

The Suburban Connection

October 2004

Vol. 9, Issue 1

Letter From the President:

It has been a long time since our last newsletter...too long! We look forward to renewing this important line of communication. Much has happened over the past eighteen months, and we're anxious to share our news.

Suburban Staffing, Inc. is on the move! We are growing and expanding our services. With a strong focus on customer service, our employees, applicants, and customers, we are reaching out to secure our communication lines. Our staff is committed to offering the best possible representation to our customers.

We have a new software application that allows us to gather and store a wealth of information on our applicants and employees. This system allows our employees to log in and update skills and resumes. It also allows new applicants to begin the application process prior to coming to our office. No more 3 hour appointments! Now we can give more attention to our interview process, better representation to all of you, and quicker access to our customers.

A new Consulting Service has been developed under our Suburban Business Solutions Division. Ken Gilbert has joined our firm to allow us to assist our customers with individual and group mentoring and coaching, management skills training for new or inexperienced managers, mentoring for employees having difficulty in the workplace, and guidance in goal setting, team building, and conflict resolution. With 38 years in the staffing industry, who knows better how vital good employees are? It's exciting to be in a position to offer this type of value to our customers.

What's Inside?

- 1) 10th Annual Open House!
- 2) New Management Team
- 3) Staff Additions
- 4) Web-Based Application



Many of you have been using our electronic time card. This program is offered to Suburban employees who are on assignments for a period of one month or more and whose client supervisors consent to its use. This is a web-based, password protected tool that allows our employees to submit their timecards from their home or work site at any time of the day or evening. Customer supervisors who are out of the office have the convenience of logging in from any site to approve your time card and submit it to our payroll office. We hope many of you will use this method of time card submittal in an effort to improve the efficiency and clarity of your reporting. Call Betty Warsen in our Accounting office with your request.

Our 10th annual Open House is coming up in October. This is an opportunity for us to thank you for your hard work and loyalty to Suburban. We put on a good feed... door prizes...service awards...and an opportunity to visit with all of you who make us look so good to our customers. Please mark your calendar with the date October 21, 2004 from 4:30 – 6:30 PM for the festivities in our office. Invitations have been mailed...We hope to see you all here!

-Nancy M. Carlson, President

10th Annual Open House!

October 21, 2004 is the date to save for Suburban Staffing's 10th Annual Open House. We sincerely appreciate all that our employees do for our company and as we approach the Holiday Season, we wish to thank you.

Invitations have been mailed and we hope all will attend. If you didn't receive an invitation, please call our office. Our menu is very tasty with plenty of hot and cold drinks, door prizes, service awards, and some quality time with our most valuable asset...YOU!

Save this date...the time is 4:30 PM to 6:30 PM on October 21st at our office. Please RSVP so we can plan our menu, and don't hesitate to bring a friend or relative who might be looking for work, or who may have a staffing need. We look forward to seeing you all...and you won't have to cook dinner!

New Management Team

Suburban Staffing is proud to announce the following additions to our management team. Peter Carlson who has been our Information Technology Manager since 1997 has been promoted to Director of Operations. Peter's new role will include, in addition to overseeing our technology, a focus on internal structure as required to meet our plans for future growth.

Our new V.P. of Business Development and Marketing is Mark Carlson. Mark has worked in Sales for Suburban Staffing and Suburban Business Solutions since 1999. He is developing additional lines of service and partnerships for our company. Mark is responsible for our contracts as well as our marketing programs. Our plans for growth include a focus on branding our new services.

Interview Skills

For some of us who haven't interviewed in awhile, the thought of doing so is more than a little frightening. What questions will be asked? How should I best respond? What, exactly is the company looking for in a top candidate? Will my presentation be effective? If I am lacking in some of the required skills for the job, can I translate other skills that I do have to compensate?

One of the many benefits in working with a staffing firm is the expertise we have that offers advice on this subject. When a position or assignment is presented for consideration, do not hesitate to ask questions that may offer you the confidence you need to market yourself to the company.

- Remember, you are your greatest marketing spokesperson. Practicing interview techniques makes for a more confident presentation. Take the lead of the interviewer. If you are asked open-ended questions, think about your response. Be informative without being chatty.

Did You Know?

PETER CARLSON, Suburban's Director of Operations, is adding one more beautiful daughter to the Carlson family on October 9, 2004 when he will wed Wendy Adkins in Hilton Head, SC. The couple will honeymoon on Hilton Head Island.

SUSAN CASTELLANO, who is working for us at Monster.com was married on September 5, 2004 and enjoyed a honeymoon in Jamaica.

ANN GENTILE, a Recruiter with Suburban, had her first child last summer. Sydney Paige was born on August 2, 2003.

PAULA MERLONI, added a beautiful new daughter to her family when son Gregg married Michelle Utley on June 19, 2004.

MARCIA TEPPER, our Receptionist, has her first grandchild, Fredrick Paul Collins, III, born April 8, 2004.

BETTY WARSEN, Suburban's Accounting Manager, gave her daughter Catherine away to Brian Marchionni in a beautiful wedding ceremony on June 5, 2004.

- Do your homework! Check out the company on the internet. If you are offered the opportunity to ask questions, this will give you a basis for communicating your level of interest in the company.
- Position yourself so that you can make eye contact with everyone in the room. Dress professionally, take a deep breath before you enter the room, and relax. If you appear to be comfortable, your interviewer will be more relaxed. Interject a little of your personality...this is the piece that makes or breaks an interview. Skills can be taught. The right mix of people to perform as a cohesive team is critical to the success of any new hire.
- Be certain to express your level of interest in the position before you leave. Ask when you might expect a response. Follow up with a thank you letter or note, and remember, win or lose, you have added to your interview skills. Good luck!

Staff Additions

Suburban Staffing welcomed Jennifer Plante to our placement team in July. Jenn comes to us as a seasoned staffing rep and hit the ground running. While her expertise is Accounting and Finance, Jenn also works in the Administrative and Support market as well as Manufacturing and Scientific. She is a welcome addition to our staff.



Suburban as well as to all of you. We can't imagine a day without her.

Don't hesitate to call the office to say hello and welcome our new and returning staff members. They'll be happy to hear from you as they get to know you better.

In August Deshawn Fentress joined our staff as a Sales Assistant. Deshawn comes to us with a background in technology and will be working with our sales and placement teams. His focus is Technical and Engineering. Deshawn has a wonderful sense of humor and a strong drive to move forward with our company.



A big welcome back to Nicole Murray! Nicole left when her son Ryan, a real cutie, was born. She is back, and it feels like she never left. Nicole recognizes so many of you whom she placed prior to her maternity leave. It's great to have her back on staff. We all missed her these past 2 years.



Judy Montague accepted a direct-hire offer with Suburban in July after working in our office as a temporary employee for some time. Judy offers support to every department in

Referral Bonus!

The good news is the economy is changing...in the right direction. More and more of our customers are calling for staffing assistance...many for long term assignments as well as temp-to-direct and direct hire positions.

Our best employees come from our employees...and for that we pay a Referral Bonus, when the applicant you refer meets our employment requirements.

Please check our web site for current openings and consider all of your unemployed friends...or those who might like to make a change.

Employees of the Month

2003

January	Maryann Auger
February	Aline Schroeder
March	Curtis Delisle
April	Jo-Ann Rogers
May	Lou Osman
June	Tamson Smith
July	Carlos Cano
August	Ashley Bregman
September	Tom Chiasson
October	Ricky Lopatin
November	Pat Angell
December	Grace Summer

Employee of the Year 2003

Judith Montague

2004

January	Mary Whittemore
February	David Lawrence
March	Mary Jones
April	Katherine Butler
May	Patricia Knowlton
June	Victoria Atupem
July	Lauren Sargent
August	Susan Castellano
September	Janet Smith

Timecards

New time cards are out...there are 4 copies now. The bottom two copies must be mailed back to Suburban Staffing at P.O. Box 1450, Westborough, MA 01581 by Monday at noon. The top copy is for your supervisor, and the second copy is for your records. It is important to note that in order to maintain a clear copy for everyone, **please press down firmly when filling in your time card.**

Also, please don't forget to put your assignment number on your timecard.

A Thought To Share: *A baby is born with a need to be loved and never outgrows it.*

New! Web-Based Application

Suburban Staffing is very excited to announce our new web-based application form. We will launch this new service November 1, 2004. As we strive to offer more valued services to our customers and employees, we have chosen this application to maintain current data in our systems.

What does this mean to our existing employees and applicants? This allows all of you to log in with a password that protects your privacy and make changes and updates to your skills and your personal information.

For new applicants, it means that the application process may begin prior to your scheduled appointment for an interview...which means no more 3 hour screenings! This not only offers convenience to our employees and applicants, but also, it allows us to work more effectively in matching you to the right job.

Anyone interested in having this access should contact our office at the end of October. You may email Peter Carlson at Peterc@SuburbanStaffing.com or call us at (508) 366-8521.

