

Introductory Letter

Dear New Small Business Customer,

I'm writing today to introduce Office Specialists, and to tell you about an exciting new program we've developed exclusively for small, growing businesses like yours.

Office Specialists is a leading supplier of temporary employees with more than 50 office locations, and a reputation for quality and innovative service we've earned every business day since we began in 1963.

Recently, we established a Small Business Division that enables us to provide temporary clerical, secretarial, and accounting employees more effectively than was possible before.

Based on a complete study of your work environment, our new division is designed to handle the last second surprises and instant demands that cause you to call for temporary help.

Led by specially trained Dedicated Account Representatives, our Small Business Division can provide the rapid response and qualified employees you require whenever you need temporary staff.

You can be sure even on the shortest notice that our temporaries will perform as expected for as long as they're on the job - and that's an Office Specialists promise.

Call us for further information on how our Small Business Division can satisfy your needs for temporary help or simply give us a try the next time you need a temporary.

We appreciate every opportunity to be of service, and look forward to working with you.

Sincerely,

Introductory Letter

Dear Existing Small Business Customer,

I'm writing to thank you for the opportunities you've given Office Specialists in the past, and to introduce an exciting new division that will make our temporary help service even more efficient in the future.

Developed exclusively for small, growing businesses like yours, Office Specialists' Small Business Division enables us to provide temporary clerical, secretarial, and accounting employees more effectively than was possible before.

Based on a complete study of your work environment, our new division is an industry first, designed exclusively to handle the last second surprises and instant demands that cause you to call for temporary help.

Led by specially trained Dedicated Account Representatives, our Small Business Division can provide the rapid response and qualified employees you require whenever you need temporary staff.

You can be sure even on the shortest notice that our temporaries will perform as expected for as long as they're on the job - and that's an Office Specialists promise.

Call us for further information on how our Small Business Division can satisfy your needs for temporary help or simply give us a try the next time you need a temporary.

We appreciate every opportunity to be of service, and look forward to working with you.

Sincerely,

Quality of Service

Dear Small Business Customer,

I'm writing today to discuss something of utmost importance when you need temporary help - Service.

Everybody in our industry talks about service, but few back it up with programs and policies like Office Specialists.

At Office Specialists, service begins with an educated understanding that your business has unique needs and ends with your unconditional satisfaction -- that's our guarantee!

First, we identify what you require. Then, we employ a variety of proprietary recruiting and placement processes to ensure that every temporary we provide has the proper skills and temperament to succeed in your office.

Our Placement Coordinators personally test, interview, and verify a minimum of two references for every temporary before selecting one to work. And Our Dedicated Account Representatives provide single source customer support from last-second to long term placements to fulfill every temporary staffing need.

It's all part of a service commitment you can count on from a company you can trust.

At Office Specialists, we don't just talk about service, we deliver it!

Sincerely,

Accounting

Dear Small Business,

I'm writing today to discuss an area where small, growing businesses like yours often require temporary staff, and where Office Specialists can help - Accounting.

Accounting has a cyclical ebb and flow that can fluctuate according to your business cycle, payroll system or fiscal year, and often creates a strong, immediate demand for temporary help.

As a leading provider of temporary personnel and the first in our industry to form a dedicated Small Business Division, Office Specialists is completely prepared to meet all your accounting needs with the most qualified temporaries available.

Whether you require an additional bookkeeper to help your accounting staff through tax time, a payroll clerk to process

your quarterly payroll, an accounts payable clerk to handle an invoice overload, or an accounts receivable clerk to manage unexpected growth, Office Specialist will provide a prompt, reliable solution.

Office Specialists' personally tests, checks references, and interviews every accounting temporary - and selects only the most qualified candidates. Our Unconditional Total Satisfaction Guarantee assures that we satisfy your needs completely or our service is free, and we stand behind it 100 percent for every temporary we provide.

Call us for further details on our accounting programs or the next time you need temporary accounting help.

We appreciate every opportunity to be of service and look forward to working with you soon.

Sincerely,

Last Minute Needs

Dear Small Business Customer,

I'm writing today to tell you about Office Specialists unique ability to supply quality temporaries in a hurry - when small, growing businesses like yours often need them most.

As the first temporary help company to introduce a Small Business Division, Office Specialists is keenly aware of the last-second surprises that cause you to call for temporary help - and we're completely prepared to respond.

Whether your executive secretary suddenly called in sick at 8:00 a.m., and needs to be replaced that day; if you need to add a bookkeeper to handle an unexpected sales increase; or when your date processor is on vacation and you need an extra hand, Office Specialists can supply you with qualified temporaries to meet your needs the very same day you call.

There's no need to plan ahead!

Our Placement Coordinators are in touch with thousands of highly qualified temporaries, and can locate those with the skills you require in seconds. Because we've already tested, reference-checked, and interviewed every temporary and know they're availability, your solution is literally minutes away.

Office Specialists also provides a no questions asked Unconditional Total Satisfaction Guarantee - if you're not satisfied with our temporaries' performance, our service is free.

Call us for further information on how our Small Business Division can satisfy your needs for temporary help, or put us to the test the next time you need a temporary.

We appreciate every opportunity to be of service and look forward to working with you soon.

Sincerely,

Value

Dear Small Business Customer,

I'm writing today to explain the value you'll receive when you choose Office Specialists to provide your temporary help.

Value is particularly vital to small, growing businesses like yours, and Office Specialists has consistently delivered it to Boston's small business community since we began in 1963.

Today, Office Specialists is an industry leader with 50 branch locations in 11 states, including three offices in downtown Boston. Recently, we became the first temporary help company to create a Small Business Division, dedicated entirely to serving this all important area of our business.

Specially trained to respond to the last-second and immediate demands which often characterize your needs, our Small Business Division staff personally interviews, tests, and reference-checks every temporary before we send them to your office.

We offer computer training for employees seeking to improve their skills in word processing programs used in most small business offices today, and you pay only for the hours our temporaries actually work.

Office Specialists proudly maintains a no questions asked Unconditional Total Satisfaction Guarantee. In short, if you're

not satisfied with our temporaries performance, our service is free.

Call us for further information or to discuss your temporary help needs.

We appreciate every opportunity to be of service and look forward to working with you soon.

Sincerely,

Vacation

Dear Small Business Customer,

Everyone looks forward to vacation, but vacationing employees often leave a small, growing company like yours understaffed - and that's when Office Specialists can help.

Founded in 1963, Office Specialists is a leading supplier of temporary personnel with 50 branch offices - including three in downtown Boston. Our temporaries are personally tested, interviewed and reference-checked, and Office Specialists is the first company in our industry to establish a Small Business Division dedicated exclusively to serve you.

Office Specialists offers temporaries' training on the latest word processing programs, and can place a highly skilled secretary, clerk or accounting professional in your office the same day you call.

Office Specialists also provides a no questions asked Unconditional Total Satisfaction Guarantee: In short, if you're not satisfied with our temporaries' performance, our service is free.

Whether you contact us ahead of time or at a moment's notice, Office Specialists will respond promptly and reliably to every temporary staffing need.

So, please don't let your employees' vacations create endless hours of extra work for you and your staff, call Office Specialists instead for the finest quality temporaries you can find.

We appreciate every opportunity to serve you, and look forward to working with you soon.

Sincerely,
Trust

Dear Small Business Customer,

I'm writing today to discuss two simple but all important matters: confidence and trust. Every company talks about honesty and commitment, but few back it up with concrete policies and practices like Office Specialists.

Founded in 1963, Office Specialists has grown into a leading supplier of temporary help by developing processes that minimize customer risk and maximize their success.

Today, our 50 offices in 11 states, including three downtown Boston locations, provide temporaries to thousands of businesses everyday, and our dedicated Small Business Division is serving hundreds of growing organizations like your own.

With Office Specialists, you'll receive a rapid, reliable response no matter how large or small your need. You can be sure that every temporary we provide has been personally interviewed, skill-tested, and that their references have been thoroughly checked.

You can also be certain that Office Specialists' temporaries are trained to handle the assignments you require, and are a proper fit in your office environment - and should something go wrong, you have our Unconditional Service Guarantee.

In short, if you're not satisfied with our temporaries' performance for any reason, our service is free.

It's all part of a business commitment you can count on from a company whose earned your trust.

We look forward to working with you.

Sincerely,
Recruiting

Dear Small Business Customer,

I'm writing today to explain how Office Specialists can recruit the most highly qualified clerks, secretaries, receptionists, data entry professionals, accountants, and more to satisfy your temporary staffing needs.

Going beyond advertising or participating in community outreach programs, Office Specialists' takes a close look at every applicant and how he or she would fit into your specific work environment.

We personally interview every temporary and test their skills at one of our three Boston offices. We check temporaries' interests, schedule preferences, and a minimum of two references so that every assignment makes sense.

Office Specialists' also offers generous benefits, such as:

- * Friday Pay Days at the close of each week worked
- * Advanced Word Processing Training
- * Educational Alternatives to upgrade skills.

All this adds up to a turnover rate 20 percent below the industry average, and a well stocked inventory of quality temporaries that enables us to the make most successful placements in our industry.

Please call us for further information on how Office Specialists can satisfy your needs for temporary help or the next time you need a temporary.

We appreciate every opportunity to be of service and look forward to working with you soon.

Sincerely,

Recruiting

Resourceful Recruiting: Office Specialists recruitment capability is the most comprehensive in the field. Each year, we devote extensive resources to recruit more than 50,000 highly qualified temporary workers. We sustain an average weekly payroll of 5,000 temporaries - all of whom receive paychecks every Friday for the week just worked. We also maintain a department of recruiting specialists expertly trained to attract and retain the highest quality temporary workers.

Dear Customer,

Thank you for discussing your temporary help needs with me, and for your questions about our ability to provide quality temporaries to satisfy them.

Recruiting temporaries who meet our customers unique needs has been a major challenge at Office Specialists since we began in 1963, and is one of our greatest strengths today.

Going beyond traditional or even custom advertising, Office Specialists attracts and retains qualified temporary workers through a number of proprietary programs that set us apart from our peers.

Some of these programs are described in the enclosed pamphlet - which I encourage you to review and will elaborate upon in our next discussion.

Again, thank you for today's pleasant and productive conversation, and for your interest in Office Specialists.

I look forward to talking with you soon.

Our Response: Office Specialists' unique recruiting methods are the most advanced in the industry and have a track record of success dating back to 1963. Supporting specially trained recruiters in each branch office, we maintain a dedicated recruiting department prepared to satisfy the most esoteric and extensive placement challenges in advance of customer needs.

Office Specialists' also utilizes the following proprietary programs to ensure that your every demand for temporary help is met.

Reactivation Program: Office Specialists maintains regular contact with more than 100,000 inactive temporary employees logged in a database by skill. These formerly successful workers are often willing to work with us when called and satisfy many of our customers' needs.

Referral Program: Office Specialists longevity, reputation, and contacts with large numbers of inactive and active temporaries is the basis for our highly successful referral program. Today, nearly one-third of our workforce comes to us through temporaries

who appreciate doing business with us, and that number is growing everyday.

Community Outreach Program: Office Specialists actively participates in job fairs, career days, and other community outreach programs at schools, universities, and local organizations. Our Outreach database allows us to communicate with thousands of neighborhood resources, and Community Outreach is one of our fastest growing sources of quality temporary help.

Bold: Our recruiting programs and processes enable us to satisfy any customer requirement no matter how large or unusual. Our

Response: Office Specialists views quality temporary employees as valued customers and has developed a number of innovative programs to retain their services. Today, as a result of these programs, 54 percent of our temporaries work with us for longer than one year, and Office Specialists maintains a highly skilled and experienced workforce ready to work for you on demand.

Office Specialists programs include:

Personalized Service: Beginning with a comprehensive screening interview, Office Specialists temporaries work exclusively with a Placement Coordinator, who ensures that each assignment suits their skills, needs, and interests. Because our temporaries are placed in jobs they are skilled and eager to do, you can be sure that every employee we provide is the ideal match for you.

Free Training: Every Office Specialists branch location has a Computer Learning Lab, where temporaries are offered free training on standard and new computer applications. This unique program enhances the office automation skills of every temporary who participates, and is another reason for the loyalty we enjoy within our workforce.

Paid Time Off: Office Specialists rewards experienced temporaries with paid time off for vacations and holiday.

Friday Pay Day: Office Specialists provides a Friday paycheck to every temporary for the week just worked, and was the first firm in our industry to employ this popular program.

Competitive Pay Rates: Office Specialists offers competitive rates of pay based on the skills and experience of each temporary. We regularly review each temporary's rate and provide periodic raises based on performance, longevity, and upgraded skills.

Insurance: Office Specialists provides temporaries with health and life insurance at attractive group rates.

Employee Recognition: Office Specialists recognizes the achievements of our temporaries through our Employee of the

Month" program. Awarded in each Office Specialists branch location, the Temporary of the Month receives a certificate of commendation and a special gift in appreciation for an outstanding performance.

Bold: Our employee retention programs enable us to maintain the most highly skilled workforce in our industry. Count on us to provide qualified temporaries, ready and able to fulfill your requirements for every conceivable assignment.

Customized Placements: Office Specialists' placement services are customized to meet your unique specifications, requirements and departmental environments. After performing a thorough needs assessment, we construct a profile of the temporaries best able to satisfy them, and send only the most qualified candidates for your review.

Recruiting: Office Specialists' proprietary recruiting techniques and generous employment terms make us the first choice of most quality workers in the temporary help labor market and is a major reason for our success.

Value

Our Response: Office Specialists recognizes the importance of providing the best temporary for every task, and has developed an innovative selection and testing process to screen applicants who respond to our recruiting efforts.

These processes are fundamental to the success we've achieved since we began in 1963, and are fueled by the following elements:

Initial Screening: All applicants are screened on the phone. Those who meet our skill and work experience standards are invited to a branch office to continue the application process.

Customized Testing: Office Specialists tests applicants by simulating the environments in which they're likely to work. Applicants with typing, word processing, data entry, or computer skills, for instance, are tested on our **Custom Skills Evaluator System** to measure their performance level and expertise. We also employ customized tests for clients with highly specialized needs, and will share test results with our customers to ensure that every temporary we recommend has acceptable skills.

The Selection Process: Office Specialists' Placement Coordinators review all test scores with applicants, acquire a detailed work history, and evaluate their attitude and total qualifications.

Placement Coordinators check a minimum of two references for each qualified applicant, and select only those with outstanding recommendations to work with Office Specialists.

Placement Coordinators file each new temporary in our database by skill and can often recommend temporaries who meet your requirements in as little as 15 minutes.

Office Specialists recommends only the most qualified temporaries and will arrange customer interviews for all candidates.

Office Specialists stands behind its Unconditional Total Satisfaction Guarantee for every temporary we place.

Our Response: Office Specialists is one of the nation's leading providers of temporary help services. Since opening our first location in 1963, we have grown to 49 offices in eleven states and Washington, D.C.. Each office, while making autonomous local decisions, receives ample resources and support from our headquarters in Wakefield, MA, and fully possesses the expertise which distinguishes us in our industry.