

Suburban Staffing

Est. 1968

NEWSLETTER

Volume 4, Issue 1 February 2001

Now, A Total Staffing Service...



Suburban Staffing, Inc. has been committed to the staffing of non-core workers since 1968.

As the role of staffing partner has evolved from the original "temp worker," Suburban Staffing has continued to develop services that offer real value to our customers. We constantly strive to meet our customers' total needs. In that effort, we have added several new divisions to make your staffing call a single call.

For many years, our Accounting, Clerical, and Industrial divisions have been the focus of our service. Over the last several years, the addition of our Scientific division has allowed us to service research and laboratory customers in a diverse market. Now, with the addition of our Human Resources and Technical divisions, we can offer full service to our customers.

Our placement team has been very effective developing a database for our Human Resources division. We work with many customers requesting Recruiters, HR Generalists, Benefits Administrators, Compensation Analysts, Directors and Managers. Our extensive HR backgrounds allow our team to successfully recruit and hire exceptionally talented professionals. In addition to direct-hire, temporary and temp-to-direct, our contract service ensures a commitment from the employee and the customer.



We are pleased to announce that our Technical division is in the very capable and experienced hands of Wayne Robison. Wayne comes to Suburban with 20 years in technical placement. He is ready and anxious to work with our customers and meet your technical staffing needs in all aspects of employment. Our temporary, temp-to-direct, direct-hire and contract services are all designed to meet the total needs of our customers.

Over the last six years, Suburban Staffing, Inc. has been committed to developing a top quality benefits program for the purposes of employee retention and employment choice. Today, the talented professional is in constant demand for interim periods. Workers enjoy the challenge of something new. Companies experience an immediate return on their investment with the broad experience base these employees bring to the table. Suburban makes this connection every day in all aspects of the employment experience.

Our staff is a team of professionals with over 90 years of combined experience. They are industry certified and consistently current with training and legal updates. Sales, Placement, and Recruiters work together to bring the area's best and brightest workers to our customers. We utilize every possible tool from referrals to job fairs and advertising to Internet recruiting, including our website.

What does this mean to you, our customer? You have the opportunity to work with the best staffing firm in the area with people who know your company, your expectations and your concerns. Suburban Staffing, Inc. works as your partner in your staffing solutions. We represent your company to this area's workforce. We look forward to serving your total staffing needs in 2001. Happy New Year!

- Nancy M. Carlson, President

From the Sales Department

Mark Carlson and I would like to extend our good wishes for a healthy and prosperous new year. While the year 2001 will certainly be one of change, our focus at Suburban Staffing never changes. Our goal is to create customer satisfaction by providing our clients with the most qualified field employees in the staffing industry.

Thank you for your allegiance to Suburban Staffing, Inc. We appreciate your business.

- Paula Merloni - Executive Account Manager

Now, A Total Staffing Service	Cover Story
Desk Rage...Stress in the Workplace	2
Retain to Attain Your Business Goals	3
Ya Gotta Love the Internet	4

1



Desk Rage

Stress in the Workplace

The economy is booming, companies are growing, so why are your employees unhappy? With the low unemployment rate, the lack of skilled employees available, and the tremendous growth companies are experiencing, workers are taking on the jobs of two (and sometimes more!) employees. For some companies, especially small ones that rely on fewer workers to get by, increasing numbers of workers are “breaking down under pressure.”

Surveys are showing that unreasonable deadlines, growing work loads, and longer days are taking their toll on people in the workplace. In addition, physical complaints such as back or neck pain are on the rise. To top it off, the stress continues even after you’ve left for the day. Retail stores, gas stations, and dry cleaners are all facing the same issues: lack of help! Can just one day pass without aggravation?!!

As a manager, you see the stress, (you probably feel it, too!) but how can you minimize workplace stress for your employees?

- ◆ **MAKE THEM COMFORTABLE.** Are their desks arranged awkwardly? As an objective observer, do you see another way to position the phone or keyboard that may help?
- ◆ **HELP THEM PLAN THEIR DAY.** Do they have trouble with prioritizing or calendar management? Teach

them how to use the tools available to them. Provide training in MS Outlook or time management.

- ◆ **MAKE THEIR WORK SPACE MORE ENJOYABLE.** Can you allow for light background music, personal pictures, more plants or better lighting? If they enjoy looking at the things around them, you may see more smiles.
- ◆ **GIVE THEM A BREAK.** If they are required to do an intensive amount of work on the phone or on the computer, remind them to get up and take a minute away from their desks. If your employees have strong work ethics, they may feel guilty doing this. Encourage them to take a minute and enjoy the company of their co-workers.
- ◆ **ENCOURAGE TOLERANCE.** Find ways to teach employee skills; give them a way out of frustrating situations. Teach them how to maintain positive attitudes under pressure or when stressed, with seminars, internal meetings or simply leading by example.
- ◆ **HIRE INTERIM HELP.** Bringing in temporary support during “crunch time” can be an enormous relief to a deadline-sensitive employee. Remember Suburban Staffing, Inc. is here to help!



-Suzanne Santospago, CTS—Sr. Placement Counselor

Save time and money!

You have a project to complete with a deadline, and the best person for the job is a previous employee. What do you do to avoid the burdens of taxes, insurances and benefits?



Suburban Staffing, Inc. has a service designed specifically for this situation. It’s called Transfer of Personnel. Your choice of employee is free to complete your required tasks at your facility. You establish the job description, the rate of pay, and the length of assignment.

Suburban Staffing, Inc. is responsible for the weekly pay, taxes, insurances, and if you choose, the benefits of these employees. Contracts are available insuring the agreement and understanding of the process that leave the client free of these burdens. Benefits are available that meet the needs of employees involved in long term projects.

If this service is one that will offer your company value, call our office and speak with one of our placement coordinators. This is a practical, cost saving approach to project management.

Retain to Attain Your

You are facing the tightest labor market in 30 years, with predictions that the labor crunch will continue for several more years. You are competing fiercely for employees. You need more than a band-aid solution to drive your business as it competes in the global economy.



SOME RETENTION SOLUTIONS

Surveys on retention practices show that it's not always the dollar that tops employees' wish lists. Employees consistently rank these other items as critical to job retention:

- ◆ Meaningful work, with responsibilities that are clearly defined,
- ◆ Greater control over their jobs,
- ◆ Enhanced benefits, and
- ◆ Flexible work schedules.

You value your employees. What are some other ways to retain them?

YOUR REPUTATION

Word gets around quickly about your corporate culture. Everyone wants to identify with a winning team. Communicate company successes to your employees. It is difficult to leave a company that is recognized for the excellence of its

products, services and employees. It is especially difficult to leave a company with employee-friendly policies.

BETTER RELATIONSHIPS WITH COLLEAGUES

A good manager is key to retaining employees. Managers who are inadequately prepared for their roles can make an employee's job miserable. In many cases, some coaching or mentoring will get the manager on track. Other managers might benefit from courses covering communication or conflict resolution skills. Ultimately, you want a win-win situation where you can retain both employees.

Workers are eager to work for a company that sets clear goals and promotes a team environment where everyone is recognized for their contributions. Employee morale is kept high in many companies by hosting social hours to engage in team sports, games, and theme parties. The events can be pre-planned or spontaneous. Special events to mark the completion of a project acknowledge your appreciation of your employees.

BALANCING WORK & FAMILY

More than ever, all of us are engaged in juggling acts. Many employees are desperate to find and maintain a work/family/extended family balance. Companies recognize this and offer perks that run the gamut. These could be cash bonuses, flextime, flex benefits, or paid personal time for medical care or school events such as parent-

teacher conferences. Some companies collaborate with dry cleaning or shoe repair services to make daily pickup stops at the worksite. Other companies offer "concierge" type services. A questionnaire or suggestion box could help you find the right perk for your employees.

Recognize difficult and tight deadline periods. Give Suburban Staffing, Inc. a call to help during those critical times. Everyone's spirits can be lifted, the atmosphere will be less tense, resulting in higher productivity.

PROFESSIONAL DEVELOPMENT & EDUCATION

Tuition reimbursement and professional development programs are highly desirable employee benefits. Think about a scholarship program for employees' children, too. Supporting education shows your employees and the community that you value education. This can attract potential employees to your company also.

COMPETING IN THE NEW MILLENNIUM

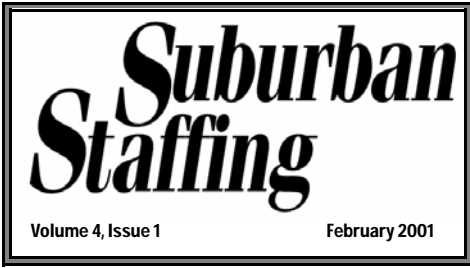
Retention will be a key issue for all companies in the coming years. Low employee turnover is cost effective, improves morale, and is one of your best recruiting tools as well. Listen to what your employees have



Please Welcome...

Wayne Robison as the new Senior Recruiter for the Suburban IT Staffing Division. With 20 years in the technical recruiting arena, Wayne comes to us with a successful history of recruiting and placement of Contract, Temporary, and Direct Hire staffing. Our sales staff will be introducing Wayne to those customers who have needs in IT staffing.

Suburban's goal has been to become a full service staffing partner with our customers. Wayne gives us the experience and technical knowledge we need to do that effectively. We are pleased to announce Wayne as part of the Suburban Staffing team!



PRESORTED
STANDARD
US POSTAGE
PAID

30 Lyman Street
P.O. Box 1450
Westboro, MA 01581
(508) 366-8521

Suburban Staffing, Inc.

Ya Gotta Love the Internet!

Everyone knows the Internet is an excellent source for finding information and having a little fun. We've found some websites that are great resources for traveling, health, education and entertainment. Have fun surfing!



At www.reel.com, you can check out everything from reviews of what's playing in local theaters to what's new on video or DVD. Find family-friendly movies for your children in "For Your Kids" and preview movie shorts and trailers. You'll even find the latest news on celebrity stars!

FAMILY VACATION?

If you're planning a family vacation, go to www.family.com to find out about the best amusement parks, museums, national parks and other destinations. They also have vacation "experts" who can help to answer your questions.

KNOW YOUR MEDICATIONS!

If you need information regarding your prescription, you can visit www.rxlist.com. This site offers the lowdown on over 4,000 over-the-counter and prescription drugs, including an explanation of what each drug does, lists of side effects and names of incompatible drugs.

DISCOVER THE BEST MOVIES

HUNGRY FOR LEARNING?

Discover a master listing of online learning opportunities at www.hungryminds.com. Over 17,000 online courses are offered from trusted academic names. You can also download Cliffs Notes and ask technical questions at "Ask the Dummies Answer Network."

JUST FOR FUN!

At www.care2.com you'll find a web site that is dedicated to helping the environment. They offer free online greeting cards, games and email, shopping, and worldwide news. The greeting cards and games are great fun for all ages! Use care2 to send your next online greeting card.

-Ann Gentile, Support Manager