



# Secrets to Success

**Working with the Staffing Industry**

**and**

**EmploymentGroup**

# First Impressions

*Did you know that typically in the first seven seconds of contact at least 11 non-verbal impressions will be formed by your interviewer?*

## Physical Presence

- Dress appropriately for the culture you are entering.
- Be sure your grooming and hygiene are immaculate.
- Avoid smoking, chewing gum, or wearing strong perfume/cologne.
- Remove visible body piercing jewelry other than simple earrings in each lobe for women.
- Men should be clean-shaven.
- Women's hair should be neat and out of the face.

## Movements and Mannerisms

- Avoid fidgeting, scratching, or fussing with objects such as pens and jewelry.
- Do not cross arms or slouch, as this may tell an employer that you are not interested or open to what they have to say.
- Eye contact is very important.
- Shifty eye contact could mean insecure character.

## Manner of Speaking

- Make sure you can be heard; do not mumble or stutter.
- Avoid sing-song, monotone, or slang terminology.
- Words and phrases that you use with friends may be inappropriate around perspective employers.
- Smile!

## Communication Skills

- Indicate attention and acceptance with nods and smiles.
- Don't interrupt!
- Listen to the questions asked and clarify the question if you don't understand it.

## Interview Techniques

- Get names and exact titles.
- Respond to doubts or objections without being defensive.
- Learn what the next step is in the interview process.
- Summarize with a brief outline about why you want the job without being pushy.
- Close with a firm handshake and use the interviewer's name.

## Follow-up

- Send a thank you letter mailed the day of the interview.
- If you are working for a staffing company, call your Service Coordinator after the interview to discuss how it went.

*Studies have shown that  
a communication is  
12% verbal,  
33% tone of voice,  
and 55% non-verbal.\**

# Interview Hints

*Get ready—in advance—to make a good, lasting impression.*

## The Call

- When called for an interview, be flexible with the interviewer regarding the appointment time.
- Confirm the interview appointment by repeating the information. Know the date, time, and location of the interview.
- Make sure you have a phone number in case you have to call. If unforeseen circumstances arise and you must be late, do everything you can to call ahead of time.
- If you know the names of interviewers in advance, confirm the pronunciation and spelling.

## Preparing for the Interview

- Practice a one-minute monologue about yourself. Remember to connect with the job. Why would hiring you be good for their company?
- Practice answering the dreaded question, “Tell me about yourself and your background.” Include information on the companies and industries you have worked for, your strengths, your transferable skills, and your personal traits. *Say this until it feels natural.*
- Also be prepared to talk about your successes and experiences. The interviewer will want to find out about your past experience—successes and failures, your work ethic, and your track record. Be prepared to talk about every item on your résumé and be able to provide examples.
- Practice answering other questions with open-ended responses. Give examples to back up what you are saying.
- Research the company’s website, Facebook page, Twitter, Linked-in, etc., and be sure you tell the interviewers that you saw their website info. It will show your interest in the company.
- *Practice! Practice! Practice!*—with a friend, parent, in front of a mirror, etc.
- Focus on eye contact as you practice. Remember the 11-second rule!

## Interview Day

- Be on time! Don’t arrive more than 10 minutes early and, most important, don’t be late.
- Turn off your cell phone and/or pager before entering the building for your interview.
- Don’t bring friends or family with you to the interview.
- Be nice. Everyone you meet during your interview—from the receptionist to the interviewer—should be treated with respect and courtesy.
- Unless the interview is scheduled with a meal, nothing should be in your mouth but words! Drinking, smoking, and chewing gum don’t work during an interview.
- As you approach the interviewer, smile, remember good eye contact, and present a firm handshake.
- Be confident—no one knows you better than you!
- Have a pen and paper with you for notes, and always ask if it is okay to take notes. Jot down questions you may have in advance.
- You should be ready to answer the dreaded “tell me about yourself” because you’ve been practicing, right? It’s a typical icebreaker.
- Think before answering the question.
- Look at each interviewer as you speak.
- If you find a question difficult to answer, do the best you can and answer sincerely.
- As you leave, thank the interviewer for his/her time and consideration, smile and shake their hand.

***No interview is a bad interview.  
You should always learn  
something about yourself.***

# Lobby Etiquette

*The person initially assisting you at your interview location, generally the receptionist, might not be conducting the interview, but his or her opinion of you may be asked. This person forms the very first company impression of you!*

- Smile!
- Get the name of the receptionist and write it down so you remember to use it when you leave.
- Tell the receptionist your name and who you are meeting with. If you need help pronouncing the interviewer's name, tell the receptionist you want to make sure you say it correctly and ask for their help.
- Be professional at all times with ALL company personnel.
- Do not eat, smoke, or chew gum.
- Be polite.
- Read company material, which may be available in the waiting areas.
- Do not spend your waiting time talking to or distracting the receptionist.
- Say good-bye to the receptionist, by name, and thank the receptionist for their help.
- Again, don't underestimate the power of the receptionist! The receptionist and all other employees may communicate their impressions to the interviewer.

# Staffing Facts

Did you know that every day, 2.58 million people are employed by a staffing agency?

## The Odds are in Your Favor\*

- Each year 9.7 million temporary and contract employees are hired by staffing firms.
- 90% of businesses say staffing agencies are a good way to find permanent employees.
- 79% work full time, virtually the same as the rest of the work force.
- 88% say it's a good way to obtain a permanent job.

## Permanent Employment is Possible

- About three quarters of temporary and contract employees move on to permanent jobs; EG calls this trial-hire.
- Temporary or contract assignments get your foot in the door where you become a prime candidate for a permanent j. In fact, 8 out of 10 businesses say that staffing agencies offer them a good way to find their permanent employees.
- Whether you are new to or re-entering the work force, between jobs, or are just looking for career growth, a staffing agency can help you land the right position.

## Various Benefits Choices are available\*\*

- Paid holidays
- 401k plan
- Medical and Dental insurance
- Prescription coverage
- Weekly paychecks
- Direct deposit
- Life insurance
- Disability insurance
- Accident insurance
- Cancer insurance

\*\* at a cost to you

## You Can Work AND Have a Life Too

- The average person will change careers and/or jobs five times.
- If you're not happy with an assignment, job setting, or location, you can move on and start fresh with a new job.
- Steady work is common because businesses always need temporary help.
- Temporary employment allows you to work when and where you choose.
- You can work full-time or part-time.
- You can take the summer off.
- Or work just three or four days a week.
- Don't want to jump into permanent employment right away? You have options with a staffing agency. Try out the job and see if it fits your skills and expectations.
- If you don't like the job or work environment, you're not tied down to a permanent job.
- There's always another opportunity waiting for you in the staffing industry.

Janet Ellis

Administrative Assistant

After Janet Ellis retired, she took a year off to relax. "I was happy to be at home, but I started to feel that I still had a lot to offer." So she decided to re-enter the workforce—and she started with EmploymentGroup.

"We used several temps from EmploymentGroup at my former employer," Janet explains. "They were always such good, quality people and I enjoyed working alongside them. Many were hired into full-time positions because of their skills. So EmploymentGroup seemed like the ideal way to go."

Janet received a call right way about a position. "I interviewed on Friday and the company wanted me to start on Monday." She's currently on her third assignment for EmploymentGroup.

"I'm interested in short-term assignments," says Janet, "and each time one ends, they've lined up another for me right away. They're in the know about jobs that are available and they find those that give me the flexibility I'm looking for."

\*Sources:

American Staffing Association  
U.S. Bureau of Labor Statistics

# Getting Started with EG



[www.employmentgroup.com](http://www.employmentgroup.com): *It's that easy! You can start our registration and application process in the convenience of your home!*

The first step to getting started with EmploymentGroup is to complete our on-line registration at [www.employmentgroup.com](http://www.employmentgroup.com). You may do this in the convenience of your home, at any location with Internet access, or if you do not have Internet access, you may register on-line at one of our offices.

On-line registration and application process:

- Fill out the job seeker registration.
- If you meet the pre-qualifications, you'll be asked to read and agree to EG's terms and conditions of employment.
- As part of the registration process, you must complete an attitudinal, cognitive, and personality assessments.
- To complete the on-line process, you'll be asked to provide information regarding your:
  - Job history
  - Occupation and skills
  - Education
  - Location and wage preferences
  - A resume if you have one

Not all of our positions are advertised on our website. Please complete the on-line application even if you do not see a specific position that interests you.

After you fill out the on-line application, call our local office. Your application is not finished until you complete our interview and screening process.

During the interview and screening process at our office, you will:

- Complete skills evaluations.
- Have a confidential interview.
- Provide proof of identify with a picture ID and proof of employment eligibility.
- And, you may be asked to take an in-house drug test for specific positions.

Since 1958 we have been helping people succeed by providing opportunities in light industrial, general labor, skilled, production, administrative, clerical, professional, and technical positions.

We help people find the kind of work they really want and we offer competitive wages. Many opportunities result in a permanent job.

**Jane Fette**

Customer Service Representative

"I had 25 years of corporate experience at a major pharmaceutical company," explains Jane Fette. Yet those qualifications didn't make her job search any easier. "I tried contract work for a couple of years, but I really preferred something more traditional."

After several months of searching, Jane saw an EmploymentGroup ad in her local paper and contacted them. "They went out of their way to train me for the testing procedures, something none of the other staffing agencies I had worked with had done."

EmploymentGroup also helped Jane to craft her resume to target what today's employers are looking for. "Even though my resume included a lot of marketable skills, I wasn't finding any jobs. My service representative worked with me to simplify my resume and make me more marketable."

Jane had an interview within a week and now has a position in customer service at a Fortune 500 company. "It's a good fit for me because I'm using so many of my past skills. I really appreciate the assistance I received from EmploymentGroup."

EG does not charge you a fee when you apply with us or when you accept a position. These costs are paid by our clients.

# EmploymentGroup Locations



Connect with EG

[www.employmentgroup.com](http://www.employmentgroup.com)  
[www.facebook.com/employmentgroup](http://www.facebook.com/employmentgroup)  
Check-out the office **Twitter** pages for local events!

4651 West Dickman Road  
Battle Creek, MI 49037  
P: 269.660.3500  
[http://twitter.com/BC\\_Jobs](http://twitter.com/BC_Jobs)

1125 Trowbridge  
East Lansing, MI 48823  
P: 517.664.2990  
[http://twitter.com/Lansing\\_\\_Jobs](http://twitter.com/Lansing__Jobs)

3230 Broadmoor SE, Ste A  
Grand Rapids, MI 49512  
P: 616.949.2303  
[http://twitter.com/GR\\_Jobs](http://twitter.com/GR_Jobs)

216 N. 120th Ave., Suite 60  
Holland, MI 49424  
P: 616.393.6780  
[http://twitter.com/Holland\\_Jobs](http://twitter.com/Holland_Jobs)

3075 E. Grand River, Suite 118  
Howell, MI 48843  
P: 517.552.0475  
[http://twitter.com/Howell\\_Jobs](http://twitter.com/Howell_Jobs)

5228 Lovers Lane  
Trestlebridge Centre  
Kalamazoo, MI 49002  
P: 269.388.2175  
[http://twitter.com/Kzoo\\_Jobs](http://twitter.com/Kzoo_Jobs)

211 E. Michigan Avenue  
Marshall, MI 49068  
P: 269.789.1024  
[http://twitter.com/Marshall\\_Jobs](http://twitter.com/Marshall_Jobs)

**Gary Birman**  
Maintenance Supervisor

Gary Birman was getting tired of looking for a job. "I was pounding the pavement and spending every spare minute searching on the Internet. The only job I could find was in Indiana—a nearly 3-hour commute each way."

So he took on the exhausting commute and sacrificed time with his family. And then he came across EmploymentGroup. "I emailed them and one of the service representatives called me back right away." Gary had an interview and a new job within two weeks.

Later, when Gary felt he needed a change, EmploymentGroup was there for him again. "Twenty-four hours after I called in search of something new, she was back on the phone with another position."

Now he's a maintenance supervisor in charge of his own plant at a company where he anticipates being hired full time. "I called and told my rep, 'I know this is going to sound funny, but I'm going to miss working for EmploymentGroup.' I'm totally grateful for what they've done for me."

**Josh Hutcherson**  
Parts Assembler

The manufacturing industry can definitely have its ups and downs. Josh Hutcherson knows this from experience. "It's tough to find work in manufacturing on your own, and a lot of the jobs fluctuate depending on seasonal workloads and demand."

Josh had worked through employment agencies in the past, but an ad in the paper connected him with EmploymentGroup. "They were really responsive...right on top of it."

Although many of the jobs have been short-term, Josh feels more stable since he signed on with EmploymentGroup. "It's nice because I know if I ever get laid off from a position for any reason, they'll get another job lined up for me very soon. When you work with EmploymentGroup, you always have a back-up plan."

Josh is currently working at a company where he hopes to secure a full-time position. He's happily recommended EmploymentGroup to his friends, and even to his wife. "She found work right away too. They're so responsive—always there when you need them."