

Suburban Staffing

Est. 1968

NEWSLETTER

Volume 1, Issue 1

December 1998

The purpose of our newsletter is to introduce our placement & sales team and give you, our valued client, a "behind the scenes" view of our staffing process.

Our Philosophy

It starts at the top! Our President, Nancy Carlson, is a leader in developing employees' skills and promoting their talents.

We believe that a staffing service should be more than a bank of people waiting to be called for assignments. We want to customize the best staffing solution for your needs. Since the inception of our business in 1968, concern for our employees is paramount. Knowledge of the environment in which we ask our employees to work is essential. We look to attract and retain the best personnel by employing them in exciting and challenging work environments. Offering a premier benefit package assists in the effort to remain a place of chosen employment.

Our Expertise

Our highly trained and certified placement staff is educated in the legal process

of employment. They are experienced in recruiting, screening, evaluating and hiring those qualified individuals who meet your expectations.

Team Efforts

Our organization operates very differently from most. We are a true team, meeting every applicant and working with every client. In that way, if the person you speak with regularly is unavailable, another member of the team can assist you right away.

Our Sales Efforts

In order to best customize our recruiting efforts to meet your needs, it is important that our outside sales force meets with a company representative and sees the facility in which our employee will be working or interviewing for a full time position. With knowledge of your company's work environment, our employee arrives well prepared and



Meet Your Human Resources Staffing Specialists:

Paula Merloni, Sales Manager, joined Suburban in 1987. Her prior experiences in Human Resources and Outside Sales contribute to her success in evaluating our clients' needs. She and her husband have raised three children. Most recently, the whole family has become avid Red Sox fans since her nephew Lou Merloni joined the Sox last spring.

Suzanne Jandru, CTS, Placement Manager, joined Suburban Staffing in 1987 and worked from personnel assistant to a management position. She holds an Associates Degree from Nichols College and is a graduate and assistant with Dale Carnegie Training. Suzanne is a detailist; she likes the whole story! Her current goals include planning her wedding and learning to dance for it! Her myriad of friends keep her busy planning social activities.

Sally Domenico, Placement Counselor, has been with Suburban since 1984. Her past profession was nursing. She has raised two successful children, and her caring, nurturing manner has carried over into her expertise in counseling employees with their career options. Sally now works a flexible schedule to allow for her passion of traveling. If you need to know the best place to eat, whether you're in Maine or Italy, just ask Sally!

Kim Weeden, CTS, Placement Counselor, holds her Bachelor's Degree from the University of Florida and is a Dale Carnegie graduate. She started her career with Suburban Staffing first as a temporary employee and then joined the staff in April, 1994. Kim's excellent memory and follow through have proven critical in keeping up with the ever changing human resource laws. She is the mother of a handsome puppy dog, named "2-for-1." Yes, it's a different name; ask her about it!

Nicole Murray, CTS, Placement Counselor, is a recent newlywed! She has been in the staffing industry since 1994. She joined the Suburban team in July, 1996. Nicole holds her degree in Human Resources Management from University of Mass, Amherst, and is a Dale Carnegie graduate. Her hobby is meteorology. Not only can she meet your staffing needs, but she can tell you what the weather will be from here to Albuquerque!

Melinda Napolitano, Placement Counselor, joined our team in 1997. Melinda has owned her own business and successfully managed another in Shrewsbury. She has served on the Board of the Women's Network for many years, most recently as their President. Melinda has an active life! She has raised two beautiful daughters, now cares for her mother and is planning a 1999 wedding. WOW!

Our Philosophy

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The Suburban Connection

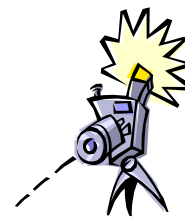
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Flexible Staffing

3

We Want Your Opinion

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The Suburban Connection

Our Staffing Process...Behind the Scenes

Suburban Staffing goes to great lengths to provide you with the best people to meet your staffing needs. We want to customize a staffing solution that gives you the highest return on your staffing investment. We are sensitive to your bottom line, so we seek people who are professional achievers.

Our recruiting efforts are extensive. We are actively involved in community programs, job fairs and professional organizations. We have job postings on our Web Site, we advertise locally, and we are fortunate to receive continual referrals. To customize the perfect placement, we have developed a quality recruiting and screening process.



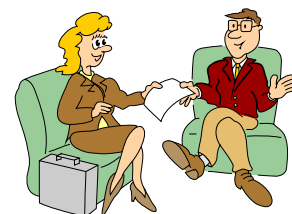
The screening process begins when an individual first contacts our professional recruiters, Annette and Dot. After the initial telephone interview, appropriate individuals are invited to our office to begin the application process. This thorough process takes approximately 2 1/2 hours.



Chris, our Receptionist, welcomes the potential employee to Suburban Staffing and walks him/her through the evaluation process. All the necessary identification information is gathered. The types of evaluations given will depend on what kind of position the candidate is seeking. For example, if the individual is interested in an Administrative position, we will conduct typing, spelling, proofreading and math evaluations. We also evaluate the skill level of the candidate on different PC applications. If the applicant is seeking Accounting placement, we evaluate appropriate spreadsheet



During the final stage of our application process, the applicant meets with one of the Placement Counselors for a comprehensive interview. After evaluating the candidate's skills and career objectives, he/she is introduced to our inside staff. References are checked, and we make our hiring decision. With a strong understanding of our applicant, we strive to match our new employee with the right position.



Suburban Staffing, Inc. stands alone in the quality of care and professionalism that it extends to every individual who becomes a Suburban Staffing employee. Whether we are bringing you qualified supplementary staff to help you with your special and sometimes urgent need or adding to your core workforce, we believe that taking time to care for every potential employee is crucial.

In order to understand the position you need filled, we must have an accurate job description. Here, we have provided an example of a perfect job description. Having this necessary information is crucial in making the right placement.

Suburban Staffing realizes the work involved in running a successful business. And we take that very seriously.

ABC Company ✦ Job Description

1. **Position:**
2. **Reporting To:**
3. **Department:**
4. **Wage Class:**
5. **Job Description:**
6. **Skills & Requirements:**
7. **Education/Experience:**
8. **Hours:**
9. **Target Start Date:**
10. **Salary Range:**
11. **Benefits:**
12. **About Your Company:**
Include any exciting things that are happening.

Flexible Staffing

What do you think are your company's most valuable resources?

Equipment? Property? Products? Employees? Without a doubt, the current tight labor market has increased the value of your *human* resources.

Competition is fierce among employers to **attract and retain** quality employees. Jobs go unfilled for long periods of time, costing employers money in product and service delays. Eventually, workmanship, employee morale and customer relationships suffer.

A Solution Worth Thinking About

Today's marketplace differs from that of the past. Business dynamics such as re-engineering, downsizing, buyouts and a highly competitive global economy demand that we solve business problems (especially in the staffing areas) in new and creative ways.

Flexible staffing options might work for you. Many companies are convinced of its value. A review of the October 1998 issue of Working Mother magazine details the "100 Best Companies For Working Mothers." What attracts people (and not only mothers), to many of those companies is their flexible staffing policies.

Retaining and Recruiting the Best

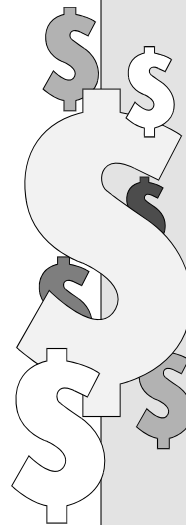
NOTE: If you have any flexible staffing success stories to share with our readers, let us hear about

Some of the more popular flexible staffing options include:

- ✓ Job Sharing
- ✓ Compressed Work Week (four 10 hour days)
- ✓ Flex Time (7a.m.-4p.m., 8a.m.-5p.m.)
- ✓ Permanent Part Time (on site)/ Telecommuting Part Time
- ✓ Job Rotation

While all of these options may not be viable to everyone, they can and do work in many companies. (Our next newsletter will discuss how some of these options can be put into place.)

Payback Time



Your return on investment can be significant with the introduction of flexible staffing to your employees. You stand to gain:

- * talented, productive and motivated employees.
- * higher retention rates that result in decreased expenses.
- * attention of others - flexible staffing policies can work like a magnet in attracting talented individuals who need to work around certain days or

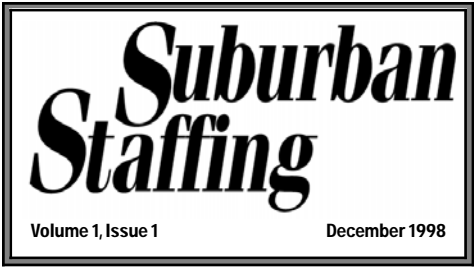
Best of all, you will earn the goodwill and loyalty of your staff and customers by maintaining a business that can be relied upon for top goods and services.

-Annette B. Frese, Recruiter

Communication

The very essence of this newsletter is to inform you, our client, of our commitment to provide you with the very best staff available. In order to customize the best productivity-based staffing solution and give you a better return on your investment, we need an open line of communication. We make every effort to know our clients and their staffing needs, and we hope this newsletter provides you insight to our company. **Please take a moment to comment on the following page on how we may better serve your organization.** Another way to keep in contact with our company is through e-mail and our company Web Site. To make ordering easier, we have created an on-line order form. This is a secure site, and all information is kept in strict confidence. You can visit the Web Site at www.suburbanstaffing.com or e-mail to suburban@ma.ultranet.com.

- Nancy M. Carlson, President



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Reminder!
The students are home
for the holidays.

Your Input Is Valuable. Please Respond

Suburban Staffing, Inc

Please fax this page to: (508) 898-9568
Or e-mail suggestions to: suburban@ma.ultranet.com

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We would like your assistance in our efforts to improve the service we provide to our clients. Our goal is to provide your company with the best staffing services possible.

If there is one thing we could do better, what would you suggest?
