

# Feebee CaReS

## Communication and Review System

A review system designed to increase communication between consumers, businesses, and employees which rewards quality work and positive interactions with consumers. This is a cost effective way to motivate employees while building trust and responsibility.

### A. Feebee Review System

The **Employee Review System** allows known shoppers to give positive or negative reviews to a business or direct to an individual employee. The review will become part of the employee work history as part of their personal Feebee account and can be used by employee for documentation of past performance. The **Business Review System** will be a non personal review of the actual business itself. Each business will have a combined review score including all Employee and Business Reviews together.

### B. Review types

Reviews are either “positive” or “negative” and are given instantly online by locating the Business or Employee on Feebee. The Shopper’s review history is also shown which provides a fair perspective for all parties involved.

These reviews are a valuable resource for both the business and the employees. All reviews can be permanent and which is why we allow for a review to be changed from “negative” to “neutral” by the original reviewer. This allows businesses one opportunity to remedy the situation behind the negative review.

### C. Review Delivery

Each review is instantly emailed to the employee, manager and business owner. Sending a “positive” review can reinforce great behavior and is an easy way to say thank you for a job well done.

A “negative” review will also be instantly received by the employee, manager and business owner who can use this feedback for training. The management has a one time opportunity to send an email to the person giving the review in an effort to correct the issue or any potential misunderstandings. If the shopper is satisfied they can change the review to neutral and realize they have been heard by the business.

### D. Positive Shows & Negative Goes

The system is designed to give real valuable feedback to management for actual use. For this reason only “positive” reviews will show while “negative” reviews are hidden. The Public Review Percentage will change as either review type is given.

### **E. Customers**

You now have the power to pass reviews with value that will help others know which businesses and employees are best. Your review percentage will help businesses better understand your feedback. A higher percentage of positive reviews adds weight to negative reviews. A manager knows there is a problem when a customer with a 99% positive review percentage gives a negative review.

Make all of your reviews count by always rewarding great employees with positive reviews and earn Smile Miles every time.

### **F. Employees**

You now have the power to take control of and build your future. Feebee allows you to receive credit for doing a great job from every customer you meet. Your direct interactions will become a record of your work.

Coworkers, management and ownership will immediately understand your value and that you are doing a great job. Smile and make your customers feel appreciated and watch as the “positive” reviews roll in. Use a “negative” review as an opportunity to learn what could have been done differently and ask your manager to reach out to the customer who could hopefully change the review to “neutral”. Good Luck!

### **G. Business Management**

You now have the power to use positive behavior as a benchmark to increase productivity and morale. Positive and negative reviews are your window into how the public sees your business and your employees. Use this immediate and simple information as a blueprint for success and a model to develop your employees.

### **H. Business Owners**

This system gives owners the ability to see first hand how employees and managers throughout the organization are helping your business. Reviews from any branch can be examined. You will be able to identify and reward the stars of your company and see who is earning positive reviews. Managers now have a tool to evaluate what they can't always see.

### **I. Review Expansion**

We understand the system is currently weighted to those employees on the front line, specifically those engaged with the general public. We are currently developing plans to allow credit to be passed to easily and equitably to employees behind the scenes or in roles that do not interact with the public but are supporting every business behind the curtains. We appreciate any feedback and/or ideas that might help us to develop a wonderful system for every person in any organization.

How to get started and using CaReS in under an hour.

1. Go to [www.feebee.com](http://www.feebee.com) and signup as a business.
2. Enter the code given by the business or agent inviting you.
3. Create an account, verify your email and log in.
4. Welcome Page has general information. Continue to Home Page.
5. Select the “Click for Business Setup Steps” at the top.
6. Proceed to step 5. Add your Employees and select.
7. Add your first employee using their personal email and give them a role.
8. You have now added your first employee. Return to Home page.
9. Scroll down to the middle to Account Information. Select the blue button “Preview this Business” and open the tab “Reviews”.
10. Find your added employee and give your first positive review. Their employee rating will change from 0 of 0 0% to 1 of 1 100%. The business review percentage will also change from 0 of 0 0% to 1 of 1 100%. Employees can quickly start building a positive history that helps themselves while also benefiting the business.
11. The free trial account is a chance to test a few features and learn more about how Feebee can help your business and employees be successful. It will not show up live in searches to the public. You may preview your business from the homepage during the trial. We want shoppers to have confidence that businesses on Feebee are active, full of correct information and have excited employees ready to serve them. All plans are month to month with no contracts. So get started today by picking a plan, uploading funds and activating your account and go live on Feebee.com.

