

Customer Service

Our Light Industrial Division is recognized as one of the largest in the area with a reputation for exceptional customer service. Masterson develops partnerships with our customers to create staffing solutions that improve productivity and efficiency. The Light Industrial Division has the ability to operate seven days a week, all three shifts to provide our clients the service they need when they need it. Masterson's extended office hours accommodate our clients shift times including weekend availability.

Our dedication to personalized customer service is what sets us apart from the rest. Whether you are a business needing staff or an employee needing a position there is no better resource than Masterson Personnel.

What sets Masterson apart from our competition is our classic above and beyond customer service levels. We take pride in our ability to exceed expectations with each staffing opportunity.

The following is an overview of our business practices:

The Process

- Needs analysis
- Customized solutions
- Seamless implementation
- Strategic problem solving

Building the Relationship

- Service plans implemented to exceed the expectation
- Monthly business review meetings to assess OUR performance

How Candidates are Selected

- Recruiting, referral process, community involvement, Internet sourcing, newspaper, job fairs
- Pre-employment screening
 - Drug screening
 - Background checks
- Orientations, skills testing and development
- Prepared workforce



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"The Right People, Right Away"®

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