

4 Things to Say to an Angry Customer

Here are four things you should say to an angry customer to make things right by them.

"You have a right to be upset." Expressing sympathy toward an upset customer lets them know you understand where they are coming from and why they are upset, validating their grievance. This statement of understanding on your part is key to making things right for them.

"We're going to work together to find a solution." By letting them know up front you will right their perceived wrong, they're more likely to listen to what you have to say. In addition, stating that you will work together turns you from an adversary into an advocate.

"What can we do to resolve this now?" Ask what they think would be a satisfactory resolution to have them set a starting place and reasonable expectation for a resolution. Once you know what it will take to make them happy you're better prepared to provide it to them.

"Are you satisfied with this solution?" This gives you one last chance to make sure they are satisfied with the outcome and to go to greater lengths to ensure their continued business, if necessary.



Remanufactured Toner Cartridges Provide Both Quality and Value

While remanufactured toner cartridges provide consumers with an affordable option, they have developed a bit of a questionable reputation over the years. However, is this valid, or merely self-serving negative publicity put out by name brand printer cartridge providers?

Remanufactured cartridges are made by taking spent or used OEM cartridges, recycling them, and professionally remanufacturing them. During this process the cartridge is disassembled and thoroughly cleaned, any worn or damaged components are replaced, and quality testing is conducted. It is then reassembled, filled with toner to match the printer it is intended to be used in, and quality tested again.

Because remanufactured cartridges do not carry the brand name and require fewer new components to create, they cost significantly less than new, OEM products. But does this lower price tag come at the expense of quality, value, or reliability? In most cases, the answer is no, as long as you are purchasing these remanufactured toner cartridges from a reputable office technology provider. There has been sufficient testing done to support the output and reliability of remanufactured cartridges; these products consistently match if not exceed the page yield and print quality of their OEM counterparts.

The Importance of Effective Time Management in Business

Effective time management makes it possible for you to work smarter so you can get more done in a workday without adding hours to it. By organizing your day and maximizing your efficiency you'll be able to accomplish your tasks in less time, meet your deadlines, reduce stress, and pursue a more desirable work-life balance. But what exactly is time management?

In a nutshell, time management is carefully planning and organizing the tasks you have to accomplish and determining how much time is needed for each specific activity in order to get more work done in less time. Effective time management involves goal setting, prioritizing, scheduling, milestones, and delegating to optimize your efficiency. All of these techniques are used toward an end goal of creating more productive hours, which leads to better performance. Imagine if you were able to maximize your time in the office and gain an extra hour of output each day.

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 Ph: 1-800-34-KELLY
contact@kellyofficesolutions.com
www.kellyofficesolutions.com

Laser vs. Inkjet: Which Printer Is Best for Your Needs?

Selecting a new printer for your office requires some homework on your part, as there are a number of factors that need to be taken into consideration. First and foremost—before you even get to manufacturers, models, or features—is the decision whether to opt for a laser printer or an inkjet printer. Determining which of these printing technologies is right for your office comes down to your needs and what matters most to you. Consider the following:

Laser printers rely on a powder called toner that is electrically charged and heated to bind it to paper with the help of a drum and a fuser. Better suited for larger workplaces that need to print high volumes of documents at a high rate of speed, laser printers shine when it comes to high-quality black text and color graphics.

Laser printer pros:

- Faster print speeds, can handle large printing volumes
- Produces high-quality text on any type of paper
- Lower operating cost (cost-per-page)
- Toner cartridges have higher yields than ink cartridges
- Built to last

Inkjet printers, as their name implies, print using liquid ink that is heated and distributed in droplets through nozzles. They are a good fit for small businesses or home offices that won't be printing large quantities of documents. Inkjet printers are best suited for printing low- to medium-volume black and white documents and high-quality images or photographs.

Inkjet pros:

- More affordable option up front due to a lower initial cost
- More versatile; can print on a wider variety of media types
- Better at printing photos and graphics
- Have a smaller footprint, better suited for homes or small offices
- Inexpensive color printing

How does the laser vs. inkjet matchup shake out? If you're going to do a lot of printing, print multi-page documents, and want a durable device that will last and provide you with a lower total cost of ownership, a laser printer is the better option for you. However, if you're going to be printing documents with images or high-quality graphics, don't require crisp text, or are looking for a lower initial cost, an inkjet printer would better suit your needs.



Based in Winston-Salem, North Carolina, Kelly Office Solutions is locally owned and operated, and has been servicing the Triad since 1947. Kelly Office Solutions is proud to offer a wide selection of copiers, printers, digital duplicators, fax machines, and multi-use systems. With three of the most reputable digital imaging companies backing us — Savin, Canon, and Konica Minolta — we can evaluate your needs and provide the solution that fits. Whether you are looking for a small black & white copier, or a full-scale networked color multi-use system, our sales team can show you how to get the most out of your digital imaging investment.



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Amazing games at the WS Open 2018

It was an exciting year at the WS Open this year. With a little bit of rain fall earlier in the week the end of the week presented some amazing matches. You can see the action shot to the right with [Hyeon Chung](#) who had a stunting performance up until Thursday evening in his matches. The finals didn't disappoint with [Medvedev defeating Johnson](#). This win moved [Medvedev up 21 spots](#). Make sure to mark your calendars for next years festivities. Kelly Office Solutions is a proud support of the WS Open.



Participation in the Old Hickory Council Golf Classic

It was a beautiful day to play golf on August 17th, at Salem Glen Golf & Country Club for the support of our Old Hickory Council, Boy Scouts of America. For those of you unfamiliar this golf classic helps support activities and camps for these scouts to participate in through out the year. Kelly Office Solutions tries to do everything possible to support our youth and we're proud to be apart of this event. If you would like to learn more about the [Boy Scouts of America Old Hickory Council follow the link](#).



Creating a More Collaborative Workplace through Unified Communications

Unified communications integrates various synchronous and asynchronous business communication tools and applications within one single comprehensive application. A unified communications solution typically includes IP telephony functionality along with tools such as email, instant messaging, text messaging, interactive digital whiteboarding, online audio and video conferencing, as well as other collaboration features. This combination of previously independent resources facilitates communication in both real-time and at the user's convenience from whichever device they choose to utilize, whether that is a desktop PC in the office or a smartphone from a remote location.

By integrating all of your communication platforms into a single system, you'll realize a breakthrough in agility. Users can communicate and securely share files over a range of channels via a variety of devices—including desktop computers, laptops, smartphones, and tablets—all using the same, single interface. Imagine having quick and easy access to your voicemails, emails, faxes, instant messages, and other communications through a single, centralized messaging inbox. No more struggling to share documents, switching from application to application, or missing a call or message. Such convenience leads to improved collaboration.



Surefire Ways to Snuff out Employee Morale

As an employer or manager, it's important to be aware of your actions and avoid behaviors that can have a negative impact on the morale of your subordinates.

Pitting employees against each other – While pitting your employees against one another as part of an internal competition may seem like a healthy way to motivate your staff, this tactic can quickly turn counterproductive for all but the winner. Competitions such as this often result in resentment and divisiveness amongst coworkers.

Publicly calling out employees – Publicly admonishing employees for mistakes or poor performance only serves to create an environment of anxiety and fear. No employee wants to be made an example of and be embarrassed in front of their colleagues.

Holding good performers back – High-performing employees can pose a conundrum for employers: their performance merits a promotion but they are so good at what they do, making it difficult to replace them. If you want to keep employees, you must allow for upward mobility. Never hold someone back in spite of their performance.

Taking measures to foster and promote employee morale is a cost-effective way to keep engagement up and turnover down.

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