



October NEWSLETTER



2017 OPEN ENROLLMENT BEGINS NOVEMBER 1

The Open Enrollment Period for healthcare through healthcare.gov for 2017 is November 1, 2016 – January 31, 2017. There's no limited enrollment period for Medicaid or the Children's Health Insurance Program (CHIP). You can apply at any time.

What to Keep in Employee Personnel Files

Personnel files allow you to have all important employee documents in one place, easily available when its time to make decisions on promotions or layoffs, file tax returns, or to comply with government audits. Most, but not all, job-related documents should go in the file, including:

job description for the position • job application and/or resumé • offer of employment • employment contract • IRS form W-4 • signed acknowledgement of employee handbook receipt • performance evaluations • forms relating to employee benefits • emergency contacts • complaints from customers/co-workers • awards or citations for excellent performance • records of attendance or completion of training programs • warnings and/or other disciplinary actions • notes on attendance or tardiness • non-compete agreement • documents relating to the worker's departure from the company •



NATIONAL CUSTOMER SERVICE WEEK 2016 OCTOBER 3RD - 7TH

Here are some fun ideas on how organizations can have a memorable customer service week; one that both the customers & service reps would enjoy and appreciate.

Hand write thank you notes to the oldest, most loyal customers and also to the most productive service reps • Call, text or email all of your clients and let them know you appreciate their business • Spotlight your service team members with certificates recognizing something positive they have done • Host an intra-organizational competition and announce the winner at the end of the week • Brag about your service team on social media • Decorate the office • Bring in special treats • End the week with an appreciation lunch or dinner.

PUMPKIN CREAM CHEESE DUMP CAKE



8 oz. cream cheese	1 can (29 oz.) pumpkin puree
3/4 C. powdered sugar	1 Tbsp. pumpkin pie spice
2 tsp. milk	1 yellow cake mix (dry)
1 tsp. salt	1/2 C. butter, melted
4 eggs	whipped cream
1 1/4 C. sugar	
2 cans (12 oz. each) evaporated milk	

Preheat oven to 350 degrees and grease a 9 X 14 pan. Using a mixer combine softened cream cheese, powdered sugar and milk until smooth. Set aside. In a large bowl, combine pumpkin puree, evaporated milk, eggs, sugar, salt, and pumpkin pie spice. Pour into prepared pan. Put cream cheese filling into a small Zip-Lock bag, and snip off the tip to make a mini piping bag. Then pipe over the pumpkin filling. Pour the dry cake mix over the cream cheese layer then poke holes using the end of a wooden spoon or a table knife through the cake mix until you hit the filling. Pour melted butter over the dry cake mix. Bake for 40-50 minutes or until the top is browned and a knife comes out clean. Let cool and serve with whipped cream!



Happy Halloween

Modern day Halloween comes from the ancient Celtic tradition known as "Samhain" (pronounced sow-in). The Celts believed that ghosts roamed on Halloween and people would wear disguises in order to hide from these spirits. In the second half of the nineteenth century, Halloween came to America when European immigrants brought their varied Halloween customs with them. By combining Irish and English traditions, Americans began the "trick-or-treat" tradition. It wasn't until the 1950's that the holiday was directed mainly towards children as a means to limit vandalism.



Try snacking on the foods listed below that are good for your brain and also easy to eat at your desk on the fly with little or no cooking required.

Walnuts—linked to reduced biomarkers associated with stress

Blueberries —delicious and eating them has been linked to improved short-term memory

Dark Chocolate— With a little caffeine, a whole lot of flavonols, and lots of antioxidant rich cacao, the dark stuff is the perfect pick-me-up for tired brains.

Pumpkin Seeds— can help boost memory and cognitive function

Salad—Throw in spinach for nitrates, which boost blood flow to the brain, add tomatoes with their protective, free radical zapping antioxidants, and splash on some dressing made with yet another brain super-food, extra virgin olive oil.

Peanut Butter— it's a great source of brain-nourishing healthy fats



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