

How *You* Will Enjoy Improved Service in 2008

“Service is our number one priority for both Leddy Group clients and field employees,” says Patty McGrail, Regional Vice President of Leddy Group. “With that in mind, we’re proud to announce a new department, the Office Assistant Team, whose sole purpose is to improve service.”

Leddy Group created the Office Assistant Team in July, 2007, and has spent the months since perfecting the department staffing and technology. “We worked out the kinks and the Office Assistant Team is now fully functional and ready to help you make 2008 an even more productive year,” says McGrail. “When you have a question or a concern, you want to talk with someone without delay... and now you can.”

Office Assistant Team is a three-person department of fully trained company employees and it’s the only service-centered department of its kind offered by regional staffing companies, keeping Leddy Group far ahead of the service curve. The department has extended business hours — from 7:30 a.m. to 6 p.m., Monday through Friday — so you can call with an early morning emergency or a last-minute request and get an instant response. In addition, the department is flexible and will be available during all branch events, like evening job fairs.

Office Assistant Team members support Resource Specialists and Regional Vice Presidents in two very important ways:

1. Answering the phones

“We get a lot of calls and they are all important,” says McGrail. “In the past, clients and employees may have called a branch and gotten voice mail, but this new department answers all in-bound calls so you should rarely, if ever, get voice mail.” The improved service is seamless and the number you should use to call your branch is the same number you’ve always used.

2. Assisting in the “Seal of Approval” process for potential field employees

“Checking references is a very important part of our process in reviewing potential employees,” says McGrail. The members of the Office Assistant Team will check references and this assistance will accelerate the ‘Seal of Approval’ process, which is a win-win for our clients *and* each potential field employee.”

As a result of the support of the Office Assistant Team, Resource Specialists and Regional Vice Presidents have more time to assist you. “Streamlining our front line service improves service all the way down the line,” says McGrail. “What a great way to start the New Year.”