



on demand: a magnifying
glass on frontline culture

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on-demand

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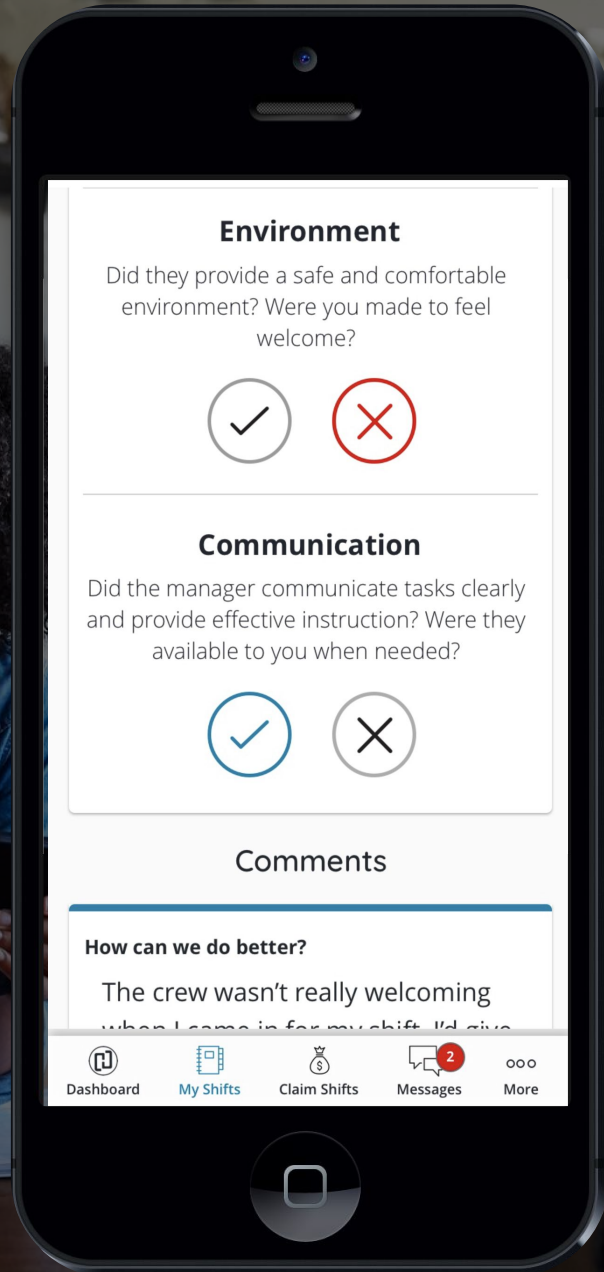
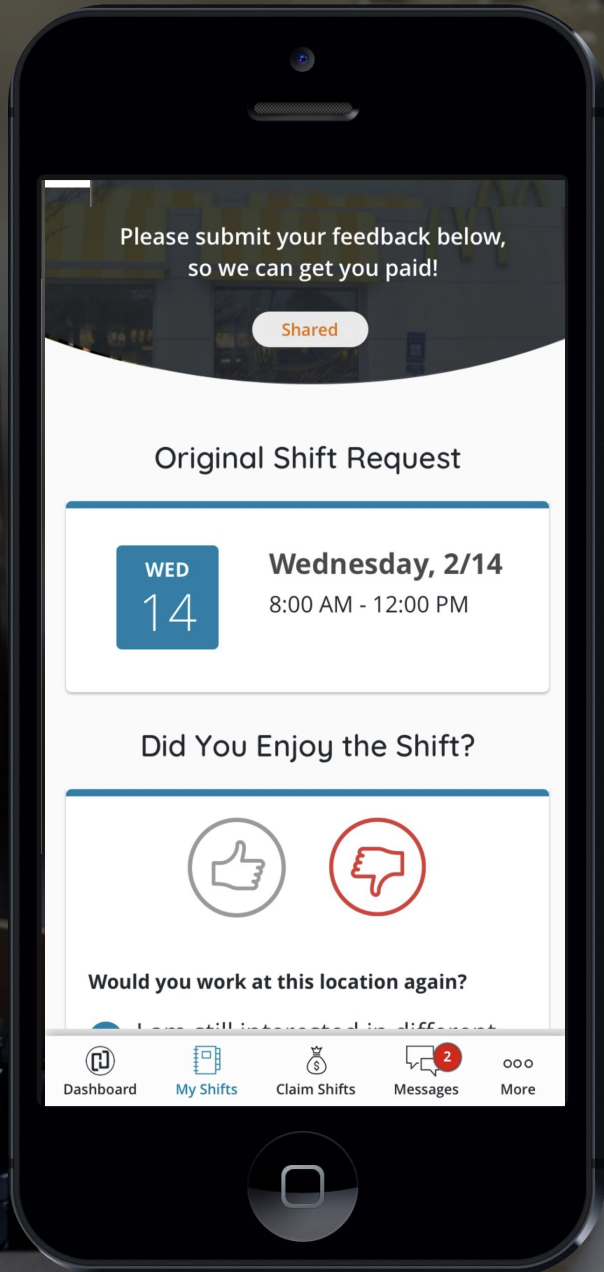


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We're not for the 9-5, paycheck every two weeks crowd.
The future of work is here. Are you ready to snag?



A woman with curly hair and a man with a beard, both wearing dark aprons over light-colored shirts, stand in a doorway. The woman is smiling broadly and holding a clipboard. The man is also smiling and has his arms crossed. The background shows a warmly lit interior with decorative elements.

**Insight #1:
Gig workers are secret
shoppers on your culture**

“Helpful BOH. Gross flooded sinks when I got there but fine once I caught up and got it draining. A lot of back and forth fetching bus bins but not too hectic.”



“There is almost no heat available in the dish area... even the degreaser froze while it was sitting on the line, so that made cleaning the equipment significantly more difficult.”

“Easily the busiest place I've ever taken a shift at... but it was a record breaking night for them in serving. The staff is really cool and friendly, shift meal was provided and the food is bomb. Neat little place, but the kitchen is pretty tight in space.”

“Staff is very accommodating. By the end of the night I felt as if I'd work there for months! We talked music all night and it really went by quickly! I look forward to working with this awesome staff again!”

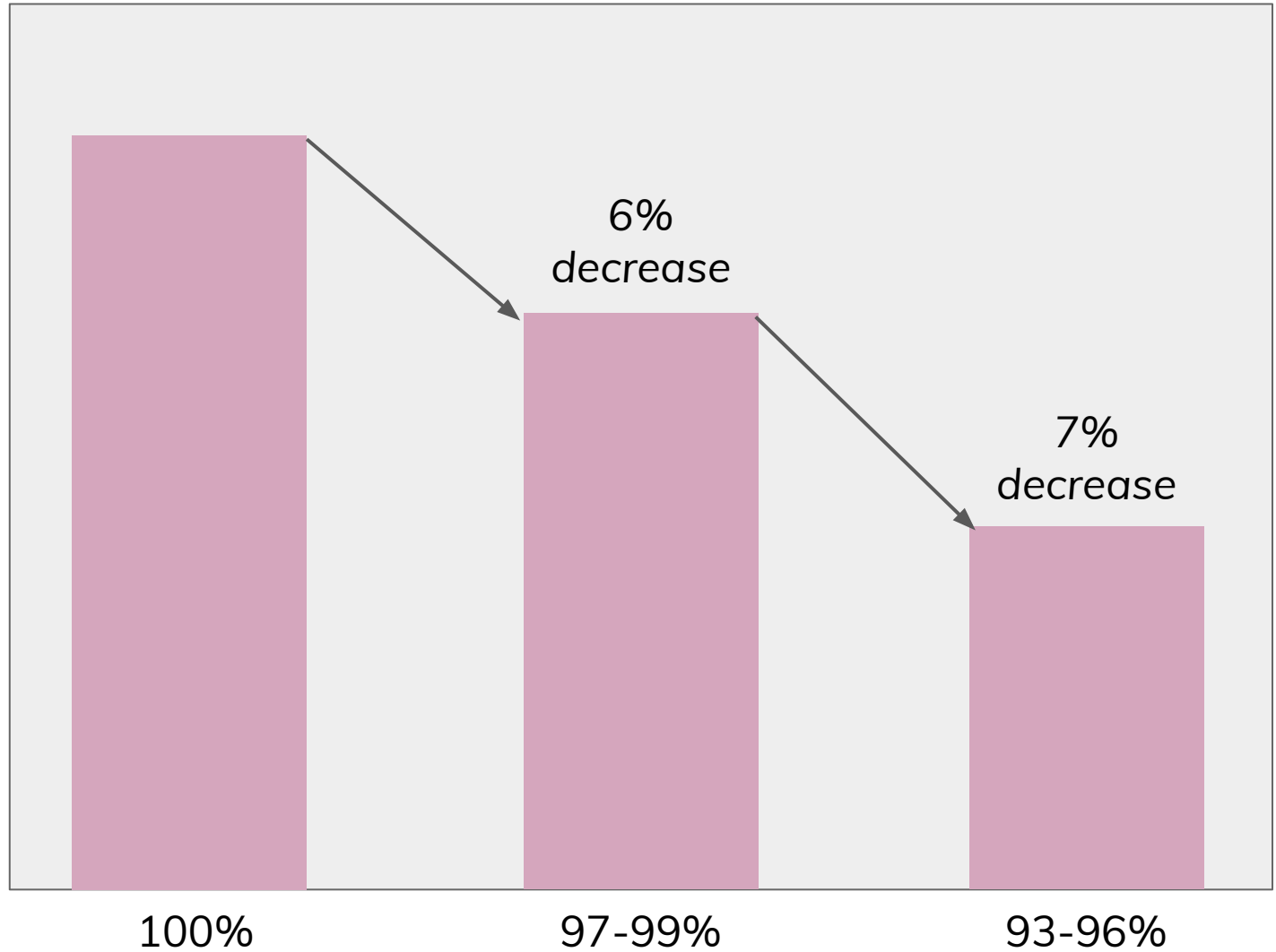




Insight #2:
**Workplace ratings and
feedback matter almost as
much as consumer ratings**

Top 20 Locations (in terms of usage)

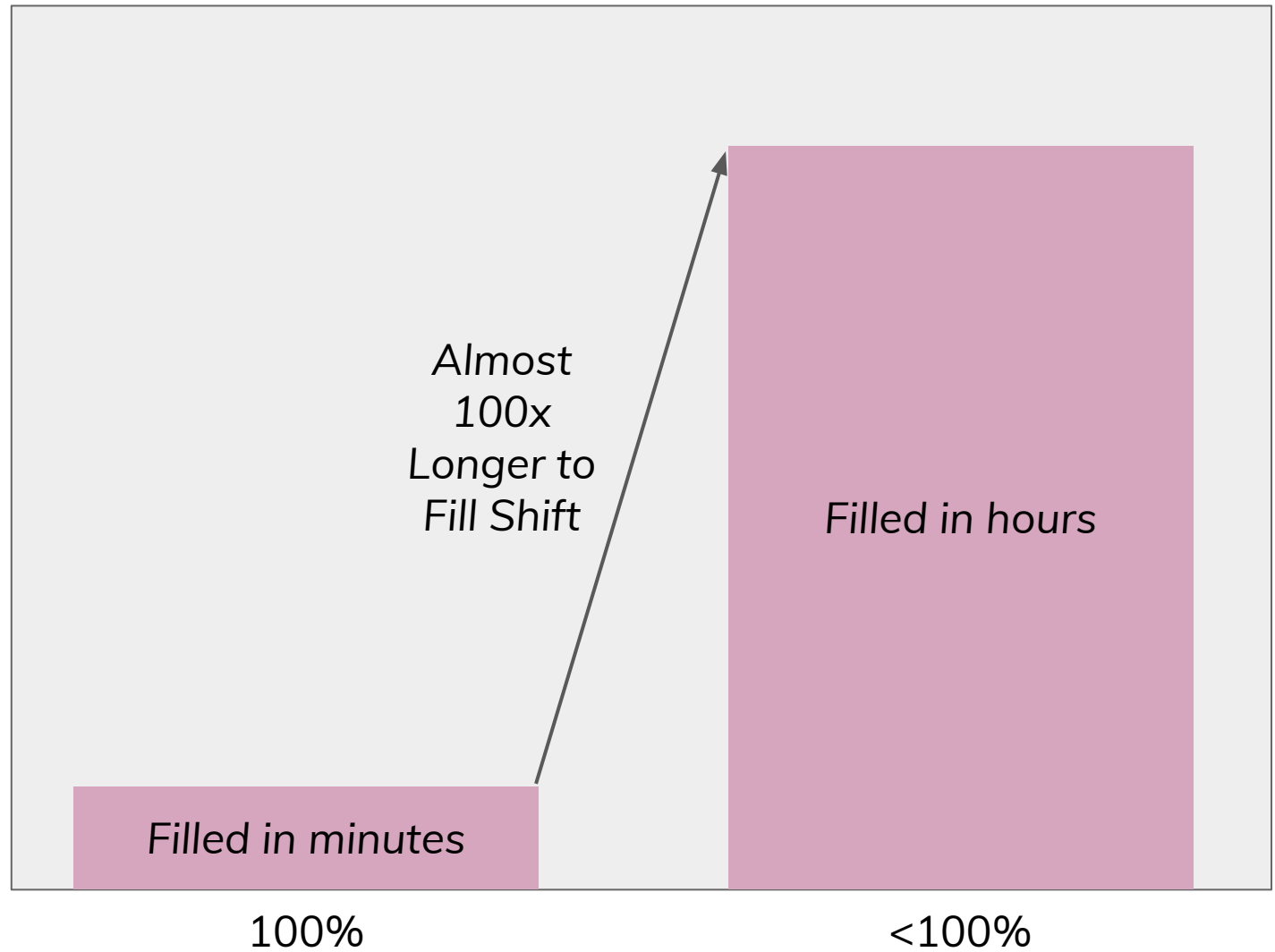
Average
Fill Rate



Average Worker Approval Rating for Location

Top 20 Locations (in terms of usage)

Average
Fill Time



Average Worker Approval Rating for Location

A man with short brown hair and a beard, wearing a grey button-down shirt with red suspenders, is pointing directly at the camera with a slight smile. He is standing behind a counter with several coffee-making machines. In the background, there is a chalkboard with handwritten text in red and white. The text on the chalkboard includes "ADDITIONS" and "ALTER" in large red letters, and various menu items like "Extra shot", "Flavor shot", "Milk", "Soy", "Ames", "Hot Chocolate", "Steamer", and "Sweetener" in white. The overall scene is dimly lit, focusing on the man and the chalkboard.

Insight #3:
Managers want good ratings
and that lifts all boats

how to get better uber ratings



All

News

Videos

Images

Shopping

More

Settings

Tools

About 2,570,000 results (0.46 seconds)

Uber CEO Reveals How to Get a Better Passenger Rating

<https://thepointsguy.com/2018/01/how-to-get-better-passenger-rating/> ▼

Jan 24, 2018 - **Uber** CEO Dara Khosrowshahi unveils how he's upped his passenger **rating** with this one simple method.

5 Ways to Boost Your Uber Passenger Rating - The Points Guy

<https://thepointsguy.com/2015/12/how-to-boost-your-uber-rating/> ▼

Dec 8, 2015 - Are you concerned that your **Uber rating** is too low? Former **Uber** driver and current TPG Contributor JT Genter shares his tips for boosting your **Uber rating**.

One Quick Tip To Boost Your Uber Driver Rating - Maximum ...

<https://maximumridesharingprofits.com/one-quick-tip-boost-uber-driver-rating-2/> ▼

There is one major cause for low **Uber driver ratings**, and it's something that every driver can easily **improve** with practice. **How to boost Uber driver ratings**.

How to get a 5-star passenger rating on Uber ... - Business Insider

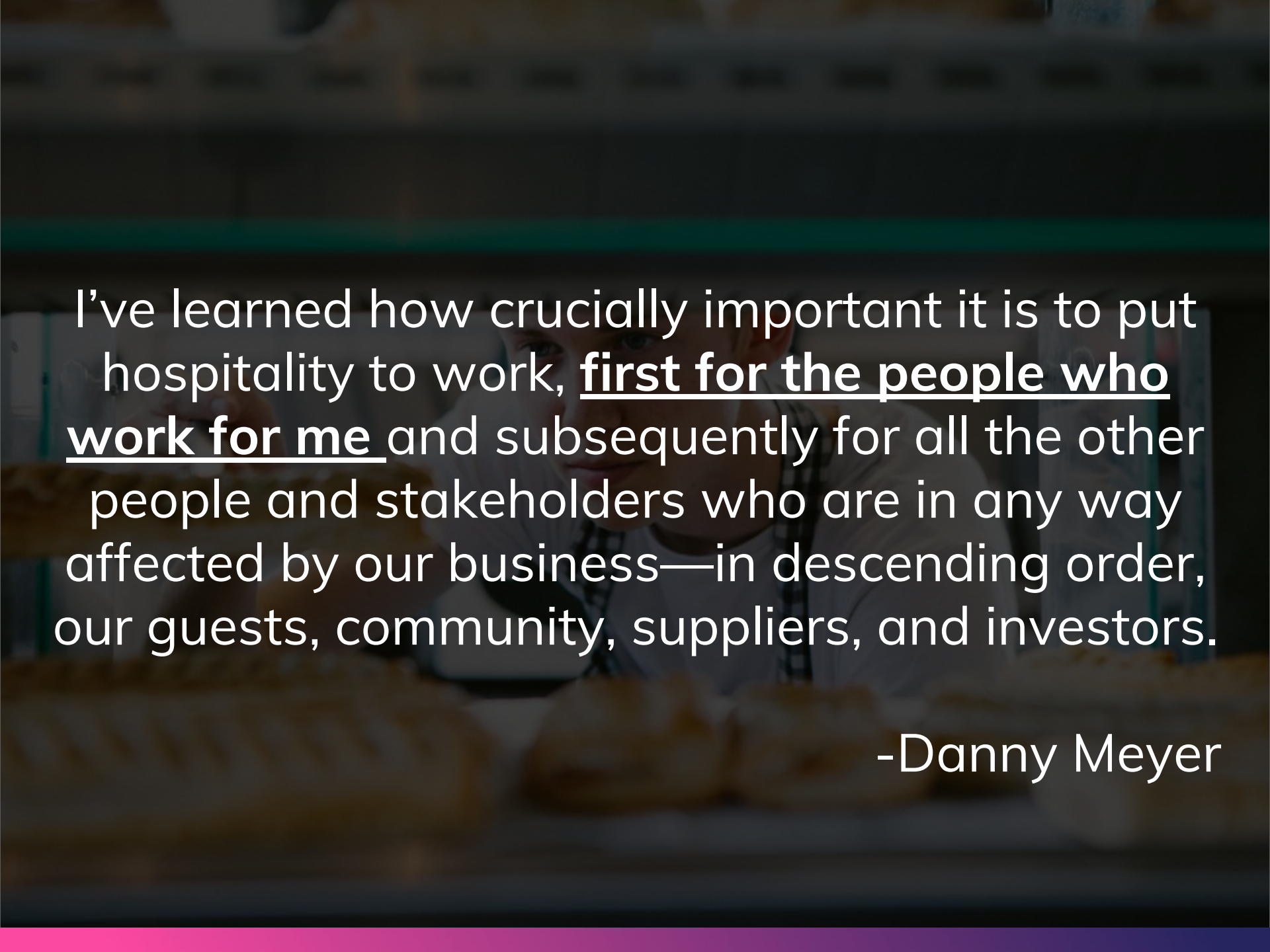
www.businessinsider.com/how-to-fix-your-uber-rating-2017-9 ▼

Sep 27, 2017 - There's probably a reason you **have** a surprisingly low **Uber rating**.

10 Steps to Improve Your Uber Passenger Rating: A Guide From Your ...

<https://therideshareguy.com/10-steps-to-improve-your-uber-passenger-rating-a-guide-...> ▼

Dec 23, 2015 - Leave a comment below. Every few weeks some media outlet publishes a guide on how to protect or **improve** your passenger **rating** on **Uber** or Lyft. I think they all suck though because they



I've learned how crucially important it is to put hospitality to work, first for the people who work for me and subsequently for all the other people and stakeholders who are in any way affected by our business—in descending order, our guests, community, suppliers, and investors.

-Danny Meyer