

You want to make a great first impression. Consider It Done.™

GLC Business Services sets the tone at the front door and with the first call. Our support specialists elevate your firm's image with professional, dependable telephone and reception support that reflects the quality and reliability of every service provided at your site.

We are proactive about raising the standards for your reception area. Our onsite and off-site managers continually review the GLC Receptionist's skills at your location. We also solicit feedback from your staff and your customers. Based on these evaluations, GLC initiates professional development activities to continually improve the quality of your telephone and reception support. To maintain consistent, high level service we provide phone and hospitality procedures training for all back up staff. If your regular receptionist is absent, you can depend on quality, uninterrupted service without having to tap your secretarial staff's productivity.

Consider It Done.

GLC Business Services is positioned to recommend the "best fit" software and hardware solutions available to meet the express needs of your firm. We are focused on providing clients with cost and operational efficiency rather than selling particular equipment or software products throughout the duration of our service relationship.

GLC Delivers.

- Professional receptionists who deeply enjoy interacting with you, your staff, and your customers
- Fully trained backup staff ready to fill in when your receptionist is absent
- Complete training and documentation about best practices for exceptional reception service
- Ongoing evaluation of GLC employees and their phone skills
- Continuous professional development to ensure high-level reception skills

The GLC Difference

GLC site managers are business transformation specialists. They have the power to take action to improve the efficiency of your law firm. We are skilled team builders and select only the people, equipment, and technology that will elevate your operations and exemplify your culture and work ethic. Every day you will experience the results of the GLC Difference. Your on-site team will delight you with considerate, thorough customer service and a unique approach to proactive problem solving that is truly the hallmark of GLC outsourcing service.

The GLC Advantage.

GLC offers its clients a full complement of back office support services including:

- Copy, Fax, and Document Production
- Records Management
- Mail and Messenger Service
- Office Supply Management
- Imaging
- **Telephone and Reception Support**
- Hospitality Management

If you'd like more information about GLC Business Services, please call us at (866) 258-3910.



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