

# Make a lasting impression.

When people call or visit your office, you want them to be greeted courteously and directed to the right person – especially if they’re current or prospective customers! GLC’s personable, professional receptionists treat each individual like a valued guest, both on the phone and in person. First – and lasting – impressions shape a person’s feelings toward your business.

## You can count on GLC to:

- Provide professional, specially trained receptionists who truly enjoy their jobs.
- Train backup staff on your phone procedures so that they can step in when the regular receptionist is ill, on a break, or away from the office. This means you don’t have to use secretarial staff for backup – which will reduce stress and eliminate lost productivity.
- Offer complete documentation on how to provide the best reception service possible.
- Evaluate the phone skills of all GLC employees on an ongoing basis. This is done through on-site managers, feedback from customers, and even calls placed by our own managers.

## The GLC Edge

We have a long history of loyal customers and loyal employees. We know what really matters to both groups – so our experienced site managers are empowered to make decisions and take action to ensure that your operation runs smoothly. Our people are skilled team builders who will select the people and the tools that best fit your needs and your culture.

Your team will be focused on providing exceptional customer service – and whatever that may require. In addition to telephone and reception support, GLC offers:

- Copy, fax, and document production
- Records management (including KwikTag® Digital Filing)
- Telephone and reception support
- Mail and messenger service
- Office support services
- Office supply management

