



# The Faneuil Group A Great Place to Work!

Employee development, real-time recognition and lucrative incentives are key ingredients to creating a great work environment. As a Gold Level, Manitoba Quality Award recipient, The Faneuil Group sets itself apart, in the highly competitive Contact Centre industry, by offering its employees coaching, mentorship, career development, and performance based financial rewards. It's an employee driven market place and The Faneuil Group knows that to attract the right people they must create an environment where their employees not only stay with the organization but do not hesitate to refer friends and family members!

As a recent nominee for Canada's Top 40 Under 40, Rubylyn Engstrom, Vice President – Operations, notes "Our Employee Referral Program makes up 37% of all new hires that have joined the organization in 2006. This statistic speaks volumes about our employee-focused company environment. Investing in our people has allowed us to remain competitive." Beginning her career as a front-line agent 13 years ago, Rubylyn knows what motivates and drives employees to succeed at all levels within the organization.

The Faneuil Group's promotion from within practice has resulted in 93% of all current Team Leaders, Production Assistants and Quality Agents being promoted from their original frontline agent level position. Bryon deVries, Human Resource Manager states, "It's

always a positive thing when you can see the potential in an employee become realized as they further develop their skills within the company."

In a recent Manitoba Excellence in Contact Centre Awards, 2 key individuals we acknowledged for Representative of the Year – Linda Panciera, a 9 year employee and Bill Wilson as Manager of the Year, a 6 year tenured employee.

Recently, during The Faneuil Group's annual Employee Appreciation Day, a newly hired employee remarked, "Not many companies would take the time to make their employees feel so valued". In addition, long time employee Bonnie Bailey commented, "I always look forward to Employee Appreciation Day. I love the food and prizes. Faneuil knows just how to make us feel special."

Company-wide recognition initiatives like Employee Appreciation Day compliment the individual based incentive programs that can result in a front-line agent earning up to an additional 20% of their base wage.

With a client base that covers, Telecommunications, Automotive, Financial and Government Services, Payroll and HR Service Providers. The Faneuil Group offers outstanding industry knowledge and experience to new employees. For more information about a career opportunity with The Faneuil Group please contact Human Resources at hr.wpg@wpg.faneuil.com or go to 9th floor 363 Broadway.

~Advertorial~

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# CAREER OPPORTUNITIES

Need help with your career! • Want to get out of the warehouse work!  
Enjoy working with the public! • Join the Customer Service Advising industry!

**A.S.A.P. Automotive Service Advisor Professionals**  
Registered as a private Vocational Institution  
Under the Private Vocational Institutions Act

is now offering a  
**Fully Registered Customer Service Advisor Consultant Program**

- You may be eligible for funding if you fit into one of these categories.
- Unemployed (working less than an average of 20 hours/week) and a current or previous Employment Insurance (EI) recipient
  - Unemployed and receiving or eligible for Provincial Income Assistance Benefits
  - A lower Income Individual or family

Applicants may also be eligible for funding through the Manitoba Advanced Education and Training

Program starts January 8<sup>th</sup>, 2007.  
Apply by phone, online or in person Monday - Friday  
Unit 215-250 Panet Road • 204-231-1414  
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Shaw, Canada's leading communications and entertainment company is looking for enthusiastic and ambitious people who also want to have a little fun. OK, a lot of fun.

To find out how you can Get Connected with a career at Shaw visit [SHAW.CA](http://SHAW.CA)

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Shaw is an equal-opportunity employer and we encourage applications from qualified individuals, including women, men, visible minorities, aboriginal peoples and persons with disabilities. We thank all applicants for their interest; however, only selected candidates will be contacted. No telephone calls or agencies, please.

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Please help make your carrier's job safer and easier this winter by keeping your sidewalks and steps free of ice and snow.  
-Thanks!  
From all of us at Canstar  
Community News Limited

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CONCORDIA HOSPITAL  
& CONCORDIA PLACE  
NURSING STAFF JOB FAIR

**FRIDAY, NOV. 24, 2006 - 10:00AM – 6:00PM**

Are you looking for a challenging rewarding job opportunity? There are potential career opportunities and experiences within the following areas at Concordia Hospital: Family Medicine, Emergency, Surgery, Relief Team(s)/Float Pool and Concordia Place.

**We are the place for you!**

Job opportunities are available for RN's, Unit Assistants, Health Care Aides and Clerks.

On Friday, November 24, 2006 from 10:00 am- 6:00 pm we will be hosting a Job Fair, that will display our Innovative Clinical Programs. We will be conducting unit tours every hour starting at 10:30 am. All position vacancies will be posted and interviews will be conducted for those interested. Please bring your resume and references.

**Refreshments and Free Parking** will be offered.

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