rest period and 30-minute meal break. Our property is widespread, and it is not always easy to monitor their actions.
- Enforcing non-work-related texting and social media usage.
- Enforcing the policy that use of tech for personal reasons must be done on break and in the break room.
- Finding the balance between our 'no cell phones during your shift' policy, but then wanting them to be active on social media in posting and representing our brand.
- For the therapists that are in treatment for several hours, it is difficult for them not being able to immediately respond to a spouse, child or family member's text or phone call.
- Front desk needs to be reminded not to have phones visible.
- Getting our front-line team to store their personal cell phones while on shift. We have a companywide policy that prohibits personal cell phones in guest facing areas and our team finds new ways to hide their cell phones and use them. Breaking the addiction to technology, specifically cell phones is a difficult challenge.
- Guests do not get the full attention if phones are out.
- hiding and using their phones - difficult to monitor since we use phones for work issues as well.
- Hourly employees having their phone out, and using it to post on social media, text, etc. during work hours
- It tends to be easier to communicate with staff members via text message. Since the spa is not able to send text messages to staff, personal cell phones tend to be used for work related communications. That makes it hard to ban all cell phone usage and enforce no personal cell phone usage while "on the clock."
- It's challenging to stop this. Passing on work related info is important; but no guarantee that it's read, before personal matters or at all.
- It's so funny because there are two challenges we face and they are the two ends of one spectrum. Some are using technology too much including for personal use when they aren't supposed to so lack of adherence to our policy. The other is now that we are moving to more and more web/device operations programs we also have a number of staff who are apprehensive to using them, not logging issues into the system, not checking for items put in for them, etc.
- Just the ever present need to stay connected to family.

- Keeping associates off their phones during work while in guest areas. We sometimes text our therapists requests for schedule changes as we get a fast response this way, however we have to be sure to step away from the spa desk so we are not in view of the guest when on our phones. Its common our associates will still just use their phone at the desk. We are constantly having to remind the team to step away.
- Keeping it professional. Making sure they are using it at appropriate times and that they are still getting the work done.
- Keeping them off phones during downtime when spa duties should be worked on. Our employees are paid hourly and should be working at all times while clocked in.
- Keeping them off their devices during down time for non-work-related matters.
- Listening to headphones during treatment.
- Making sure team is not using their cell phone in guest facing areas.
- Not bringing their cell phones into the workplace. Even if I write them up it's such habit for everyone to always have their cell phones on them in life it becomes a challenge within the workplace too.
- Personal usage impact on productivity.
- Policing.
- Preventing personal usage.
- Staff needing to be connected at all times, just like our guests. The digital addiction. Hard for them to be away from their phones, texting and viewing social media whenever they have down time instead of working.
- Taking breaks checking Facebook and Instagram for a minute that turns into five minutes.
- Team members are allowed to have devices on them but are not allowed to use them in front of guests, that is the biggest challenge is getting them to not use in front of guests.
- Texting and scrolling social media at workstations makes our employees not aware of their surroundings or fully anticipating our guests needs.
- Texting and using their phones for clocks.
- Texting in areas where they are visible to guests.
- Texting on phones.
- Texting when working as a front desk agent.
- The greatest challenge is identifying what is personal and what is business use when an employee is on shift.
- The spa reception desk and spa treatment rooms are not located in the same area. We have not had the budget to provide company sponsored computers or phones to connect the two areas so we rely on employees using their personal cell phones to communicate. Employees technically are not allowed to carry personal cell phones while on duty, so this does create a conflict of policy.
- The team is allowed to use their personal phones on break or Back of House (BOH) they are not allowed to have it on the floor in guest contact areas. For business we do use cell phone for MOD, Managers, Poker and Pool teams.
- They are addicted to their phones! We are constantly catching people with them and have to write people up. Since we are not a high-volume spa, I understand there is downtime but we allow them to be on the computers so cell phones should never be on the spa front of house floor.
- They are addicted to using their mobile phones.
- They are only allowed to use them on break (off the clock) and Never in guest areas. Biggest challenge is they want to listen to podcast/music while opening rooms or doing side work in back of house. Guests can accuse an employee of taking photos/video in shower/locker areas.
- They seem to think everything is an emergency or important, so it is difficult to restrict them. We allow them to check their phones in the office or in the employee spaces.

- To determine if it is work related versus personal given that is their own personal device.
- Unprofessionalism for the experience of the guest.
- Using it when working.
- Using their phones at front desk in full view of guests.
- Wanting to check text messages between treatments while waiting for the next client and being seen by guests.
- We allow them to use their phones when in the call center or during breaks it is not allowed in guest view areas and that rule tends to be broken frequently.
- We don't have much a problem with it.
- We had some issues with social media usage and had to create defined areas for cell phone use. This seemed to fix the issue. We have had a lot of "unauthorized" cell phone use at the front desk but we allow the front desk to keep their phones because they are often in contact with other staff members regarding scheduling etc. This has been an issue that we aren't sure how to resolve.
- We truly do not have a problem and our staff actually adheres to policies.
- Well, it is multi-fold. We need better technology in all areas. And regulating employees use of technology relating only to work.
- When it's work related; the time spent reading the message from management; is extended for their personal whatever.

Which of the following activities within your spa, if any, require employees to use a mobile device?



● ALL SPAS ● DAY SPAS ● RESORT/HOTEL SPAS

Please identify the software used by your spa that allows employees to access their work schedule/appointments via their mobile device. A *sampling of responses can be found below.*

- Book4Time (6)
- Booker
- GlossGenius
- Maestro's Spa Module
- Mindbody (4)
- Resort Suite (3)
- Salon Biz Mobile
- Spa Soft
- STX

Please describe any new technologies incorporated within your company within the past year and how they have impacted your business. A *sampling of responses can be found below.*

- Ability for guests to text our reception team. Guests love the convenience and not having to be on the phone to book an appointment.
- Alice system - web based to log and communicate guest issues, maintenance and engineering issues, alerts.
- Book4Time and Spasoft generate great spa reports and easy to analyze figures.
- Club is developing an in-house comprehensive accounting/POS system. This is a work in progress
- Enhanced online booking. Has increased online booking sales 50%.
- Guest intake for paperless intake forms love the paperless option but the technology is very clunky.
- Have created a mobile app. Has not made a difference in our business yet.
- Implemented book 4 time which allowed us to email confirmations, email/SMS reminders automatically and thank you email with a spa survey automatically. Colleagues can now see their schedules from home cutting down on calls. Can do iPad check in to personalize the guest experience.
- Kipsu allows direct texting with guests.
- Mobile chat
- Mobile intake form.
- Mobile schedules. Providers love to see their upcoming schedule at home.
- New phone systems, security cameras, mobile phones, new POS systems.
- New property management system interface with spa. Email guest confirmations.
- Online Booking (7)
- Online booking is amazing as it allows busy travelers to secure their appointment in the click of a button. We've seen an increase in appointments from online bookings.
- Online booking was added into our business and we have seen a lot of growth in the business and bookings due to this.
- Operational managers using WhatsApp to maintain alerts and in time communications as necessary.
- Option for technicians to review their schedule online.
- Sign-in on iPad.
- Slack

- SMS and email confirmation improve booking process more effective.
- Spa Soft now offers texting notifications to guests about appointments.
- The FS app; it helps with last minute bookings. Challenge is that the guest at times thinks the treatment and preferred time is confirmed; when it's not.
- The use of KIPSU, which is computer-based texting to confirm appointments.
- Third party credit card storage.
- Video of products, services, testimonials, tours and events.
- We added a few new programs over the past year. Maestro gives us online booking where our previous did not. We also gained Alice for a concierge and internal operations (interdepartmental requests and logging checklists). All systems are going great but there is also a learning curve to new software. Getting to where we need to be though.
- We email pictures of the schedule to our staff so they are able to see what their services look like. We are in the process of getting a mobile app for more efficiency.
- We have a tv in the back of house that has a slideshow of current events, product launches, employee benefit information, ongoing education opportunities etc. This has helped our communication channels and encourages transparency between location and corporate.
- We have incorporated GlossGenius for online/mobile booking/checkout and we have Clover for our retail POS.
- We have started using iPad's for our guests to complete their online Intake Forms. For those who are not technologically savvy, this can be a challenge.
- We now have Millennium rather than Springer Miller.
- We started a group chat for different departments, and it has proved to be extremely useful and team building - also empowering for the staff to solve problems.
- We use an automated intake form clients can fill out from our website or on a tablet when they arrive.
- We use Facebook to for easy communication between staff to help with covering shifts.
- Whats App allows direct texting within operational groups.
- Workday is a great tool for us as there is no paperwork at all, employee apply for their leave and the manager accept of decline through the software.

What is the one tech device or tech-related offering that has had the greatest impact on your spa business and why? *A sampling of responses can be found below.*

- Confirmation emails. It is so much quicker and most people tend to use email or text now. Often people do not answer the phone or check their voicemails.
- Currently we rely on V1 and Golf Pro programs for bookings and retail.
- Dedicated cell phone for the spa allowing us to check on all the different areas of the pool, spa and fitness areas.
- Demandforce confirmation.
- Email and text appointment confirmations.

- Email and text confirmations because it saves us time in not having to call all the clients that can auto confirm.
- Fitness challenges on our MyWellness app.
- Gloss Genius is great because it allows us to track so many different things in one inexpensive app.
- Guests find the traditional, non-techy services to be preferred.
- Hair growth technology
- Implemented Book4Time which allowed us to be more efficient with email confirmations, email/SMS reminders automatically and thank you email with a spa survey automatically. Colleagues can now see their schedules from home cutting down on calls. Can do iPad check in to personalize the guest experience.
- Instagram
- iPad for online bookings when mobile or doing spa tours.
- iPads
- KIPSU because users can stop the process and return to it when they have guests in front of them.
- Millennium has better access to reports for analytics.
- Mobile
- Offering technicians, the ability to see the booking screen. Allows them to prepare for the services and business volume.
- Online bookings. (13)
- Our website shows all of our services and specials and guests can easily see what the prices and yoga schedules are.
- Paging system is important for providers to get ahold of managers for add on's and for noise issues.
- People love our booking engine. We use Booker and it is an amazing tool for me, the staff, and every process in the spa.
- Salon Biz has an app that allows the service provider to book from room or chair.
- Slack - for the communication
- Social Media video to communicate offerings.
- Sonos for wireless music selection.
- Spa Soft now offers texting notifications to guests about appointments. It has become a second option for confirmations.
- System then allow therapists to add add-ons and adjust upgrade service
- Tablet for remote off-site group bookings.
- The ease of sending email or text messages to guests to confirm appointments and the ability to offer same day text message Spa specials to our in-house guests.
- The electronic Intake form that integrates with our POS system has been incredibly helpful between Front Desk and Therapists.
- The fitness center has benefited from Life Fitness Wi-Fi access on cardio and the addition of Peleton bikes.
- We are a bit behind in technology due to the in-house program development. Might add Book4Time system this year.

- We like the Google chat function to optimize communication between the spa back of house and front of house so that we can keep phone lines clear for guest calls.

If you could purchase any one new tech device or tech-related offering for your spa, what would it be and why? *A sampling of responses can be found below.*

- A comprehensive booking and pos program.
- A computer for our technicians to better offer communication and updated information.
- A floating tank, because of all the great benefits
- A new operating system that would allow easier usage for employees and guests with greater technologies.
- Better online shopping experience.
- Booking software on iPads/phone to easy access to schedule for staff.
- Effective weight loss machine.
- I really like the idea of tablets for the guest lounges and treatment rooms. It streamlines the ability to upgrade the service.
- I would purchase an integration to do electronic intakes and waivers that go directly into Booker so that we can eliminate paper intake forms. Paper intake forms are currently a huge burden on the front desk and staff to input and correct client profiles in Booker.
- iPad for the salon before and after pics.
- iPads for treatment rooms. (6)
- Looking at hypervolt and virtual reality headsets
- Mind-Body online for services and for our fitness classes.
- Mobile app (2)
- More efficient appointment booking system.
- Music system that can be adjusted in individual rooms.
- Online booking. (4)
- Personal online music/video options for nails room.
- Personalized music for each guest room.
- Retail scanners.
- Tablet intake and surveys. Text appointment confirmation/reminders. Charging stations.
- Tablets for check in. (15)
- Tablets for menus and services since we do not print anymore due to costs.
- We will be adding text notifications soon. We are working to add online to all of our property spas to assist in revenue growth.
- We would love to have a mobile intake form application.
- Wish our MIndBody software was enabled for tablet check out (with gratuity and signing capabilities) for paperless checkout.

ISPA RESOURCE PARTNERS

Which of the following tech-related options does your company offer? *Respondents were asked to select all that apply.*



Does your company have a formal policy for employee cell phone usage?



YES: 31%

NO: 64%

NOT SURE: 5%

Please identify if the following employee activities are allowed/not allowed within your company's workplace policies.

RESOURCE PARTNERS

	ALLOWED	ALLOWED FOR SELECT EMPLOYEES	NOT ALLOWED	NOT INCLUDED WITHIN COMPANY'S POLICIES
Talking on cell phone for personal matters	46%	0%	54%	0%
Talking on cell phone for work-related matters	83%	17%	0%	0%
Texting/non-verbal for personal matters	27%	27%	46%	0%
Texting/non-verbal for work-related matters	83%	17%	0%	0%
Posting/monitoring personal social media accounts	33%	0%	67%	0%
Taking photos or videos within the workplace for non-work-related matters	27%	0%	55%	18%

Does your company use software that allows employees to access their work schedule/appointments via their mobile device?



YES: 48%

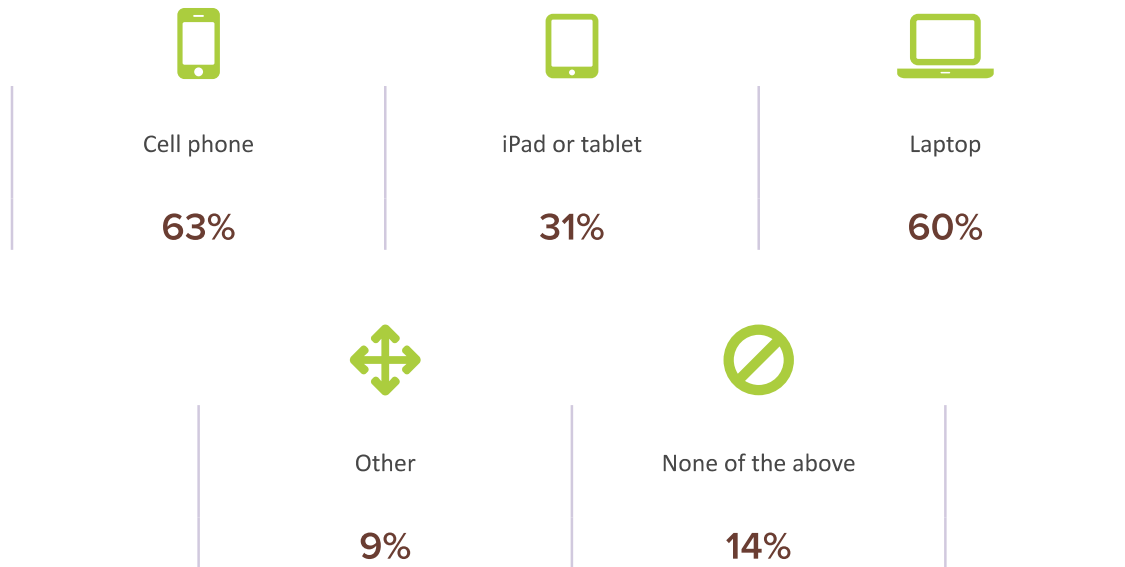
NO: 50%

NOT SURE: 2%

Please identify the software used by your company that allows employees to access their work schedule/appointments via their mobile device.

- Google Calendar (7)
- Outlook Calendar (4)
- Saloniq
- SpaSoft Mobile
- Tsheets via QB

Which of the following resources, if any, are provided to your company's sales representatives?



If you could purchase any one new tech device or tech-related offering for your company, what would it be and why?

- Dashlane for password security.
- Inventory management system, Pipedrive, DropBox, Grasshopper, Genius Scan. All of these softwares have improved the efficiency and effectiveness of internal operations and sales team marketing and lead tracking processes.
- Monday.com for project management.
- New ERP
- Our e-commerce website and shipping software were integrated into our ERP which eliminated multiple order entry and therefore keystroke errors entering customer information and orders. These initiatives increased our back-office efficiency.
- Pipedrive CRM
- Product management system.
- Shopify (2)
- The SA WELL+ user app is being used as an encouraging factor to try to get our staff to take breaks from their desk and get active.

- We have incorporated many different platforms that are e-commerce and marketing centric.
- We offer Live webinars via join me to provide product training for our clients.