We need to focus on both our clients and employees -

• Both are equally important! Be courteous and keep the comments down so as not

to offend employees in the waiting area.

Telephone Procedures -

• Should be answered by the receptionist whenever possible.

• If not answered by the 3rd ring by the receptionist, it can then be answered by someone else

• Be sure to identify yourself when answering the phone

• Always be pleasant and courteous to everyone who phones in

Orders -

• It is our policy to fill orders within yfjiour;, with the exception of clients looking for specialized, technical employees

• Stay in contact with our clients to keep them informed on the progress of the job orders

• Arrival calls are a must - make sure the employee shows up and, in the event he/she does not show up, send a replacement immediately

• If unable to reach certain employees for job placements, take their phone numbers home and attempt to reach them in the evening

Clients -

• Always make Friday checks (service calls)

• When the job is complete, keep the job order handy and follow up to see if they need other employees

• Always be sure to reference check the employee before sending out to a job. This is to the client's benefit

When referencing employees who have worked for other employment companies, be sure to use the "Associate Work History'\* form -

• This will allow us to place the employee in a job in which he has experience

• This will give us an idea of the competitive job market

• This will help us to build our client base

We should not be referred to as a temp service!!

We are a Personnel SERVICE!