

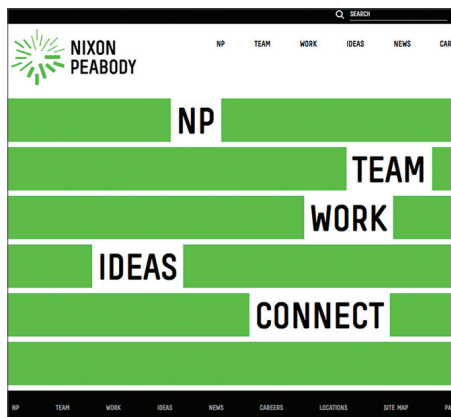
Mitch Weiner

A PUBLICATION FROM FSO MARKETING SERVICES | Issue 1 | FEBRUARY 2015

new account SPOTLIGHT

FSO WELCOMES 69TH LARGEST LAW FIRM IN THE US, AND 88TH HIGHEST GROSSING LAW FIRM IN THE WORLD

It is with great pride that we welcome Nixon Peabody to the ever-growing FSO Family! Nixon Peabody has 584 attorneys with offices in CA, CT, DC, FL, IL, MA, MN, NH, NY, PA, RI and VA. Nixon Peabody is an award winning, international law firm, with a stellar reputation for putting their clients first. Not only have we added one of the premier names in the legal industry to our cache of clients, but we were able to bring them online in record speed.



This is a true testament to the "Power of Focus". As I remind each of you every day, there is nothing that cannot be accomplished if you put your mind to it, lay out a plan and act on that plan. With the addition of Nixon Peabody, it gives me great pleasure to welcome 4 new members of the FSO Nation.

“Never look down on anybody
unless you're helping them up.”

Jesse Jackson



Welcome to the first edition of my newsletter.

We've built this incredible business to afford opportunities for each and every one of you to shine and grow personally and professionally.

When I look at FSO today, I see hundreds of lives transformed... people with careers, not jobs. People thriving, not just surviving.

We provide so much to our field employees. We guide, mentor, teach, support them. We show them they are important, show them they matter, show them we care. And it is our obligation and pleasure to assist you to reach your goals.

Here you'll read about folks just like you, that arrived with no special skills other than a desire to learn, work hard and grow. And their careers have accelerated beyond their wildest expectations.

Mitchell D. Weiner
Founder, Chief Happiness Officer & Owner



The Mitch Weiner newsletter showcases all facets of FSO success. FSO is committed exceeding our client's expectations every day in every way. From our Founder & Chief Happiness Officer, Mitch Weiner through our 2,000 onsite employees, our focus is on delivering an unmatched outsourcing experience.

INTRODUCING FUTURE STATE OUTSOURCING: PEOPLE + SOLUTIONS + TECHNOLOGY

Presenting a new name and clean-cut focus to help you understand and be inspired by exactly what we do for our clients.

+ PEOPLE

People have always been our strength and focus and remain the foundation upon which to build every service offering. FSO's employees have that "twinkle in the eye, skip in the step, fire in the belly," which ultimately results in exceptional service delivery.

+ SOLUTIONS

By pairing People + Solutions + Technology, FSO is adding real innovation to outsourcing to deliver value added services and gain additional revenue.

+ TECHNOLOGY

With the introduction of *BlueSky*® Solutions, powered by Salesforce.com, we deliver a unique level of strategic support and client advice.

As we roll out new sales support tools and materials, we hope you'll find it easier to understand and present a stronger FSO Value Proposition.



“ *I never dreamed about success,
I worked for it.* ”

WE WENT **LIVE AT VOYA FINANCIAL!**

Voya Financial, Inc. is composed of premier retirement, investment and insurance companies serving the financial needs of approximately 13 million individual and institutional customers in the United States. Voya's company vision is to be America's Retirement Company and its guiding principle is centered on solving the most daunting financial challenge facing Americans today.



A COMPETITIVE DISPLACEMENT... VOYA FINANCIAL PARTNERED WITH FSO BECAUSE OF WHO WE ARE AS A COMPANY:

- FSO = Hospitality
- Mitch Weiner's (Chief Happiness Officer & CEO) personal commitment to Voya
- Our strong ability to "Deliver the Experience"

FSO IS PROVIDING THE FOLLOWING SERVICES:

- Informationalist Services
- Reprographics Services
- Mail Distribution Services
- Facilities Services

Please join me in welcoming the entire Voya team to the FSO family.

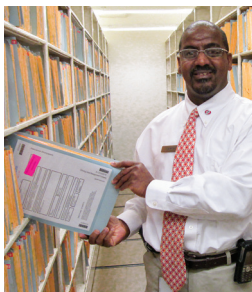
“ *If you can't fly then run, If you can't run
then walk, If you can't walk then crawl,
but whatever you do you have to keep
moving forward.* ”

Martin Luther King, Jr.

THREE COMPETITIVE DISPLACEMENTS AND NEW DISCOVERY IN PHARMACEUTICAL INDUSTRY



Last week amidst the horns, sirens, singing and construction outside our headquarters just off Times Square, there was the happiest sound of them all- The FSO Bell. We ring a bell to celebrate on-boarding a new client, launching a new service, announcing a promotion or to honor the best of our best.



Last week we rang to celebrate three competitive displacements including a unique niche within the Pharmaceutical sector. For this account we put their business under a microscope uncovering new ways to improve services and identifying costs savings that hadn't been considered before.

Selling an account is just the beginning. Then the rubber hits the road as we put promise to practice. We're counting on you to make recent bells ring loud and proud not just on bell day but everyday.

NEW MESSENGER INTERNSHIP AND CLERICAL PROGRAM TO GRADUATE 22!



We have always made it a priority at FSO to continuously provide new and rewarding opportunities for all of our employees. One of the foundations of our company is to provide our people with as many opportunities to fulfill their dreams as possible.

We are excited to share with you that 22 Experience Associates and Experience Leads from our Messenger Division are participating in our Messenger Internship Program (MIP)! Classes included a number of professional development courses as well as cross training in various services lines from across all of FSO, providing each member with invaluable skills to further their careers.

Thanks to Chelsea Weiner and Eddie Pons for helping Missy put this valuable program together and making it a huge success! More programs are on the way.

KIM'S CORNER



by **Kimberly Shephard**

SPHR Senior Vice President,
People Solutions

Expectations are high and 2015 is about creating an environment where everyone loves FSO, loves what they do and loves coming to work each and every day!

Your next Paychex should show a resolution of 2014 issues. Sign ups for the more affordable healthcare plan are strong. Be on the lookout for information- including New 2015 National Awards & Recognition Program, New Rising Stars List, Internship Program, New Wellness Program, Training Calendar, plus tons more (some like FLP on pages that follow)!!

Thank you for all of your support and we are counting on you to help us make 2015 another AMAZING year!

"WE ARE 100% RESPONSIBLE FOR DELIVERING A HOSPITALITY EXPERIENCE"
- BY TERESITA ARENAS



Next week will be my year anniversary with FSO, and I have learned so much within a year. I've been given the opportunity to learn as much as I want. Mitch really gives you the opportunities; you just have to be willing to grab them.

Mitch, the ELT and Lissette my RD has been nothing but supportive; Lissette as a mentor has given me the confidence to be the best that I can be. FSO Leadership quickly discovered that I'm a people person with the HOSPITALITY DNA. I am currently attending night school and I am majoring in Human Resources - with very little time left to graduation I love people and feel great when every person I come in contact with feels warm and welcomed. My warm approach helps me create new friends, maintain closeness with colleagues and beyond. I will end with a quote that I live by.



The Happiness Team is storming sites across the Nation to spread our lovefest to our employees and clients to ensure we are listening.

It has been so inspiring and exciting to read all the kudos and recognition our employees and sites have been receiving – THANK YOU for all your hard work and tireless efforts to bring hospitality and our white glove services to life.

HAPPY DAYS ARE HERE AGAIN AT FSO!

The FSO employee experience starts with recruiting—it is part of all of our daily responsibilities to find and add new, bright, hospitality minded talent to the company – that is the only way FSO's future will be successfully built on customer service.

We are designing programs and initiative requested by employees.

WE'VE ADDED NEW AWARDS FOR 2015.

- "Peer to Peer Award"- recognize your peers by sending in a selfie video of which team member you think is going above and beyond
- "Monthly Kudos Hero Award"- the competition is on!
- "Seamless Site Award"- this is for the site that has been delivering a perfect client and employee experience for the month. Directors will be nominating.
- "Perfect Attendance Award"- this is a quarterly award for someone who has never missed a day of work!

MONTHLY CHO AND ELT BREAKFASTS ARE BACK BY POPULAR DEMAND.

Mitch and the entire ELT is excited for some time to talk to YOU. These are the perfect time to get PERSONAL and share your FSO experiences so we can learn and continue to grow every day to ensure FSO is the Happiest Place to Work!

FLP PROGRAM HAS BEEN REFRESHED FOR A NEW SPLASH IN 2015.

Our mission with Future Leaders is develop business leaders across the FSO enterprise. Future Leaders must have the desire to grow and be a part of something amazing, something BIGGER.

FSO's Future Leaders are identified by their ability to engage and inspire those around them. The program keeps all of our employees motivated by creating a purpose for their work, make them feel proud to work in your company, keep them constantly engaged and give them the opportunity to learn more.

ENROLLMENT CRITERIA:

- Applicant must be employed at FSO (for a minimum of 90 days) prior to application submission deadline.
- Applicant must approach their role with a "fire in their belly, skip in their step, twinkle in their eye".
- Applicant must have a proven record of excellence at their current site (e.g. high performer, never late, goes above & beyond, flexible, team player, etc.).
- Applicant must be willing to move sites if the opportunity arises.
- Applicant must not have any previous write-ups
- If an employee has one previous write up and a minimum of 6 months has passed since the incident, the employee may apply for FLP with a letter of recommendation from their direct supervisor or Experience Director.

APPROVAL PROCESS:

January applications will be reviewed by the FLP Trustee Council:

Our job in hospitality is to make the client feel as if they are at home and create memories and experiences that want to make clients "return." It is also our job to make sure that we supply our clients with that "WOW" factor that makes them feel special. As important as it is to take care of our clients, it is equally important to take care of all of our team members. The more enthusiastic and happy our employees are at work the more productive they will be. Without the support of each team member that "WOW" factor will never be given to our clients."



Live life like Mitch and acknowledge that taxi driver, or that grocery store worker, or that barista who has gone above and beyond and let them know how much you appreciate it.



Smile: a smile is a universal gesture of hospitality. A warm, genuine, and sincere smile can never be misunderstood. A smile is of the most emotional signals of all. It has an almost irresistible power to make other people smile in return. Smiling primes positive feelings.

“ You become what you believe. ”
Oprah Winfrey

I worked for PwC [Coopers & Lybrand legacy] 36 years in the Denver office and have had different positions during that time [EA substitute, Word and Tax Processing, Office Services, EA, and EA Team Leader].



When FSO was hired by PwC I interviewed and was very happy that I was hired. One year prior to that I transferred to Office Services / Reception from an EA position and I remained in that position with FSO which includes phone coverage, greet various guests, help manage conference rooms, reserve hoteling offices, catering for L&D and office events, monitor PeopleSoft for new hires, transfers and separations, metric databases, handle mail, help stock supplies, and help clean conference rooms and kitchens. Many people have asked me about my transition to FSO and some are quite surprised that it has been very smooth and pleasant for me, which I give credit to FSO and our current team. I can easily compare our FSO team to the Word Processing team as we have many of the same qualities: we work together as a team, deliver accurate timely work, cross-train, but also laugh and smile.

FSO is committed in taking customer service to the next level, which has made our current team more dedicated to serving our internal and external clients. We are committed to making lasting impressions and are always thinking of how we can go above and beyond. That has resulted in me continuing my work values but continually adding more. Our team has initiated introducing the FSO team in the 'New Hire Presentations' along with emailing the 'Welcome to PwC Denver' document to new hires / transfers which includes a brief introduction to the FSO team and to contact us for anything.

I am a dedicated, loyal person and I'm not sure if that is one of my traits or if it's a generation quality. We can all learn from each other - I've certainly learned different skills from my team members and now use them myself. FSO established The Best Impressions Ambassador program. This enables all the offices to see what types of services others are providing and passing that information to their teams...learning from each other - observing, coaching and training.

Nancy

AWARDS! AWARDS! AWARDS! AWARDS!

On January 7th FSO held our 2014 awards ceremony. We recognized our staff in the field for all the great work they do. What a great and special night.

I am so proud of you.. I was choked up and tearing many times during the awards.. the winners speeches and the words spoken about our growth, our care and simply how people feel was, well hard to say.. just amazing....

CONGRATULATIONS to the WINNERS.. both the staff, the sites and HQ.

Mitch



CONGRATULATIONS TO OUR 2014 AWARD WINNERS

FSO Best Experience Associate 2014

Small Site: Noel Hurtado
Medium Site: William Restrepo
Large Site: Ashley Menear

FSO Comet Group

Teresita Arenas

FSO Supernova Group - Associate 2014

Sheela Padilla

FSO Director of the Year 2014

Russell Gambino

FSO Excellence in Execution for HQ

Sharon Hovenburg

FSO Galactic Group - Associate 2014

Aaron Hazard

FSO Top Revenue Performer 2014

Taylor Miller

FSO Regional Director 2014

Lisette Umpierre

FSO Mothership Group - PwC Manager 2014

Anthony Mazzarino

FSO Inspiration Award PwC Manager 2014

Peter Gagnon

FSO Carpe Diem - 2014

Hope Ndoci

Best Experience Manager 2014

Small Site: Keith Kowalczyk
Medium Site: Dian Hussain
Large Site: Jonathan Ramos

Passionate Power House of the Year

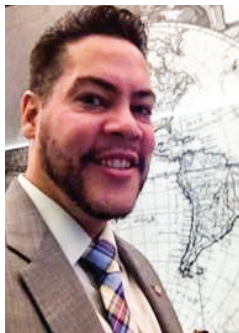
PwC – Chicago & Florham Park
Small – Kate Spade
Large – CAPCO

by **Eddie**, FSO Division Director

There is no better example of someone who took opportunity to heart and made the most of it in the form of a fulfilling and lucrative career working his way all the way up to FSO Division Director as Eddie.

According to Eddie, "When people ask me what I do for a living, I reply: FULFILL DREAMS!"

As Eddie tells it, "24 years ago, a young boy met a person that would change his life... forever. This boy worked for a small New York company providing customer service via a busy mailroom. Snow, rain, extreme temperatures, he would trek "to and fro" retrieving and delivering mail and parcel for his com-



pany, always with a smile - always helpful. He learned and learned whatever would make the job better. He cared about everything he did, and could do - to help anyone. As much as he loved his job, it was just that, a "job" - however, something was about to change...

Those so many years ago, this boy met... a Visionary. A Pioneer. A force that would change... everything! This Visionary would create a career from that "job", the boy loved

so."

"I was that boy and Mitch is that visionary. The rest is a history you all well know."

OPEN JOB LISTINGS by EDDIE PONS (epons@fso-outsourcing.com)

In addition to the positions that we are always sourcing for, we have the following immediate needs:



Central Region

Columbus – Informationalist
Kansas City – Records Associate
Minneapolis – Floor Ambassador
Louisville – Experience Lead

Western Region

Houston, TX – Guest Services
Houston, TX – Reprographics
Houston, TX – Office Services
Houston, TX – Experience Manager
Mountain View, CA – Lab Tech
Los Angeles, CA – Records
Los Angeles, CA – Reprographics
Salt Lake City, UT – Experience Lead
Los Angeles, CA – California Travel Floater

Northeast Region

New York City – Reception
New York City – Messenger Associate
New York City – Messenger Lead
New York City – Facilities Lead
New York City – Floater
New York City – Office Services Associate
New York City – Informationalist

New York City – Mail/Facilities Associate
New York City – Event Planner
New York City – Graphic Designer
New York City – Mail Associate
New York City – Business Analysis OR
Temp Project Manager

Eastern Region

Philly – Reprographics Associate
Pittsburgh – Regional Floater
McClean – Mail/Facilities Associate
DC – Mail Associate
Louisville – Experience Lead
Pittsburgh – Mail Associates
Cleveland – Regional Floater
Cleveland – Informationalist
Tysons – Office Services Associate
Atlanta – Experience Associate
Kansas City – Records Associate
Charlotte – Experience Manager
Tysons – Records Associate
Pittsburgh – Records Lead
Tysons – Office Services – Floor

In addition to YOUR referrals providing each of us GREAT colleagues to work with, you will also be eligible to take advantage of our awesome EMPLOYEE REFERRAL PROGRAM. Let's add GREAT talent... send us your referrals today!! Please send directly to me, Don or to PSTeam@FSO-OUTSOURCING.COM