

# Suburban Staffing

401(k) Meeting  
December 2  
★  
Short-Term  
Disability  
★  
Better Time  
Management

Winter, 1997

Volume 3, Issue 3

## From the President:

Who can believe we are ending another year already!? We certainly have had a busy one here at Suburban. We have added new office staff in a few areas. The Recruiting Team, made up of Annette Frese and Jean Nelson, are job sharing their responsibilities. Our new Secretary is Loretta McKenna; perhaps you have spoken with her when you called the office. Sharon Massaglia is our new Payroll Administrator, who is working under our Accounting Supervisor, Betty Warsen. And last, but hardly least, the newest Placement Counselor is Kathy Robinson. Kathy is doing a great job under the watchful training eye of Sally Domenico.

We are looking forward to our annual 401(k) Plan meeting on December 2, 1997. We will be serving sandwiches, coffee and dessert for your convenience. We want you to have as much time as possible with Carol Winn, VP with A. G. Edwards & Sons. Carol will go over the benefits of the 401(k) Plan with prospective new participants, as well as answer questions of those of you who have already taken advantage of this great benefit. Please try to attend this important meeting.

The snow will be flying very soon, and I would like to review our policy on snow days. If the governor declares a state of emergency, and requires people to stay off the roads, you must adhere to this. If we get a heavy snow fall around the normal travel periods to and from work, use common sense and caution. Sometimes it is necessary to give the road crews a little time to clear the roads before we travel them. At any rate, if you are unable to get to work, call our office, and we will call the client company and advise them of your situation. Be safe, use caution and drive defensively.

All of us at Suburban Staffing, Inc. wish all of you a safe and happy holiday season.



## \$100 Bonus!

All you have to do is refer a friend or family member to Suburban Staffing, Inc. When they complete 400 hours of work for us, you will receive a bonus check for \$100.00!



Why not help someone you know receive an opportunity similar to yours? Working with the top staffing firm in the area has great rewards, in addition to offering a variety of employment

## 401(k) Meeting

How many times have you asked yourself, "Will I be able to retire comfortably?", or "Am I saving enough for retirement?"

Carol Winn with A.G. Edwards & Sons will help you answer those questions and more, on December 2, 1997 at 6:00pm, when Suburban Staffing holds the annual 401(k) meeting at the Westboro office.

All employees who are interested in participating in this excellent benefit are urged to attend this very informative meeting. Those of you already enrolled are welcome to come and ask any questions you may have.

Learn how, by saving a little today, you can be financially secure in your future.

Sandwiches, coffee and dessert  
to be served.

## Welcome New Counselor

Kathy Robinson has recently joined our placement team. She has a wonderful background in customer service and human resources. Kathy was a partner in her own business for six years. Much of her day was spent scheduling people to work for her client customers. Sound familiar?

Due to the close working relationship that our placement office shares, I am certain you will be speaking with Kathy in the near future. Don't hesitate to ask for her the next time you find yourself ready to tackle another assignment. She has plenty of openings that she is currently trying to fill.

## Did You Know?

**MARY SCARLATA-ROWE:** Working at Yankee Atomic, was married in October of 1997.

**SHARON FONTAINE:** Gave birth to a bouncing baby boy, Ryan Robert, on August 15, 1997.

**NOREEN MAHER:** Working at Accumen Business Center, was married on September 27, 1997.

**KIMBERLY ST. FRANCIS:** Working at Sams Club, exchanged wedding vows with Ronald St. Francis on September 27, 1997.

## Short-Term Disability Benefit

I am very pleased to announce the addition of a short-term disability program. We will begin this program in January, 1998. We are able to handle this through payroll deductions, to make the process easier for everyone. The cost of this to our employees seems to be very reasonable. It may be something to look at for those long term employees, in an effort to cover illness and/or accidents.

This is a three month program. There is a one day waiting period for accidents, and a seven day waiting period for illness. Examples of approximate costs are as follows:

Benefit Amount	Waiting Period	Age Range	Weekly Premium
\$ 20,000/year benefit \$ 800/month	1st day accident 7th day sickness	18-49 50-64	\$5.17 \$5.72
\$ 25,000/year benefit \$ 1000/month	1st day accident 7th day sickness	18-49 50-64	\$6.46 \$7.15
\$ 30,000/year benefit \$ 1200/month	1st day accident 7th day sickness	18-49 50-64	\$7.75 \$8.58
\$ 35,000/year benefit \$ 1400/month	1st day accident 7th day sickness	18-49 50-64	\$9.04 \$10.02

If this is something you might be interested in, please call Sharon in our payroll office. She will send out all the information for you to review this new benefit.

# ➤ Timely Tips For Managing Time

**D**o you get the jitters just thinking about what you have to get done for the holidays (or today, for that matter)? Does your favorite person need to make an appointment to spend time with you? Are all those e-mail or answering machine messages controlling your life? Welcome, then, to the Time-Deprived Club - a group with probably more members than any other (well, maybe... there's also the Sleep-Deprived Club!).

## TAKING CHARGE!

Now is the time to take charge. What are your goals? Seriously review and evaluate them. Then do some restructuring. Companies restructure. So can you! Restructure your time so that you can be in control. Use the upcoming holiday season to get you started on a resolution to more effectively *manage your time for a lifetime!*

Following are some tips to get you started:

⌚ Buy the best planning calendar you can afford. Note work and family deadlines to ensure a healthy balance between work and play. If you're a morning person, plan to do your most critical work then. Take advantage of those early-opening hours of retailers.

⌚ Set time limits and follow them almost religiously. Ever notice how much time you take to do something when you have no other commitments? Act as if you do have other plans; in fact, keep a list of "nice to do" projects to begin as time becomes available.

⌚ Group your phone and e-mail messages. Set aside a block of time each day to follow up on them. Stopping and starting the same projects many times a day is time consuming. The time you set

aside will also help to dictate the length of those conversations!

⌚ Diary time for an exercise break even if it's to walk around the block during your lunch hour. A "seventh inning stretch" can help clear the mind and diffuse a particularly nagging situation.

⌚ Learn to say "no" from the start. Indefinitely keeping people on hold is a time waster for you as well as them - there's never any closure to the situation.

⌚ Delegate. Delegate. Delegate.

## VOICES OF EXPERIENCE

We asked some Suburban Staffers for some tried and true tips for managing time. Here's what they had to say:

**Betty Warsen**, Accounting Supervisor, is a great believer in making lists of things to do and then prioritizing them.

**Nicole Tebo**, Counselor, says that she takes time at night to review and prioritize the next day's most pressing activities. Another simple, yet extremely effective time management technique that Nicole uses is to keep everything in its place. This way, she doesn't waste time looking for various items.

- Annette Frese, Recruiter

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## Promotion!

In early October, our bookkeeper, Betty Warsen, was promoted to Accounting Supervisor. Betty has been with Suburban Staffing, Inc. since May 1994. She is responsible for all A/P, A/R, and Payroll

Suburban Staffing, Inc.

## Forbidden Phrases of the Work Force

**S**ometimes, the most costly business mistakes can occur within the first ten seconds of meeting or speaking with a new customer. Following are a few phrases that you should avoid when speaking with a potential customer:

- **Forbidden Phrase #1:** *"I don't know".*  
There is no need to ever speak these words. If you don't know, find out. Someone in the office will have the answer. *Instead, say: "That's a good question, let me get that information for you."*
- **Forbidden Phrase #2:** *"We can't do that".*  
This is a sure way to get your customer very upset. *Instead, say: "That is a tough request. Let's see what we can do."* Then find an alternative solution.
- **Forbidden Phrase #3:** *"You'll have to..."* This is not a good thing to say to a customer. The caller doesn't **have** to do anything. *Instead, use phrases such as: "You'll need to" or "Here's how we can help with that" or "The next time that happens, here's what you can do."*
- **Forbidden Phrase #4:** *"Hang on a second, I'll be right back."* If you have ever said that to a caller, then you've made an unnecessary lie. *Instead:* See what happens when you tell the truth. "It may take me a few minutes to get that information. Are you able to hold while I look that up?"
- **Forbidden Phrase #5:** *Saying "No" at the beginning of a sentence.* Using the word "No" sends off a signal of rejection, and can always be said in a more positive manner. *Instead, try: "We aren't able to refund your money, but we can replace the product at no charge."*