

CUSTOMER SERVICE – MAY I HELP YOU?

Hospitality/Customer Service Skills Training

Hospitality/Customer Service Skills Training programs were conducted by Deborah L. Gallant and Roxanne Bradshaw in June for the members of two very busy Chambers of Commerce: The **Bar Harbor** and **Camden, Lincoln, & Rockville** Chambers. Tourists flock to these areas every summer; and the merchants wanted their employees to be ready.

These programs received overwhelmingly positive feedback from the participants! This type of service is available to any organization that requires customer services skills for success! Provided below are a few highlights of the program:

- Customer Relations Basics and Development of a Positive Attitude
- What is “Good” Service and what exactly do your customers want?
- Team work in Customer Relations and Effective Telephone Techniques
- Dealing with Difficult Customers and Managing Stress
- Handling and Processing Complaints Effectively for Positive Results

D. Gallant Management Associates has also assisted our clients with two other Customer Service Activities recently:

- **Mystery Shopper Services and**
- **Customer Satisfaction Surveys** (Written/Telephone/Face-to-Face/Focus Groups).

Please call our **Client Services Manager**, Tina Linscott, for more details.

ARE YOU HAVING TROUBLE FINDING THE “RIGHT PERSON FOR THE JOB”?

If so, please feel free to call **Senior Associate John Manning** for a complementary telephone consultation!

John has been performing **recruitment** and **reference checking** activities for our clients for over eight years with outstanding results!

Current Opportunities:

BUSINESS OFFICE MANAGER – Our client, 19-physician specialty practice, headquartered in Portland, Maine, has asked us to assist them in their efforts to recruit a Business Office Manager. The incumbent is responsible for supervising the staff and directing the billing and collections operations for all locations, including the maintenance of third party payer profiles, hospital and office fee schedules, coding, registration, computer operations, Medicare regulations, and regulatory compliance standards. The successful candidate will be a high energy, hands-on professional who thrives in a fast paced environment, with at least 5 years of progressive responsible experience in a similar capacity with a proven track record of success.

EXECUTIVE ASSISTANT – Maine Cardiology Associates, located on Bramhall Street in Portland, Maine, has an immediate opening for an Executive Assistant to provide high-level support services for the Practice Manager. This position requires an individual, who has the ability to handle multiple tasks in a fast paced environment, can work independently with minimal supervision, anticipates needs, and shows initiative to solve problems and resolve issues.

DID YOU KNOW... that your individual supervisors may be sued for FMLA violations?

According to Attorney Maria Greco Danaher in the June 2002 SHRM Newsletter: “the plain language of the Family and Medical Leave Act (FMLA) allows employees to sue supervisors in their individual capacity for actions that violate the act,” the 8th U.S. Circuit Court of Appeals recently held.

In a recent incident in Missouri an individual sued her place of employment including her supervisors, claiming that the defendants retaliated against her in violation of the FMLA when they refused to consider her for a promotion after she took an unpaid medical leave. The refusal turned out to be an adverse employment action that triggered protection by the FMLA. This particular case involved a public sector supervisor, but there is no reason to distinguish public sector employers from private sector employers, the court said.

Whether an employee can bring an FMLA claim against a supervisor or manager in his or her individual capacity is a matter of controversy among the Federal Courts.

Regardless, your supervisors/managers need to know the basics of all Employment Laws and Regulations to protect themselves and their employer. D. Gallant Management is available at any time to conduct on-site **Employment Law and Regulations 101** for its clients. We also conduct other mandatory training programs for clients such as VDT & Sexual Harassment.

This is a litigious society... Be Ready!

EXPERIENCING HIGH EMPLOYEE TURNOVER? WHY?

Was it because of...

A More Exciting Job?
Better Promotional Opportunities?
Higher Pay?
Better Training?

Or is it because of...

Threats?
Continued Sexual Harassment?
Supervisor Playing Favorites?
Or What???

The Best Way to Learn the True Answer is to...

OUTSOURCE YOUR EXIT INTERVIEWS!

By Outsourcing, You Will Obtain:

- A custom designed format unique to your organization
- Personal telephone contact with the exited employees
- Prompt turnaround
- An unbiased identification of problems
- Cost Effective Results
- Reduced turnover and improved retention

To Obtain a Personal Assessment of your Needs by HR Professionals with over Twenty years Experience each,
Contact: **Deborah L. Gallant**, President of D. Gallant Management Associates, or **John Manning**, Senior Associate

D. Gallant Management Associates continues to support many organizations through the state.

Two Current Examples:

- 1. Maine Society Healthcare Human Resources Association**
Exhibitor & Coffee Break Sponsor at the MSHHRA
Annual Meeting, September 5th & 6th
Sebasco Harbor Resort
- 2. Wright Express Golf Event** – Greens Sponsor to benefit
“The Governor’s Computer Science Scholarship at the
University of Southern Maine”
(July 22 – The Woodlands)

Lindsay Strang, a College Intern, has joined our staff!

Lindsay will continue past her summer work schedule, and will work through her Fall 2002 & Spring 2003 Semesters on site. She will work on special projects such as tabulating Employee Opinion Survey results and researching necessary statistics for Client Affirmative Action Plans.

WELCOME LINDSAY!

Filling Fast!!...(Portland & South Portland)

Fall Supervisory classes are filling up fast! If you'd like any more information or would like to have a slot reserved, please call our **Office Manager**, Michelle Castle, soon at 773-4800!

PUBLIC SEMINARS - PRESENTED BY: DEBORAH L. GALLANT & ROXANNE BRADSHAW

Basic Supervisory Skills Training

This training program will emphasize practical skills and methods that supervisors will be able to use immediately to improve their effectiveness in communication, in working with people, and in applying basic management tools!

FRIDAY, SEPTEMBER 20, 2002 – 9:00 A.M. – 4:00 P.M.

Hilton Garden Inn
145 Jetport Boulevard – Portland

Advanced Supervisory Skills Training

This intensive and informative program provides a focus on the critical management tools that all Supervisors need to get superior results! Regain techniques they may have forgotten, exchange ideas and increase effectiveness!

FRIDAY, SEPTEMBER 27, 2002 – 9:00 A.M. – 4:00 P.M.

Marriott Hotel
200 Sable Oaks Drive – South Portland

PRICING: \$150.00 per participant – Sign up 3 or MORE individuals, get a REDUCED RATE of \$125.00 per participant!

Continental Breakfast and Lunch is Included