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**Visit our website at: [www.crownservices.com](http://www.crownservices.com)**

## Crown Services Continues to Grow in the Chicago/South Suburbs/NW Indiana Areas!

We are proud to announce that Crown Services has survived the recession and continues to grow both nationally and on a local level. Many of our competitors cannot make the same claim. We have been able to accomplish such a feat by having some of the most loyal customers in the business, and we've always been of a mind-set to keep overhead low and provide outstanding customer service. Cook County and the surrounding areas have seen Crown Services as a staple in their communities since 1968.

The personnel services industry is still crowded with many who feel their business model is just to provide 'bodies.' Crown Services identified years ago that in order to succeed, we need to be a partner and not just a provider. To accomplish this, we build our relationships on the following driving principles:

**INTEGRITY & TRANSPARENCY**—There are over 400 staffing operations in the Chicago market. Many operate with questionable integrity standards in the pursuit of the quick profit dollar. Crown has chosen a higher road—operating above the norm. We only promise what we know we can deliver. There is nothing that will sour a professional relationship faster than unfulfilled promises.

**COMMUNICATION**—When you call to have us partner with you to fill a personnel need you have, you'll notice one thing immediately: **We listen.** We then ask you *a lot* of questions to ensure we know *exactly* what you want. If we don't know every detail of what you are looking for, we will not be able to successfully fill that position to your complete satisfaction.

**CUSTOMER SERVICE**—Everyone makes the claim of 'good customer service', but very few live up to the words. You will never call us and have to wait days or even weeks to get a response. We have an answering service that provides us with up-to-the-minute information for emergency issues.

Both our **BURBANK** and **CICERO** locations work seamlessly as one operating office to better ensure that we can not only meet, but exceed your staffing needs. Our corporation is also *not* designed to have individual offices compete; rather we all work together to fill positions throughout the states. Call us today and discover the partnership that awaits you.

**Burbank • 708-229-1188**  
[chicago-burbank@crownservices.com](mailto:chicago-burbank@crownservices.com)  
**Cicero • 708-656-9070**  
[chicago-south@crownservices.com](mailto:chicago-south@crownservices.com)

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NEAR YOU**

AKRON, OH  
ARLINGTON HEIGHTS, IL  
AURORA, IL  
AVON, IN  
BURBANK, IL  
CHICAGO, IL  
CICERO, IL

CINCINNATI, OH  
CLEVELAND, OH  
COLUMBUS, OH  
DES MOINES, IA  
FENTON, MO  
FLORENCE, KY  
HOPKINSVILLE, KY

INDEPENDENCE, MO  
INDIANAPOLIS, IN  
JOLIET, IL  
KANSAS CITY, MO  
LEXINGTON, KY  
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# **CROWN** *Chronicle*

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## PRESIDENT'S MESSAGE

Dear Valued Client,

Productive partnering encompasses the fact that every business is different—and so are its staffing needs. Our professional counselors offer you a varied range of staffing options so that you get the level of service you need, when you need it, for as long as you need it. This partnership frees you from worrying about the administrative side of employment and permits you to conduct your management activities more effectively and efficiently. We think that's what successful staffing is all about!

Sincerely,  
R. W. Diana  
CEO/President



# Temp Employees Can Become Long-Term Assets

One of the major benefits of bringing short-term employees on-staff is that it can often serve as a way to discover a satisfactory, productive, perfect-fit permanent employee. Utilizing qualified temps allows you to search for that one individual who possesses all of the right skills and temperament for a great-fit into the structure of your organization—all without the pressures and expense of a long-term commitment.

Just a decade ago, temps usually referred to those hired to fill-in for staff on vacation or medical leave. Today, temporary employment satisfies both your company's need for a flexible workforce, and a desire on the part of many temporary employees to apply their experience and skills in a variety of opportunities—often, as they look for a position that is a perfect-fit for the long-term.

Why do people enter the temporary employee market? Here are some of the reasons given in one of the most recent surveys: 78 percent are looking for additional income; 76 percent view temp positions as a good way to find full-time employment; 67 percent want to improve their skills; 63 percent want the flexible work time; 45 percent find less stress in temporary employment;

and 44 percent want to have more time to spend with their families.

No matter what the reasons, the benefits of utilizing temporary employees—whether strictly on a per-assignment basis or with an intent-to-hire possibility—can provide both cost-effective short-term benefits as well as the possibility of gaining a qualified and valuable employee in the long run. ❖



No employer ever likes to terminate an employee—and handling such tasks may be one of your most dreaded duties. Unfortunately, terminations are part of the employment process. And considering the marked increase in employment-related lawsuits, terminations must be handled with attention to the legal ramifications that may result from such action.

- *Document, document, document!* In a recent year there were over 100,000 lawsuits filed against U.S. companies claiming wrongful termination. That's why it is so critical to document every stage of the disciplinary process. If your company doesn't already use them, there are many standard *Employee Warning Notice*, *Counseling Report* and/or *Disciplinary Probation Report* forms available that your managers can use to record the details anytime an employee is reprimanded. The use of such written records—with copies that go to the employee and his or her permanent personnel file—lets the employee know that you are monitoring the problems. And, in the event of subsequent action, provides the substantia-

tion needed for a successful defense in the event of litigation in the future.

- *"You're fired!"* isn't enough! Documentation doesn't end when you decide to terminate an employee. Legal disputes over how your company handles termination can result in costly lawsuits. Every terminated employee should receive a Separation Notice which details when and why the employee is being asked to leave, any severance agreements and specific final pay details.

- *Follow-up with COBRA.* If your company has twenty or more employees, and offers group insurance, you must comply with specific *continuation of coverage* rules as detailed under COBRA. Failing to do so can result in potentially large non-compliance penalties and lawsuits.

Terminating an employee is a task that every manager dreads. But, if and when your best efforts fail to resolve an employee's performance or disciplinary problems and termination is necessary, having the right procedures and documentation can help ensure that every decision is legally defensible. ❖

# Time Is More Expensive Than Money

Time is one of the most expensive things we trash, sometimes without even realizing it. Here are some of the major time wasters that can be controlled:

**Procrastination**—This is practically everyone's worst problem. For whatever reason, some tasks are unpleasant, tedious, boring or intimidating. Our natural reaction is to put them off as long as possible. Unfortunately, procrastination not only doesn't get it done, it increases one's level of anxiety. *Experts suggest:* Develop the habit of dealing with daily tasks on a *worst first* basis.

**Spreading yourself too thin**—Often, there are just too many things to be done at once, and before we know it, we're in over our heads. *Experts suggest:* Setting priorities for each day and, if necessary, for each hour. Decide what must be done right now, and put all other requests on tomorrow's list.

**Only me thinking**—Many of us are convinced that it's necessary to do everything ourselves, and while we do what we can, our to-do list grows longer and longer. *Experts suggest:* Develop the skill of delegation. Expand your time and energy



## TRAITS OF THE TOP TEAM-PLAYERS

When a group of researchers recently asked employees throughout the United States and Canada what they felt the best qualities and traits of their coworkers and team members were, few surprises appeared at the top of the final list.

Ranked number one was an individual's ability to meet deadlines. This was followed by an individual's ability to be easy to work with. Third was an individual's willingness to pitch-in and help wherever needed—regardless of whether or not the tasks were part of his or her job description.

Following these top three characteristics, the next most frequently cited quality was an individual's willingness to be innovative and show personal initiative—but without the need to try and advance his or her own status at the expense of others. Rounding out the top five positive traits appreciated by team members was honesty.

According to the team of researchers, these desirable traits were appreciated and expected whether the "team" was a formal, organized group or a loosely associated group of employees sharing responsibility for a joint project. ❖

resources by delegating minor and laborious tasks to other associates. You can still be certain things are being done the way you want them to be, but as a true manager.

**Wasted effort**—Though it can result in wasted time, wasted effort is even worse because it means you've used part of your brain and talent to no avail. *Experts suggest:* Make certain that you get clear instructions on what should be done, what results are expected, and then determine the best ways to accomplish the goal.

Often those things that waste time also waste part of our energy without our even realizing it. Establishing priorities, assigning tasks to qualified associates—like relying on us to simplify your recruitment efforts—and, mapping out a clear course of action within given time frames are just some of the ways you can expand your skills. ❖

