

QUAY ISSUES

Quay Appointments Win Again

NRMA Contract

Quay Appointments was recently announced by the NRMA as one of the successful tenderers in two segments; Office Support & Administration; and Customer Service recruitment.



St George Contract

MVS Australia is a professional services company selected to manage St George Bank's recruitment process. MVS recently selected Quay Appointments as one of their preferred suppliers for Call Centre and Secretarial and Office Support recruitment.

The key areas that contributed to our success were our quality of service; reporting capabilities; state of the art technology; versatility; experienced consultants and management team; cost efficiencies; quality assurance accreditation; and nation wide coverage.

Our Quay Appointments team has once again shown its dazzling colours. Our commitment and hard work has come to fruition with two more successes that we are really proud of.

Winsome Bernard

“The person who really wants to do something finds a way; the others find an excuse.”

Unknown

Costs of Replacing Staff An Analysis...

Training new staff

On average, it takes 20 weeks for new employees to become fully productive. You also need to consider orientation, training, learning materials and the lost productivity of supervisors in monitoring output.

Cost of person filling in

This may be a current employee, in which case their own job suffers; or a temp.

Loss of productivity

"The show must go on"! Co-workers need to pick up workloads, meet deadlines and complete unfinished projects. And initial mistakes will be made!

Reduced productivity of managers who lose key staff is often a real issue.

On the way out

Don't forget exit interviews and administration costs.

Recruitment Costs

Even a base grade recruitment costs a minimum of \$3000. Consider advertising, screening, short-listing, skills testing, interviews, reference checks and second interviews – and that is just the beginning!

Loss of Customers

One of the biggest challenges for companies today is knowledge walking out the door.

SURVEY ONE . . . BEST CASE SCENARIO					SURVEY TWO . . . WORST CASE SCENARIO	
Considerations	Receptionist \$30K pa	Executives \$60K pa	Sales \$60K pa	Production Worker \$30K pa	Considerations	Executives \$60K pa
Training new staff	\$5,200	\$14,750	\$17,250	\$1,153	Training new staff	\$14,750
Supervisor Costs	\$2,500	\$3,500	\$5,000	\$290	Supervisor Costs	\$3,500
Cost for Fill-In	\$2,100	\$5,000	\$2,500	\$576	Cost for Fill-In	\$10,000
Lost Productivity	\$2,000	\$2,500	\$2,500	\$200	Lost Productivity	\$22,500
Termination & Exit Costs	\$1,500	\$15,250	\$2,000	\$200	Termination & Exit Costs	\$40,000
Recruitment Costs	\$3,200	\$12,500	\$4,000	\$2,000	Recruitment Costs	\$15,000
Loss of Customers/ Intellectual Property	\$5,000	\$10,000	\$30,000	Can't qualify	Loss of Customers/ Intellectual Property	\$30,000
Total Cost for BEST Case	\$21,500 (72%)	\$63,500 (106%)	\$63,250 (106%)	\$4,419 (15%)	Total Cost for BEST Case	\$135,750 (226%)

A VERY EXPENSIVE LEARNING CURVE!!

According to a recent RCSA survey, average staff turnover costs are 150% of your employee's salary!

In Survey One, there is no animosity and the employee gives appropriate notice. However, recruitment costs explode where panel interviews with other managers from regions or interstate are involved.

The second survey is based on an executive leaving under less than amicable circumstances (not uncommon today). Irrespective of whether they have been "walked off the premises" or just walked, bank on at least eight (8) weeks to find a replacement.

Productivity losses compound, as the position is vacant for longer and extra costs kick in for

projects left uncompleted and performance drops before the employee left. Termination and exit costs can exceed their annual salary, as invariably there is a "good-will" trade off. Loss of intellectual property and contacts triple the best case scenario!

Consider the cost of customers following an ex-employee and costs of retaining customers. The loss of intellectual property accompanying executive resignations should never be undervalued!

What do you think?

Why not use our research and headings to conduct your own survey? We would love to hear your feedback. Email: quay@quayappointments.com.au

Don't Use Big Words!

Next time, in promulgating your esoteric cogitations, or articulating your superficial sentimentalities and amicable, philosophical or psychological observations, beware of platitudinous ponderosity. Let your conversational communications possess a clarified conciseness, a compacted comprehensibleness, coalescent consistency, and a concatenated cogency. Eschew all conglomerations of flatulent garrulity, jejune babblement, and asinine affectation.

Let your extemporaneous descanting and unpremeditated expatiations have intelligibility and veracious vivacity,

without rodomontade or thrasonical bombast. Sedulously avoid all polysyllabic profundity, pompous prolixity, vacuous ventriloquial verbosity, and vexatious vapidness. Shun double-entendres, prurient jocosity, and pestiferous profanity, obscurant or apparent!

- In other words, talk plainly, briefly, naturally, sensibly, truthfully, purely. Keep from slang; don't put on airs; say what you mean; mean what you say. And don't use big words!

- From www.abcsmallbiz.com



Brain Teaser

Punctuate the following so it makes sense:

"That that is is that that is not is not is not that it it is."

- answer on back page



Smile

Fresh out of business school, the young man answered a want ad for an accountant. Now, he was being interviewed by a very nervous man who ran a small on-line business that he had started himself.

"I need someone with an accounting degree," the man said. "But mainly, I'm looking for someone to do my worrying for me."

"Excuse me?" the young man said.

"I worry about a lot of things," the man said. "I don't want to have to worry about money, so your job will be to take all the money worries off my back."

"I see," the young man said.

"And how much does the job pay?"

"I'll start you at eighty-thousand dollars."

"Eighty-thousand dollars!" the young man exclaimed. "How can such a small business afford a salary like that?"

"That," the owner said, "is your first worry."

Brush Up On Your Ethics

Communication skills and business ethics are valued far more in business leaders than technical competency or IT knowledge, according to a survey of 1200 people throughout Australia by the Institute of Chartered Accountants in Australia (ICAA).

Respondents were asked which of seven attributes they valued the more highly, with NSW results showing:

- Ethical and moral fairness (38.6%)

- Good communication skills (21.8%)
- Innovative and strategic thinking (15.2%)
- Conscious of providing good service to customers (14.7%)
- Good at working in a team (9.2%)
- Good understanding of computers and the Internet (2.5%)
- Good at the technical side of their job (2.2%)

Seven C's of Success

CLARITY – Eighty percent of success comes from being clear on who you are, what you believe in and what you want.

COMPETENCE – You can't climb to the next rung on the ladder until you are excellent at what you do now.

CONSTRAINTS – Eighty percent of all obstacles to success come from within. Find out what is constraining you or your company and deal with it

CONCENTRATION – The ability to focus on one thing single-mindedly and see it through until it's done takes more character than anything else.

CREATIVITY – Flood your life with ideas from many sources. Creativity needs to be exercised like a muscle, if you don't use it you'll lose it.

COURAGE – Most in demand and least in supply, courage is the willingness to do the things you know are right

CONTINUOUS LEARNING – Read, at the very least, one book a week to keep you miles ahead of the competition. And just as you eat and bathe, organise your time so you spend 30 minutes a day exploring e-mail, sending messages, going through web sites, because like exercise, it's the only way you can keep on top of technology. If you get away from it, you'll lose your edge.

Subscribe to our emailed Quay E-News to receive articles like the one above every fortnight. Visit the Quay Appointments website www.quayappointments.com.au to subscribe or email quay@quayappointments.com.au with "Subscribe to E-News" in the subject line.

Quay E-News

Subscribe to our emailed Quay E-News. Visit the Quay Appointments website www.quayappointments.com.au to subscribe or email quay@quayappointments.com.au with 'Subscribe to E-News' in the subject line.

Friends 4ever

It's important to maintain good relationships with your employees even after they leave, especially in a tight labour market. An amicable parting is good for your company in several ways:

- Creating the kind of corporate culture where people are valued even after they leave your company provides you with good PR.
- You might get additional business and even new employees through your ex-employees' word of mouth.
- To maintain great relationships with ex-employees, keep them on your newsletter mailing list and invite them to functions from time to time.

Everybody, Somebody, Anybody and Nobody

This is a story of four people: Everybody, Somebody, Anybody and Nobody. There was an important job to be done and Everybody was sure that Somebody would do it. Anybody could have done it but Nobody did it. Somebody got angry because it was Everybody's job. Everybody thought that Somebody would do it. But Nobody asked Anybody. It ended up that the job wasn't done and Everybody was blamed, when actually Nobody asked Anybody.



Find out more about Quay Appointments

We have updated the content and style of our website. For more information visit: www.quayappointments.com.au

News in Brief

What you do is more important than what you earn

What is the most important job criteria to you?

- Longevity 13.3%
- Remuneration 15.8%
- The people you work with 30.4%
- Your Role 40.5%

Recent survey results from www.employment.com

Employment expectations on the rise

The net balance of businesses that reported employment had increased in the June 2001 quarter was -0.6 %. However the net balance of firms expecting employment to increase in the September 2001 quarter indicates was 9.5%, indicating better things to come. Given that employment generally lags economic activity by around 6 months, the weak employment results in the June quarter appear to be a lagged response to the weak demand conditions in the latter part of 2000. *St George & State*

Chamber of Commerce Survey of Business Expectations, June 2001 Quarter Results

Charity begins in the workplace

NSW businesses are increasingly spending more money to be seen as good corporate citizens. A new study conducted by the State Chamber of Commerce has found that 49% of businesses are investing in more Corporate Social Responsibility (CSR) programs than five years ago. Other results were:

- Over 50% of respondents were small businesses.
- 39% of businesses spent less than 0.5% of company revenue on CSR activities during the last financial year.
- 77% believed that customers or potential customers discussed a company's ethical or social behaviour with friends or family members.
- Money was seen as the greatest barrier to CSR activity (42%), followed by time constraints (22%) and lack of CSR strategy within the company (14%).

NSW tops payroll tax rates

NSW is the only state or territory which did not include an additional cut in payroll tax liability for business in its budget for 2001/02. Payroll tax in Queensland will drop from 4.9% to 4.75% from July 2002. It was already due to drop to 4.8% from July 1, 2001. Every other state and territory in Australia, except NSW, similarly chose to reduce payroll tax or raise the threshold in their budget for 2001/02. In NSW the payroll tax rate is 6.2% and under existing arrangements, will drop to 6.0% in July 2002. www.thechamber.com.au

The See-Sawing Tax Law

The personal services income (PSI) rule, the so-called alienation of personal services income rule was introduced on July 1, 2000 as part of a Federal Government crackdown on employees posing as business contractors.

The effects of the law were eased when the Treasurer announced independent contractors who receive 80% or more of their annual income from one source will now be able to self-assess their status under the relevant PSI tests rather than being required to seek a determination from the ATO.

The government has recently acted to prevent the new rules having an impact on agents. Now agents are treated as though they derived this income directly from customers of the

principal, even though the payments may have been received from the principal. In this case a contractor can self assess if they:

- Receive PSI from providing services on behalf of the principal to customers, and less than 80% of that income is from services provided to each customer.
- Receive at least 75% of that income as commission or results-based payments.
- Actively seek customers for their principal.
- Do not provide services from the premises of their principal (or the principal's associate).

Quay Call Centre



All-For-One-And-One-For-All

Teamwork. – It can be a stepping-stone to prosperous employment relationships or a roadblock to retention efforts. That's why it is crucial that you build teams that employees look forward to working with, not teams they dream of fleeing from at the first opportunity. Remember these key factors:

Purpose – Alert every team member as to the purpose of the team. Make sure everyone is on the same wave-length

Communication – Communicate with the team in a manner that puts all members at ease and implement channels that facilitate two-way communication.

Objectivity – Don't take sides. If team members complain about another, avoid taking any action until you've collected adequate evidence.

Goals and Roles – Make them clear. Make sure employees know what theirs are. Having boundaries will provide employees with a sense of accomplishment and improve self-esteem.

Celebrate – Remember to celebrate success. If something that's wrong has to be addressed, do it and then combat this energy drainer with a "kudos meetings" where no negativity is allowed.

Corporate Truths!

- If at first you don't succeed, destroy all evidence that you tried.
- Experience is something you don't get until just after you need it.
- Keep your boss's boss off your boss's back.
- Success always occurs in private, and failure in full view.
- To steal ideas from one person is plagiarism; to steal from many is research.
- Don't be irreplaceable, if you can't be replaced, you can't be promoted.

Answer
to Brain Teaser
"That that is, is; that
that is not, is not;
is not that it? It is."

Active Listening the Key to Less Complaints

It's official, customer complaints can drive the customer contact industry forward, shaping organisational structure, training and internal communications. So say more than 50 industry participants who attended a recent half-day round table aimed at establishing policies on customer complaint resolution, held by the ADMA Call Centre Council.

More than three-quarters of delegates identified communication between management and staff, targeted staff training and effective recording and analysis of complaints and finding positive ways to deal with the essential feed-back complaints supplied as their top priority in taking on complaints. Two-thirds of attendees agreed on the morale boosting effect of complaint resolution, while more than half prioritised standard policies and procedures.

Rob Edwards, CEO, ADMA, called the event a genuine effort to inject a

Wages Not the Key to Staff Retention

Wages are not the most important factor in keeping call centre staff, according to participants in the ADMA Call Centre Council Event "Effective Strategies for Staff Retention". ADMA CEO Rob Edwards said the event invited more than 50 industry representatives, including call centre managers, recruitment consultants and human resources managers, to have their say on the best approach to reducing attrition in Australian call centres. Edwards said the participants pointed to respect from employers, providing a strong, clear career path with multi-skilling and an effective reward scheme as factors deemed more important than remuneration to staff.

- From www.callcentres.net

common sense of purpose into a complicated and busy industry. "We all know complaints are the measure of our field. But unless we take notice, then take stock of our approach to the customers who are our lifeblood, we are wasting time, money and diluting our profits through ineffective practices", he said.

Delegates responded with their priorities after presentations on the bottom-line impact of customer complaints, associated business processes and technologies, people development and measuring

Subscribe to our emailed Quay Call Centre E-News to receive articles like the one above every fortnight. Visit the Quay Appointments website www.quayappointments.com.au to subscribe or email quay@quayappointments.com.au with 'Subscribe to Quay Call Centre E-News' in the subject line.

complaint cause and effect. "Window-dressing for customer complaints is the fastest way to put an organisation out of business, so companies must attend to this issue," said roundtable Chairperson, Martin Conboy, Chairman, callcentres.net.

- www.apccn.com

The Final Say

It's a very funny thing about life; if you refuse to accept anything but the best, you very often get it.

- William Somerset Maugham

Sydney Office: Level 7, 200 George Street NSW 2000
Phone: (61 2) 9251 7339 Fax: (61 2) 9251 7332
Email: quay@quayappointments.com.au

Parramatta Office: Level 3, 96 Phillip Street
Parramatta NSW 2150
Phone: (61 2) 9891 9121 Fax: (61 2) 9806 0555
Email: parramatta@quayappointments.com.au
www.quayappointments.com.au

Please Note: This publication is only intended to provide a summary of the subject matter covered. It is not purported to be comprehensive. No reader should act on any information in this publication without first obtaining specific professional advice.



Quality
Endorsed
Company
ISO 9002 Lic. 5625
Standards Australia

GSS
Independent
member of
Global Staffing
Services Association.
Representative
offices across
Australia.