

You want consistent customer service. Consider It Done.™

GLC Business Services is proactive about raising the standards for your reception area. Our on-site and off-site managers continually review the GLC Receptionist's skills at your location. We also solicit feedback from your staff and 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 train backup staff on your phone procedures. When your regular receptionist is absent you can depend on quality, uninterrupted service without having to tap your secretarial staff's productivity.

Consider It Done.

PARTNER WITH GLC AND EXPECT US TO:

- 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 ADVANTAGE:

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 players and tools that will elevate your operations and exemplify your culture and work ethic. Your on-site team will delight you every single day with surprisingly proactive, considerate customer experiences along with a combination of effective GLC Business Services:

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

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

GLC BUSINESS SERVICES

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