

Boss must loosen the reins

By Bruce Williams

DEAR BRUCE: We have a good business, but we haven't been able to find employees to assist us. My husband works with the new hires for three or four weeks but he finds that they simply are not as dedicated as he is and won't get the job done. He lets them go, and we start all over again. He has just hired his fourth assistant manager in as many months.

Because of a shortage of employees, we can't expand our operation. This is starting to affect our marriage because my husband and I must devote an excessive amount of time to the business. What are we doing wrong? — A.O., Fresno, Calif.

DEAR A.O.: Your situation is common to many entrepreneurs. But the problem probably lies with your husband rather than the assistants he is hiring. No matter how hard he tries, he is unlikely to find an employee who is a mirror image of himself, someone who is willing to do everything from interviewing customers to washing the toilets. It may be that he'll have to hire two or three people to do different facets of his job. It's also entirely possible that they'll do better in those specific tasks than he can do generally.



MARG TANAS (CENTRE) AND HER STAFF AT GSS OFFICES SUPPLIES

GSS serves the business market

GSS Office Supplies, a division of Georgetown Secretarial Services Limited, is one of Georgetown's business success stories.

The owner, Marg Tanas, has built the company from a one-person operation to a firm which employs 10 full-time and various part-time workers.

The Georgetown Secretarial Service (GSS) and the "reliability and confidentiality" on which it prides itself began in a Norton Crescent home.

Shortly after the arrival of her first child, general manager Marg Tanas started the business as a means of keeping her secretarial skills sharp while she stayed home and took care of the baby.

"It wasn't started as a large business originally," Mrs. Tanas said. "It was more or less a paying hobby."

But the response from the business community was enthusiastic.

In five years, the demand for her services was consuming more of her time. She made a decision about turning GSS into a full-time, full-fledged small business.

First, Ms. Tanas moved into larger quarters on Armstrong Avenue. She and a partner, Jim Morwick, began a second separate business, GSS Office Supplies.

When the office supplies division opened, Mr. Morwick was partner for three years and he and his wife Lorene, who worked for GSS, contributed greatly to the present success of the company.

After three years, however, Mr. Morwick found the company growing very rapidly and was not able to continue his involvement since he was an airline pilot and both positions were full time.

Marg has been sole owner for most of the 15 years she has been in business. She said the success of the firm is because of the hard working and dedicated staff at GSS.

The staff include purchaser and supervisor Pat Barr, sales and order department Lorna King, sales and retail department Jeanne Chandler, sales and retail Carole Gourley, order department Lisa Elliott, delivery Dave Farrow, bookkeeper Margie DeFraga, secretarial Rita Birstow and

secretarial Shirley Dunlop. There are also various personnel in on temporary placements.

The goal of the business is to provide the best service possible at competitive pricing while providing quality products, she said.

What is new in the secretarial division? "Although word processing is the updated means for providing secretarial services, Fax is the area that has grown in leaps and bounds," Ms. Tanas said.

Office supplies are always changing because of the number of new products being developed, she said. The Guelph Street offices have almost been completely renovated for a complete, more efficient look.

The firm sells office supplies such as calculators, office furniture, computer supplies, paper products, desk accessories, school supplies and wedding invitations.

Office services provided by the firm include typing, answering service, telex service, dictation, photocopies, placements and a new Fax service.

Ms. Tanas is the mother of two children, Kevin, 15 and Julie, 13.

She is a past director of the Georgetown Racquet Club and a past member of the Administrative Management Society. Ms. Tanas was elected as the President of the Georgetown Chamber of Commerce two years ago and was the first woman in the post.

"Most of our business is from local companies," she said of the secretarial services. "But we do have clients in Milton, Brampton and Mississauga."

Many of the firms seeking outside secretarial help are also looking for confidentiality once the job is done. It's a quality that GSS likes to stress, she said.

The business manager firmly believes in shopping locally. For example, Ms. Tanas pointed out, the shelves of office supplies outside her office feature many products of DRG Stationery, a Georgetown company on Todd Road.

Georgetown Office Supplies is a major supplier to many local firms, Ms. Tanas said.



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1:30 - 2:30 YCCC
8:30 - 9:30 AEROBICS
8:30 - 7:30 LOW IMPACT 3
7:30 - 8:30 YCCC
8:30 - 9:30 YCCC

Fri.

8:15 - 10:15 YCCC
10:30 - 11:30 LOW IMPACT 4
12:00 - 1:15 MEN'S NOON
1:30 - 2:30 YCCC
8:30 - 9:30 AEROBICS
8:30 - 7:30 LOW IMPACT 4

Tues. & Thurs.

8:15 - 10:15 LOW IMPACT 3
10:15 - 11:15 STRETCH & STRENGTH
12:00 - 1:15 MEN'S NOON
12:15 - 1:00 CO-ED LOW IMPACT (Thurs. Only)
1:30 - 2:30 YCCC
8:00 - 9:00 AEROBICS
8:30 - 7:30 LOW IMPACT 4
7:30 - 8:30 YCCC

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