

# The Suburban Connection

Fall, 2000

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## Letter From the

**T**o all who were able to attend our Open House, thank you for coming! Your enthusiasm was felt throughout the staff. We had a great time seeing all of you. It was fun showing you the changes in our office and giving you an opportunity to meet our entire staff.



to school, we have new temporary opportunities available. Our referral bonus program allows you to connect someone close to you with some terrific temporary, temp-to-direct or direct hire employment opportunities, and earn some extra money. As

*-Nancy M. Carlson, President*

It is important for us to say "Thank you" to our employees who go out every day to work very hard for our customers. The food and door prizes are but a small token of our appreciation for you and your work. It's wonderful to gather you all here in the office and visit with you and tell you in person how much you are appreciated. So thank you again for coming and to those who missed it, don't miss next year's party! We all had fun!



I would also like to thank those of you who participated in our benefit questionnaire. We expect to have the final selection for our medical insurance very soon. When we have this in place, we will send letters to all of our employees offering you your choice of benefit packages. Everyone will need to fill out the required form and return it to our office. We hope you find the changes to be more flexible and beneficial.

We look forward to the change of seasons and the seasonal changes. As college students return

## computer Training

A benefit for you!

It isn't often that someone offers us something for **Free**. Well, that's exactly what Suburban Staffing, Inc. is doing for its employees. We offer this benefit in an effort to assist you in developing and maintaining your skills. A staff of specialists conduct classes in our office for your convenience. PRA Training Group offers a wide range of computer software training from the very basic to advanced classes. Call our office now to schedule your next class. Included in this newsletter is a class schedule, or you can go to [www.suburbanstaffing.com](http://www.suburbanstaffing.com) on the Internet to check for updates to the class schedule. Don't wait, classes fill up quickly. Ask for Kristen or Ann when you call the office at (508) 366-8521.

## What's Inside?

1) Social Security

2)

3) Setting the Stage for a Great Interview

4)

## WORLD WIDE WEB

Visit Suburban on the Internet. The site is updated weekly with new job listings in Accounting, Administration, Customer Service, Light Industrial, Professional, Sales, Scientific and Technical fields. You will also find tips on resume writing, interviewing and company FAQ's.



[www.suburbanstaffing.com](http://www.suburbanstaffing.com)



## Open House Prize Winners!

### Grand Prize Gift Certificate to Marriott Hotel:

Susan Sacco

### Red Sox Tickets:

Ernest Jubin & Meghan Catlin

### Flower Arrangements:

Ruthann Argento, Claire Betti, Diane Candor, Nancy Corcoran, Larry Gentile, Jean Hall, Kathy Heywood, Mary Jones & Pat Sullivan

### Gift Certificate to *Profilo Day Spa*:

Judy Kaufmann & Mary Ann Murray

### Movie Tickets:

Ann Bouchard, Miriam Kaufmann, Jana Hanks & Barbara Rolinski

We hope you all enjoyed your prizes and look

## Did You Know?

**JUDY MONTAGUE**, working with Suburban Staffing is expecting her 8th grandchild this December!

**GUILENE PREPETIT**, formerly of Astra Zeneca, gave birth to a bouncing baby boy, Gabriel Jacques, in March.

**BETTY WARSEN**, Accounting Manager with Suburban Staffing, announced the marriage of her son, Brad, to Gretchen in May.

**A Thought To Share:** Laughter is the shortest distance between two people.

- Victor Borge

## Presenting... The Suburban Staffing Service Awards!

### Employee of the Year: Nancy Ferraioli

Congratulations to our Outstanding Employee of the Year, Nancy Ferraioli. Nancy has worked with Suburban Staffing for more than 5 years representing Suburban in 14 customer locations. She is a person who clients repeatedly request and has consistently earned outstanding evaluations. Nancy's enthusiasm as our employee has given us a great deal of pride in knowing we make a positive impact as her employer. Thank you, Nancy, for your hard work and dedication to Suburban



Nancy Ferraioli & Nancy Carlson

Following are the awards that were presented at the Suburban Staffing, Inc. Open House:

**10,000 Hours of Service (Service Award Pin)**  
Beth Henson

**7,500 Hours of Service (Flowers and Suburban Mug)**  
Catherine Parker

**4,000 Hours of Service (Suburban Flashlight)**  
Stacie Mitsis

### 2,000 Hours of Service (Suburban T-Shirt)

Ann Cappellini	Albert Shabo
Meghann Catlin	Pennie Thrower
Rodney Finne	Ha Trinh
Alba Hernandez	Joan Wood
Linda Kelly	David Zayka
Debbie Miles	

### 1,000 Hours of Service (Suburban Tote Bag)

Courtney Baldanza	Judith Kaufmann
Theresa Bouchard	Jeffrey Lapointe
Nancy Brennan	David Lawrence
Elizabeth Carlin	Odalys Maracullo
Christopher Conoway	Janet Molter
Trinese Cropper	Svetal Patel
Ellen Donaghue	Kathleen Riga
Jeffrey Germain	Barbara Rolinski
Richard Huebner	Pamela Stahl
Kristen Jutras	Jane Tankanow
Vasil Kallco	Cherylann Taylor

### Suburban Staffing Employees of the Month for 2000

Carlos Delatorre (January)	Ann Marie Quarta (May)
Merilyn Chicknavorian (February)	Stacie Mitsis (June)
Diane Crosbie (March)	Treona Pope (July)
Mary Engelhardt (April)	Tyson Funk (August)

# Soft Skills Spell Success on the



**A**re you someone who usually has a friendly smile for everyone? Do you make helpful suggestions? Have you ever volunteered to coordinate an event? Are you flexible in your work priorities? If so, you've started your ascent up the ladder of success.



Everyone talks about the "hard skills" required for a job; hardware and software knowledge, programming expertise, word processing ability, management proficiency, professional designations, and so on. What makes the difference in succeeding on the job is *how* you apply *what* you know.

## HOW TO APPLY WHAT YOU KNOW

Make your job performance stand out by developing your soft skills. Soft skills are the skills that bolster your core areas of expertise. You may be good with numbers, but are your reports understandable? You may accomplish your priorities every day, but how do you respond when asked to change those priorities? You may be a good customer service agent, but have you tried any new techniques to get more customers?

Basically, your soft skills will make your hard skills shine. A good attitude, common sense, respect for others, and practice will get you started. Keep in mind, too, that many companies offer professional development seminars on soft skill topics.

### COMMUNICATE

Good oral and written communication skills are at the top of the list of critical success factors for most jobs. It's wise to remember that listening is an important component of effective communication. In fact, we actually need to listen more than we speak. This ensures that you understand the situation. It also lets your colleagues know that you care about what they have to say. Body language, such as a positive nod of the head and good eye contact, signal your colleague that you're giving them your undivided attention. It is an "ok" for continuing the dialogue. Comments such as "I can help," make for better relationships, too.

### BE FLEXIBLE

Are you multi-tasked? Can you adjust your priorities to pitch in during crunch periods? These occasions can be just the time for management to notice you. You will feel good about yourself while generating good will towards your peers.

### BE COMPLETE

Good time management skills will help you reach this goal. Especially in team-centered environments, meet your deadlines, as others' work is usually dependent upon it. Use your calendar to diary when projects are due. File paperwork in its proper place. Respond to all e-mail and voice mail in a timely manner. Also, review all paperwork that you will send to others for any errors or omissions.

### BE CREATIVE

Today more than ever we need to be creative. Think outside the box. Make the shift from old routines to new and different



ways of doing things. Make the most of up-to-date technologies. We are in a global marketplace, competing for the world's business. Present your ideas for attracting new business, saving time, or increasing profits.

### BE POSITIVE AND UPBEAT

Attitudes are contagious. Spread your cheer. The environment we work in makes a difference in how productive we are and how soon we reach our goals.

### MEET PEOPLE HALFWAY

Can't come to an agreement? Walking away from a problem won't solve it. Think about getting together with your colleagues to reach a compromise that leaves each side with good feelings. Good negotiating skills can be learned by practice. A sincere and honest desire to respect the other party and see both sides of the issue with fairness to all will go a long way towards maintaining everyone's self-esteem.

### BE DISCREET AND PROFESSIONAL

The success of any business comes from employees who live up to this standard. Professionalism makes for a positive work environment and provides the competitive edge for businesses to prosper.

## REACHING SUCCESS

Your success as well as the company you work for depends on your portfolio of skills. As you build, adjust, and fine-tune them, you will become a more valued employee. The journey to the top of the career ladder will be challenging but rewarding. Enjoy the climb!

- Annette B. Frese, Senior Recruiter

Juvenile Diabetes Foundation Walk  
Sunday, October 15<sup>th</sup> 12pm, Worcester State College

Diabetes. We hear about it all the time in the news, from our friends, perhaps, a loved one who has contracted this deadly disease. Did you know that over 16 million people in the United States are diabetic...that 5.4 million more don't even know they have it...that it is the leading cause of death? Diabetes is the type of disease that doesn't care if you are old or young. Imagine if you had a very young child, having to give them an injection of insulin up to six times a day to help regulate their blood sugar. Imagine being that child, not ever being able to have that big piece of chocolate birthday cake or ice cream on a hot summer day.

Here at Suburban Staffing, we are doing our part to help find a cure for juvenile diabetes, and we invite you to join us on Sunday, October 15th for the 2000 Juvenile Diabetes Foundation Walk to Cure Diabetes. This three-mile event will start at Noon at Worcester State College. Come join our team of walkers to help raise research funds. If you can't walk, how about sponsoring the walkers from Suburban Staffing? Last year the JDF raised \$156,000.00. This year the goal has been set at \$200,000.00. Please let us know by Friday, September 10 if you can participate. Suburban Staffing will provide our own original design t-shirt for you to wear. Let's stop this insidious disease in this new decade. Come join in the fun that day. If you have questions on how to register for the walk or on the Juvenile Diabetes Foundation, do not hesitate to contact me at (508) 366-8521. *-Mark Carlson, Outside Sales Representative*

In June, we mailed out a survey asking 5 questions. Our aim in conducting this survey was to determine where our strengths lie and where we need to improve in the service we provide our field employees.

- 94% responded that you felt welcomed and comfortable during your **initial application/interview**. 6% left our office uncertain.
- 76% found our **handbook** informative and referred to it often. 24% never read the handbook or no longer had one. (If you need one, please call to receive your updated handbook containing important information relating to your employment and benefits!)
- 91% felt that when they accepted an **assignment**, they were given all the **information** necessary to perform the position. 6% felt that this occurred only some of the time. 3% did not answer the question. Requests for written job descriptions and more detailed directions were included in the responses. (We often communicate assignment information verbally, over the phone. If you hang up the phone and have questions unanswered, please call back. We want you to be prepared to do your best, which can be difficult without the details of the client's expectations.)
- 82% of our respondents find our **paycheck stuffers** informative. 9% do not. 9% did not respond to this question.

Many of you shared positive feedback on your temping experiences. We thank you for your diligent efforts and look forward to continuing to be your chosen place of employment.

### Additional questions asked included:

1. **Payroll stuffers - "Why are they necessary?"** Our payroll dept. uses these stuffers as a tool to relay information to employees in the field, such as updates on benefits, holidays, computer training, give-aways, etc...Some are repeatedly sent out because we have new employees starting every week!
2. **What is the office's role in your temporary assignment?** Our job is to hire, train and employ the best personnel available for our client companies. We continue to employ you throughout the length of your assignment for a fee, charged to our clients. This fee allows us to continue to locate the most challenging assignments within the best companies in the area. Our commitment to our employees, and desire to remain employer of choice, requires that we continually improve the benefits options available. We invest in our employees by providing training programs, a 401(k) Plan and benefits that reward long term commitment.
3. **Updated Benefits.** Full time employees requested additional benefits such as health insurance, vacation and holiday pay. We are investigating other benefit options available to employees who elect temporary employment. Information on these benefits will be mailed to qualified employees.