Superior Customer Service Stories

At Elwood Staffing, we serve three customers: associates, clients, and internal Elwood employees. The stories below are only some examples of the incredible service we provide everyday. If you have a great story of your own to share, email it to elwood.academy@elwoodstaffing.com so it can be included in this amazing collection. THANK YOU for all you do to make Elwood known as a provider of superior customer service!

Making a Difference!

Superior Customer Service Superstar: Tonya Willis, Staffing Manager

Below is a letter from an Elwood associate to Tonya Willis in our Plainfield office.

Hi Tonya,

I wanted to wait to see if Ray’s Trash Service hired me and indeed they did. You may not remember me, but my name is Kim Ivey. I came to you about 4 months ago or so in search of a job. You knew I had worked for another temp agency and found it most difficult to do warehouse/factory work. You searched diligently to find me employment, offering me a short project with a call center, which I completed. You kept telling me when that assignment was complete just to be patient. Then you called me for an interview with Ray’s Trash Service. I had to wait 3 days for a response and was seconds away from accepting a position with another warehouse that I knew would “kill” me and I got your call that Ray’s wanted to hire me. When you told me the news, I began to cry on the phone. Tonya, you couldn’t possibly have known what my son and myself had been through the 5 months prior to that day. We were homeless, living in my car, showering at truck stops, eating whatever we could find. I wanted to say that I have the utmost gratitude for you. You were adamant about finding me a job and I had never told you my situation, but you still just kept trying, what a GREAT recruiter you are. Since taking the job with Ray’s, my son and I have a place to live and plenty to eat, and another chance at life. Tonya, I thank you and may God bless you and your family.

-Kim Ivey, Customer Support Representative, Ray’s Trash Service

That Personal Touch!

Superior Customer Service Superstar: Lori Joyce

Lori Joyce, Associate Engagement Manager, recently sent handwritten notes to a select group of stellar associates in the Boise, ID market to thank them for their hard work and dedication to Elwood Staffing. One of the notes elicited a handwritten note back from one of those associates, Tom Cleary. In it, he writes:

Many employers print appreciation letters en masse, making the appreciation less personal. So in response, I’d like to thank you and let you know that made my whole month! Things in my life ain’t easy, so this recognition makes things so much brighter!
We had an employee with good work history come in who had just moved here and was in need of getting a job quickly. It was his lucky day as we had a no call no show and were looking for someone to fill the position. The position was the same thing he had done in the past. The only problem was that he did not have steel toe boots and only had $20 to his name till Friday. So we offered to pay for a pair of steel toe boots for him and he could pay us back on Friday when he got paid!

**Above and Beyond in Cleburne, TX!**

**Superior Customer Service Superstars: Ashley Pinnall & Daphne Allen**

We had an employee with good work history come in who had just moved here and was in need of getting a job quickly. It was his lucky day as we had a no call no show and were looking for someone to fill the position. The position was the same thing he had done in the past. The only problem was that he did not have steel toe boots and only had $20 to his name till Friday. So we offered to pay for a pair of steel toe boots for him and he could pay us back on Friday when he got paid!

**Serving Internal Customers with Excellence!**

**Superior Customer Service Superstar: Deidra Reed**  

* Submitted by Kera Martin

Numerous times over the years when I receive an “Out of Office” reply on Deidra’s email, she still responds. Her responsiveness, flexibility and quality of work is incredible! She is always positive and optimistic and always provides excellent superior customer service! Certainly an individual that serves as a walking/talking example!

**Two Utah Branches Come Together to Provide Amazing Service!**

**Superior Customer Service Superstars: American Fork and Orem, UT**  

* Submitted by Dave Larsen

I want to share an awesome example of teamwork and customer service that happened. The American Fork Branch received an order from a Customer at 4pm. They needed to find five quality Associates to start the next day at 6am. Drug screens needed to be done and background checks needed to be submitted prior to starting. The Orem Branch jumped in to help and between the two branches, they were able to fill the order in a matter of a few hours! The Customer sent the following e-mail the next morning:

Yes, all five are here and doing well. I apologize, I intended to email you this morning to tell you how much we appreciate your hard work. We were very impressed that you were able to get us that much help in so little time. Once again you have exceeded our expectations. Thank You!!

It is very rewarding to see great teamwork and great customer service come together with a thank you from the customer!

**Little Things Make a BIG Difference!**

**Superior Customer Service Superstar: Kathy Mayes**  

* Submitted by Kera Martin

Kathy Mayes consistently speaks kindness to everyone and does the ‘little things’ that make a big difference! Whether it is taking more time with a staff member, a client or an associate during a 2\textsuperscript{nd} or 3\textsuperscript{rd} shift check-in at the client site, Kathy shows her compassion for others in a genuine way. Her leadership in the Plainfield branch and service to the market has resulted in national business being awarded across Elwood at multiple clients this year. The volume of business and success in the Plainfield branch is rare in the industry. Kathy’s natural ability to serve others is the spirit of Elwood and I believe Dave Elwood’s vision of Superior Customer Service to all three customers we serve.
The Rewarding Side of What We Do!

Superior Customer Service Superstar:  Leather Munoz

I just had my first Schlumberger Mechanical Technician hires come through that I had processed and started back in October.  He was kind of down and out when I hired him, crummy vehicle that barely ran, struggling to take care of his family and animals on his ranch. He came in with the biggest grin on his face and his arms stretched out for a hug and a hand shake.  I shook his hand and gave him a hug and asked what he was up to.  With a broken voice he said, “Thank you so much for your kind heart and hard work in getting me placed with this company, Leather.  It has been nothing short of amazing!”.  He was nearly teary eyed and told me I was an “angel” (made me teary eyed).  He asked me to come look at what his wife got him for his birthday coming up, told me she couldn’t have done it without me getting him the Schlumberger job.  He is now driving a brand new Dodge mega cab truck.  He said he can go anywhere and do anything and that he and his family and the ranch are set with his income he is making now.  The rewarding side of what we get to do…!!

Outstanding Teamwork!

Superior Customer Service Superstars:  Yakima, WA Branch  * Submitted by Dyann Horton

I would like to recognize the staff of the Yakima Branch for outstanding team work.  We have a very demanding after hours phone.  All of the staff in the branch take a turn of carrying this phone weekly to support our clients with, at times, extreme requests.  Over the past few weeks, the team has supported each other outside their normal “on call week” by picking up an extra shift so their fellow team members can have a break mid-week to get a good nights rest, be at an important family event, or just to assist in carrying the load over the weekend.  Everyone gets involved and has a positive attitude about supporting their fellow team members.  I appreciate these unselfish acts when they could take a week and enjoy uninterrupted time after the normal work day.

Amazing Internal Support!

Superior Customer Service Superstar:  Rod Bailey  * Submitted by Tiffani Baldwin

I would like to thank Rod Bailey for his excellent customer service and dedication to solving problems.  I spoke with Rod on a Friday about a problem with Microsoft MapPoint.  Rod spent quite a bit of time on the telephone with me, and we were not able to resolve the issue that day.  Rod asked me to call in on Monday and he would re-install the program.  After spending close to an hour on the phone Monday, Rod had uninstalled and reinstalled the program, which was still not working.

I thanked Rod for his time, assuming this was a problem that could not be fixed and set about to find a new solution or program that would complete the project.  On Tuesday, I received an email from Rod saying he had installed the program on his computer.  He asked if I would send him the data for the map.  I was genuinely surprised he was still working on the problem.  I assumed the ticket had been closed and I would have to find a new solution.  On Wednesday I had an email to call Rod when I came into the office.  He had found a solution!  I am so thankful for Rod’s dedication to solving my problem!
**Superior Customer Service Superstar: Pam Billups**

I would like to contribute to your special project with an example of where Pam Billups went above and beyond to take care of a client.

The client was called All Across Africa and they had a project for a couple days to have a booth in Costco that sold African products. It is not our normal type of work, but we thought we could fill it and they had worked with Elwood in other locations so we knew it could be bigger for the company as a whole as opposed to just our branch. It was an assignment for 3 associates to set up the booth for All Across Africa after store hours for Costco so it would be set for the store opening the next day. We filled it, but Pam got an email saying that it was not completely set up at 12:45 in the morning. The associates had apparently went home before finishing.

Pam contacted them early the next morning and they said they were going in early to finish. She ran by the store before work hours to check in and just see how it was coming thinking she would show her face and make sure all was good but oh no, she walked into a very barely put together three piece shelf system and boxes of merchandise that needed to be set up on the unit. They were struggling with the set up instructions. Pam, realizing they only had a couple of hours before the store would open, rolled up her sleeves, pitched in with the gals and hustled a solid two hours and just finished as the Costco doors were opening.

I have attached two pictures she took and sent me of how it looked when she went by for a “check in” and how it looked when she left. And below is the client’s email after the project.

If Pam is this dedicated to a very small client that may only use her branch annually, you can imagine her level of customer service to the clients we work year round with.

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**Email from the Client**

* Pam,

Thank you for checking in. You have been a fantastic addition to the Montgomery team—thank you for being there for us (and the men and women in East Africa) every step of the way!

If was quite a slow location, unfortunately, but it was no fault of the girls. I hope to work with them again next time we are in the area!
An established Elwood client (global parts manufacturer, Faurecia) called us and requested that we recruit and place a contract HR manager to help a struggling Faurecia plant (Spartanburg, SC). They needed to hire 16 professionals quickly (senior directors to quality managers to supervisors to highly skilled tool makers), as that plant suffered high turnover due to a challenge/problem at the plant manager level. In other words, Faurecia needed to quickly rebuild a compromised leadership in team.

Company efforts to do this internally over the last 6 months had not been productive. Upon receiving the call for help from the client, we discussed the circumstances and instead of simply hiring a contract HR manager (which was the client’s initial request), we proposed relocating a full time Elwood Pro recruiter from Columbus and embedding our employee for up to two months to be onsite in SC with the factory and work hand in hand with local management. The time between the call for assistance from the Client and our employee from Columbus, IN on the ground and ready to go in South Carolina was 3 days including the weekend.

We started with 2 days of dedicated meetings with local and HQ leadership to meet all the key hiring managers, understand the operation and get a feel for the company culture. With marching orders clear, we effectively sourced, recruited and placed 14 professionals (7 direct hires and 7 contracts) in a 5 week period! This was much faster than the Client believed possible. Candidates, too, were often shocked as we were recruiting them to learn that we were actually onsite and working hand in hand with the Client at the factory.

By committing to superior customer service, not just doing what was initially asked of us (i.e. request to simply send 1 contract recruiter (not an Elwood employee) for 4 to 6 months), but thinking hard about what the client really “needed,” we came up with the idea to truly partner with our client and commit more deeply than we had every done previously. This was considered a huge success by all. The local plant management said we accomplished more recruiting and placement in the 5 weeks we were there than was achieved in the previous 6 months by the company’s own internal resources. Good word has spread throughout the Client and we are now being considered for new opportunities in different markets for this Client, and it has opened the door for Elwood to cross sell at least 1 additional service line that we offer.

Superior Customer Service Superstars: Elwood Professional

Superior Customer Service Superstar: Kristen Thomas

Today, I posted a job through our job posting site with an immediate response! I am always taken aback by how quickly my needs are met, which made me think about those who work behind the scenes but play such an integral part in our success.

Although there are so many of you out there, on person in particular who I can always count on is Kristen Thomas! She is our Job Posting Coordinator and she helps ALL of us get our jobs out there for the employees and applicants to see. When I have a difficult position to fill, or an urgent need, I know that I can always reach out to her for help!

Kristen is professional, quick to respond and offers great alternatives and advice on my postings, whenever needed. So I wanted to say thank you, Kristen! Thank you for always being attentive and for all that you do! The Draper team appreciates you!
Elwood “A” Players Provide Impressive Service!

Superior Customer Service Superstars: Larry Thomas and Len Nudi  * Submitted by Tanya Simmons

I wanted to take a moment and tell you what an absolute joy working with Larry Thomas was! Larry and I first talked a few weeks ago when he was in northern Michigan parked on the side of the road. He talked to me and worked with me over the next couple of weeks to plan for our new office opening in Jackson, MS. He arrived her in Jackson on Monday and immediately went to work! Larry drove to Texas where he disassembled an entire office that had been closed, loaded everything, and was back in Jackson on Wednesday, setting us up. By Friday lunchtime our new branch was completely up and running! I can’t tell you how amazing it was to work with someone so friendly and professional.

Larry was very quick to give credit to his opening partner, Len Nudi, for handling the IT and phone move and set up.

Thank you both for everything you did to get us up and rolling. Elwood is truly blessed to have such remarkable resources.

A Little Recognition Goes a Long Way!

Superior Customer Service Superstar: Rita Underwood  * Submitted by Missy Caudill

Rita Underwood, On-Site Specialist at TI Group Automotive in Tallasee, AL, motivates and encourages her associates through various recognition programs. Upon presenting a Perfect Attendance Award to associate Darnell Young, he later told her, “Miss Rita, I just wanted to let you know how much I appreciate receiving this award and you recognizing my efforts to come to work. I’m going to take this home to my little boy and show him that if daddy can receive an award for Perfect Attendance, so can he.”

Missy Caudill of the Workforce Solutions Team, who relayed this story, commented, “Although only a couple of sentences, the story just reminded me that what we do every day is to connect with people and hopefully those connections allow them connect back to what’s important in their own lives. Always a good reminder and something I wanted to share because in our hustle and hurry ‘big account’ world, it’s still the people and the relationships that matter.

Going the Distance to Provide Superior Customer Service!

Superior Customer Service Superstar: Rachel Herrington  * Submitted by Susan Ahrens

I’d like to give a shout out to Rachel Herrington, On-Site Coordinator for Oregon Freeze Dry! She travelled from Oregon to Seattle to assist us with a struggling account, and helped us turn the corner with the client. Rachel has an amazing ability to instill confidence in our internal team and with the client. The client was very skeptical about our on-site program before Rachel’s visit. After spending a week watching what she can do, and listening to her advice, he gets it. We’re so lucky to have the opportunity to work with Rachel!

Orem, UT Goes Above and Beyond!

Superior Customer Service Superstars: The Orem, UT Branch  * Submitted by Dave Larsen

I’m very proud of my team in Orem, UT. They were given just three days to find 32 people to start at Nu Skin on Monday, September 9th. They got busy screening, administering dexterity and label tests and processing background checks, and were able to fill their order for Monday morning. All 32 people showed up, and the customer was extremely impressed!
Seth Sandler, Director Elwood Tradesmen, shares how Alex Minero, National Skilled Trades Recruiter, went above and beyond to help service a customer.

Elwood Tradesmen has a client, National Electric, that had a need for electricians in Illinois. We staffed remotely for the first couple of orders, which ended up with no-shows and a guy leaving on his first day. Essentially, we had a terrible start to the job, and the project was at a point where we were on the verge of losing the deal. As a result of these service failures, Alex decided that he needed to be on site immediately to meet with the client and to hire additional electricians to ensure we had the bandwidth we needed to support the project; so he got on the next flight to Illinois.

When Alex arrived and met with the client, the client told him he was on the verge of calling the local Tradesmen International branch and cancelling his orders with Elwood. The client was so impressed that Alex got on a plane from California and with the lengths we as a company are willing to go to ensure we meet expectations, that he continues working with our team.

As a result of Alex being on site, the client is now telling us about additional upcoming projects he is going to be managing in Indiana and Texas. These are projects that last several months and require anywhere from 5 to 20 electricians. So not only did Alex save the account, he has now potentially uncovered additional large business opportunities.

Alex, thank you for your prompt action and being willing to get on a plane the same day to fly out. There are not many people who will drop everything and jump on a plane with no notice to ensure the job is done well!

I'd like to recognize Mary Ferguson, Branch Manager in Graham, TX for her persistence and positive attitude over the last three and a half years as she worked on Southwire, a manufacturer of electrical lines and cables. Her dedication, persistence, and following of the ESP Process helped her close the deal!

She started calling on them in May of 2009 and didn't get past the receptionist until January of this year when they hired a new HR Manager. After making multiple phone calls and stopping by the office each time she was in Mineral Wells, TX, the HR Manager finally emailed and asked for candidate applications. Mary immediately went out there and did an on-site evaluation, and during the discovery found that Southwire was opening two new lines and needed multiple workers. She immediately started searching for candidates and sent in five applications. We just received word that Southwire will be hiring at least two of them. Once again, persistence pays off!

Leanne Romero shares this email from an Operations Supervisor at CEVA Logistics:

“Just wanted to drop you a line and let you know that I’m really pleased with the responsiveness of your team. My associates have commented that they are glad they have someone available to them. I think the new schedule and group email are two really positive steps. I enjoy working with Jeff and Ada as well. They respond in a timely fashion to all of my emails, which helps me immensely. I wanted to make sure you knew that the efforts Elwood has made, as far as 2nd shift is concerned, has been noticed and is appreciated.”
A Good Impression Goes a Long Way!

Superior Customer Service Superstar: Sami Thomson

Branch Manager Michelle Spendolini shares how a good impression made by Klamath Falls, OR Staffing Manager Sami Thomson resulted in an unexpected order.

“We received a request from one of our top clients for a transportation manager. Sami was excited when she found the perfect candidate to fill the position. The interview with the client was scheduled to take place at 4:00 pm on September 26th at our branch. Unfortunately, the candidate called at 1:52 pm to tell us he was unable to take the job as he had accepted a position as General Manager at Costco. Now we had to inform the client two hours before the interview that the candidate had accepted other work.

However, even though it was disappointing that the placement fell through, Sami remained very professional and apparently made such a positive impression on our candidate that we received a call from him the following Monday requesting we fill a direct hire driver position.

This is a perfect example of how you never know where the paths will lead of the people we come in contact with everyday. Great job Sami!”

Grace Under Pressure!

Superior Customer Service Superstar: Christina Cordova

Kimberly Rickerson, Branch Manager in Longmont, CO, shares how Staffing Manager Christine Cordova turned an upset customer into a true fan.

“The Longmont Branch had a construction customer call in an ASAP order and Christine spent the better part of the day trying to fill the order while juggling several other ASAP orders. She called the customer that afternoon to update him and let him know we were short on filling the order. Christine explained we were using a variety of resources (other branches, Call-Em-All, etc.) but unfortunately that type of worker is in extremely short supply due to many people taking flood clean-up jobs in our area. The customer was understandably upset (read: yelled at her) and voiced a lot of frustration to Christine, but she handled it like a pro and after hanging up continued to work the order until she filled the last opening around 6:00 pm that evening.

The next morning, the customer called and apologized for his frustration. He told Christine how appreciative he was of Elwood pulling through and providing him with the help he needed. He ended by saying that he now has more confidence and trust in Elwood as a staffing vendor than ever before.

Christine has shown that type of dedication many times since starting at Elwood; she does not give up when filling an order and we appreciate her determination every day!”

Franklin, IN Hits a Bullseye!

Superior Customer Service Superstars: The Franklin, IN Branch

Congratulations to the Franklin, IN team! They filled a short term, one-week assignment for a new client. The match was so on target, the client called on Thursday requesting buy out information, and has paid the conversion after just 4 days! Way to pick them, Franklin!
Positive Attitudes are Contagious!

Superior Customer Service Superstars: Tiffany Jones and Donna Taylor

We had 12 associates that were to fly out on Sunday. 6 of them had their flights canceled due to bad weather and were rescheduled. 4 of the 6 were able to get on flights Monday with a few delays (weather was still bad). We had 2 however that had been at the airport in Little Rock since 7am Monday trying to catch a flight to Dallas. I watched the flights leaving all day online and they would call me after each one to tell me they could not get on each one. The last flights were at 7pm and 9pm that night leaving from Dallas to Midland. I gave them each my cell phone number and told them I would keep checking up on them and to keep me updated. The 7pm flight was canceled and the 9pm flight they were on standby for kept getting delayed until finally at almost 11pm it left to Midland WITHOUT a seat for them! They were stuck at the airport in Dallas. I had to call and wake up Vickie with SLB-Midland and have her book a room for the two associates at the hotel by the airport. I communicated with them until they were able to check into the room at 12:30am. To make it worse, they checked all their bags and had nothing but their wallets (no toothbrushes, cell phone chargers, or change of clothes). The next day, however, they were able to make it to Midland around 3pm and are currently in NEST Class.

They were so frustrated about their flights being delayed and cancelled. You could hear it every time either Donna or I talked to them on the phone Monday and Tuesday, but even in their frustrations they kept a good attitude and thanked us for the hard work and keeping them in the loop so they did not feel like they were stranded without anyone on their side. Our attitudes directly impacted their attitudes!

Arlington, TX Goes to Great Lengths to Provide “WOW” Service!

Superior Customer Service Superstars: The Arlington, TX Branch

In April, Arlington TX received an opportunity for a Workforce Solution client. Carquest, a client that we service in other states, had a local Texas need that would set the bar on future Elwood fills with the other nationwide locations. It was incredibly last minute and a 90 day project over 25 miles away from the branch. Given the client needed 10 associates willing to drive to 25 miles in Dallas traffic with a 48 hour notice, the Arlington team was immediately onsite the next day gathering information to help the client. The order was filled and a team member was onsite daily to personally check the associates in and verify that our associates were meeting the client’s expectations. The Arlington team and the temporary associates did well and thoroughly impressed the Project Manager.

Late June, the Project Manager called to inform the branch that he could not be more pleased with the service he had received in the Texas location. The Manager let the team know that he would never call another service for his needs locally and would be conveying our success to his boss. He said he realized it may not affect our local branch directly but would hopefully allow us more business nationwide.

This week, the branch received a referral call from a new company that actually provides a service inside the Carquest facility that needed help stocking product for two days. Given the short notice and length of the assignment it may have been something other agencies might have looked past. The Arlington team saw it as an opportunity to “WOW” the current client and, given the Elwood culture, didn’t think twice about it. The two day assignment was filled, the associates checked in personally and the client within the client was extremely happy. Not only was the team able to service a new client but they were able to do it in front of an existing one.

Providing very hands on personal customer service is what has now led to more business and the chance to show Carquest that not only do we value them as a staffing partner but that we will go to great lengths to make them successful!
Taking Care of Business!

Superior Customer Service Superstar:  Pricilla Longoria  * Submitted by Roxanne Sauseda

“We received a last minute order for 4 associates at 5:15 pm on Friday, and Pricilla Longoria worked nonstop throughout the weekend to ensure that the client was taken care of. The client operations manager was so grateful and impressed with her communication and dedication. I am extremely appreciative of my staff’s hard work and diligent work ethics as well as their commitment and loyalty to both Elwood and the client’s success!”

Always Bet on Elwood!

Superior Customer Service Superstars:  The West Valley West, UT Branch  * Submitted by Diane Ferguson

The WVW team was put to the test when long-term client Carquest moved two distribution centers into one huge new facility. They required 50 associates for a 12-day assignment; no overtime was allowed so the team would have to double book with eight schedules to control the overtime. In addition, the team was tasked by Gary, their direct contact, to have another 20 backup overbooks in case of no shows. This totaled 135 associates either working or on call!

Here’s where it got interesting! Carquest’s Operations Manager was so sure that Elwood would not be able to fill the order in its entirety, he directed Gary to bring in an additional service as back up. Gary refused. After working with us for 15 years, he had complete faith in our service. So the Operations Manager bet Gary $100 that we would fail, and that Carquest would be rushing to get another service to cover. The Operations Manager then went on to bet another $100 that even if Elwood was able to fill all the slots the workers would be of low quality and subsequently cause delays.

The first day of the assignment, 79 associates arrived on time and ready to work! The next day, a Saturday, 68 associates were sent out; Sunday saw another 64. And they were all such good workers that the project was completed early.

Needless to say, Gary won his $200 bet. And the Elwood team made a believer out of the Operations Manager.

Branch Manager Impresses Utah Client!

Superior Customer Service Superstar:  Jessica Williamson

Jessica Williamson, Branch Manager, Draper, UT, received the below email from Mark Moody, Human Resources for Sorenson Communication/CaptionCall:

Jessica has constantly demonstrated excellence, proficiency, and a level of professionalism that adds to the Elwood Staffing name. She always follows up with any questions, applicants, or issues quickly. In all my interactions with Jessica, I have only come to know that she takes her job seriously and is committed to the highest standards.

Way to go, Jessica!
**Heart-to-Heart with Client Leads to a Win-Win-Win!**

**Superior Customer Service Superstars: Evanston, WY Branch**

“During our two year relationship, no matter how much we counselled them, the customer refused to pay more than $8.00/hour to our temporary associates. Due to the abnormally low wages, they had an extremely high turnover rate. And in this small community, it didn’t take long for word to get out that when Elwood was calling for associates, it was most likely for this customer. Associates quit answering our calls and we were unable to fill the customer’s orders. As a result, the customer’s production output was cut by nearly 50% on some days.

The customer decided to start recruiting on their own. After launching an extensive campaign, they hired eight employees and cut their order with Elwood. However, on day two of the assignment, five of the seven employees no-called/no-showed and one was sent home for being intoxicated. The client called us in desperation and after one more heart-to-heart talk about low wages, they at last relented and agreed to pay $10.00/hour.

Due to our diligent counseling, not only do we have the required number of associates for their order, we have an excess of people begging to be put on this job. The customer is able to meet their production demands and has such an abundance of help, they are starting a third production line, increasing their overall production output by at least 150%!

In this particular case, recruitment wasn’t the issue, it was the specifics of the job. For other branches having recruitment issues, perhaps coupling recruitment with having a heart-to-hear with the customer to sweeten the job a little could help all parties involved.”

*Submitted by Bret McCoy*