

# Isles of the Customer Care-ibbean®

Are You Looking for a **FUN** and **ENTERTAINING** way to Train your Staff this Summer?

D. Gallant Management Associates understands that lectures, workshops and seminars, though informative and imperative, have the potential to be considered a necessary “evil” by employees. That’s why we have developed a way to learn essential customer service and team building skills in a fun and interactive game!

With summertime among us, companies are often looking for fun and entertaining ways to train their staff.

D. Gallant Management Associates has created the *Isles of the*

*Customer Care-ibbean*®, a highly pragmatic, intensive game that is designed to help your employees gain a much better perspective on the impact of their job on customer service.

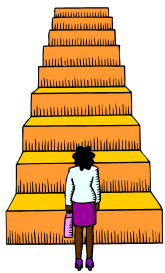
Participants learn about the importance of a customer-focused attitude, how to represent the corporate mission, building rapport, using positive language, and how to motivate fellow team members.

*Isles of the Customer Care-ibbean*® equipped with dice, multiple boards, flash cards, and

player pieces can accommodate up to 60 people at a time. It is a comprehensive customer service-training tool that can be tailored to your staff’s specific needs and was especially designed to enhance employee’s service attitudes and skills.

This board game is an entertaining way to train your staff and get your employees energized and excited about caring for the customer by focusing on communications and teams while utilizing your organization’s goals, values and mission.

**Call the office of D. Gallant Management Associates today, at 207-773-4800, to find out we can tailor the details of the *Isles of the Customer Care-ibbean*® game to meet the needs of your organization!**



## What are the 4 main challenges U.S. companies face in 2005?

1. Ethics...
2. Customer Service...
3. Teamwork...
4. Leadership!

Source: CRM Learning – Carlsbad, CA

### WITH WARMER WEATHER COMES DRESS-CODE STRESS

*The Washington Post* – 5/25/05

You can tell that summer is around the corner – company officials are starting to fret once again over the meaning of appropriate business attire.

The latest directive has been issued at the Commerce Department, where *Deborah A. Jefferson*, director of human resources management, sent around a "dress code policy" memo to her employees last week.

"Denim jeans, t-shirts, sweatshirts, tennis shoes, flip-flops, clothing with drawings or slogans and other recreational clothing are inappropriate," Jefferson wrote. "All clothing should be of suitable length and fit."

In the memo, Jefferson said: "All employees are expected to dress appropriately and in a manner which projects a professional image at all times. Moreover, apparel must be neat and appropriate for a traditional business setting."

She said supervisors should counsel employees who fail to follow the policy "and should consider appropriate disciplinary action for continued failure."

Jefferson said exceptions to the code can be made when employees are involved in office moves and file room cleanups. But the exceptions must be approved in advance.

**Be proactive: remind your employees now of your company’s year-round dress code!**


## CONGRATULATIONS


to the **WINNER** of the  
**STONEWALL KITCHEN GIFT BASKET!**




Maggie visited D. Gallant Management Associates' exhibitor booth at the Human Resource Convention held at the Samoset in Rockland May 10<sup>th</sup> through the 13<sup>th</sup>.

### C O U R T R E P O R T

 **1/10/05** An employer did not engage in an unfair labor practice by terminating a union officer who used profanity toward a supervisor. An administrative law judge determined that the employee had not been engaged in protected union activity during his outbursts, and, therefore, the company's decision to terminate him was not retaliatory under the National Labor Relations Act (NLRA).

 **1/24/05** The 10th U.S. Circuit Court of Appeals recently upheld a jury award including more than \$350,000 in punitive damages in a same-sex Title VII claim. Evidence supported a finding that the employer was recklessly indifferent to the employee's Title VII right to be free of sex discrimination.

 **2/3/05** An employee who suffered from occasional bouts of pain and dizziness due to ovarian cysts was not disabled under the Americans with Disabilities Act because her condition did not substantially limit a major life activity.

## SEARCHES & JOB OPENINGS

### *Executive Director*

Waban Projects, Inc. – Sanford, Maine

### *Senior Cost Analyst*

Pioneer Plastics – Auburn, Maine

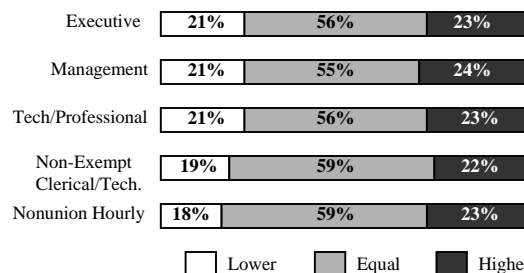
We welcome any referrals and/or names of individuals who may have an interest in Either of these positions.

Call our offices today at:  
(207) 773-4800

## Sending a Message:

Companies are finding increasingly compelling reasons for moving incentive plans beyond the executive suites in hopes of demonstrating company priorities.

### 2005 vs. 2004 Incentive Payouts Based on Prior Year's Performance of 500 Employers



The same survey reported that salary increase amounts for 2005 will be:

4.9% for Highest Performers  
3.2% for Average Performers  
1.0% for Weakest Performers

## How to Make Outsourcing Work for You

Human resources related expenses such as recruiting, developing, managing, motivating, and compensating the workforce account for more than one-third of all corporate revenue. But if you have the right people in the right jobs with the right management, training, compensation, and rewards, you can enjoy positive bottom-line results and gains in productivity gains.

It's not unusual for a company's HR function to struggle to provide strategic support that aligns human capital programs with business objectives, while at the same time juggling resource-intensive transactions and requests. Most companies find it impossible to do both well; yet many carry on alone.

Teaming up with a compatible partner can make a tough job easier. A good outsourcing provider, such as D. Gallant Management Associates, can take on those time and resource-intensive HR tasks, allowing you to focus on providing your company with strategic support.

An appropriate outsourcing solution with a first-class partner can help you reduce HR service delivery costs by 20–30%. By holding on to the tasks and services that HR performs best and outsourcing the rest, you can enhance productivity and boost your company's bottom line.

Call D. Gallant Management Associates at (207) 773-4800 today, for more information on how we can help your company cut costs and enhance productivity!



Watch for the *President's Corner* piece on

**"Affirmative Action Plans"**  
by Deborah Gallant, SPHR

in the August 2005 issue of this Newsletter!