

MAXimum News

January/February 2004

Volume 16

Message From the President...

During an extremely difficult economic year, market research was one of the first budgets companies made cuts from. Many market research companies downsized, merged to stay alive, and went out of business. We lost four clients last year alone. All of this did not stop us from having a successful year. If the economy was booming or even marginally good in 2003, I would have been disappointed with our growth. We were fortunate to beat 2002's sales revenue by just a small margin. Let me share with you some of our other accomplishments and figures in 2003.

Our clients were generally pleased with MAXimum Research's service. Our number of client complaints after a monitoring session drastically decreased from the previous year. A big reason for this has to do with our interviewing staff having an additional year under their belts. Our experienced interviewers have either graduated the Elite program or are headed in the right direction. I'm hoping the number of graduate's triples by the end of 2004. This not only makes the company a more well-rounded organization, but it makes our jobs much easier. Some of the compliments throughout the year were as follows:

"Excellent quality... Your interviewers are terrific; The open ends were very thorough and precise; We are always pleased with your work; I never have to worry about

letting my client listen in, which is why I always pick your company for them to listen to; You spoil us; You're the best". These are all quotes from conversations or emails throughout the year.

We are becoming a specialist in the medical research industry. A lot of our clients use us for this reason. One client (Decision Analyst) even uses us for all of their pharmaceutical work, even though they have a primary vendor they have been using for 4 years. These are the clients we are pushing for new work, explaining that if you are happy with our medical, try us for other industry work. HPR (Levitra, Viadur, Vein, etc..) considers us their number one vendor. Some of you were curious to know how much we have giving out for ~~human~~ This is a difficult number to be exact on because

approximately 50% of our clients actually pay the honorariums to the physicians directly. These I do not keep track of. But if I were to use the 50% as the figure, all I have to do is take the amount we gave out and



times it by two. With this assumption, our company paid out just under \$300,000 to doctors in 2003.

You may not have seen a lot of work this year from The Gallup Organization, but we are still their number one vendor. Unfortunately, they did not have a very good year, so they were able to keep most of their work in-house. Even with Gallup being 12% of our revenue in 2002, and only 2.4% in 2003, we were still able to beat last year's numbers.

Finally, the reason we are so successful is the entire employee base. Our administrative staff is top notch at what they do. Besides having intelligent people, we are extremely conscious about giving our clients friendly conversation and the best customer service. We share a lot of jobs with other vendors. I can honestly say, there is no better staff than

ours. Our competitors care about one thing - the bottom line. We don't do that. The client's satisfaction is first. Besides a competent team, I believe our interviewers care as well. Our quality shows it. And let's not forget product-

-ive. This year, MAXimum Research paid out just over \$55,000 in incentives to the interviewers for over-the-average production. This is up over 40% from last year, and our amount of work has not increased. So this is pure increase due to experience and hard work.

Let's not forget about our credit card processing division. BPS Worldwide currently has over 400 clients in the tri-state area. Our revenues have almost doubled compared to last year, thanks to an aggressive sales team. Our client base has also become extremely impressive in names. Some new clients that we got in 2003 and now process for are Camden County Community College, Chickies and Pete's Restaurant, Burn's Auto Dealerships, Goodwill Industries, Penn's Landing, Inn of the Dove Hotels, Tomato's Restaurant in Margate, just to name a few.

Thank you all for making MAXimum Research a leader in the industry. Whether the economy is better or not in 2004, I expect great things to happen, including growth and adding new staff members. My door is always open, so if you ever have a suggestion, feel free to stop by or leave me a note. Let's make this year productive for everyone.

Sincerely,

Robert A. Malmud
President

AWARDS

For those of you who were not able to attend our Holiday party I wanted to let you know about the awards we gave out. We had several categories such as Dedication and loyalty, Quality, Production, Attendance, Outstanding Achievement, Graduated Elite, Dedicated Service and Efforts to our Phone room and Employee of the Year. To receive most of the awards you must have worked here for the entire year of 2003, Production and attendance we gave out if you worked here for at least 6 months. To receive a production award your cumulative production since you started had to be 1.00 or higher. The people who received these awards are as follows:

Employee of the Year

Guinevere Gartland

Attendance

Alex Woshenko (day shift)
Bernice Moskovitz (day shift)
Guinevere Gartland (day shift)
Jean Hayden (day shift)
Natalie Trevino (day shift)
Robbie Romesburg (day shift)
Robert Goldstein (day shift)
Alex Krutzke (night shift)
Avani Raval (night shift)
Chad Harris (night shift)
Christine Cammarata (night shift)
Danielle Baer (night shift)
Joan Kelly (night shift)
Justin Hughes (night shift)
Vinny Imbesi (night shift)

Dedication and Loyalty

Robert Goldstein (day shift)
Dionne Stephenson (night shift)

Quality

Jean Hayden (day shift)
Joan Kelly (night shift)

Production

Guinevere Gartland (day shift)
Robert Goldstein (day shift)
Angel Littel (day shift)
Jessica Ammon (night shift)
Danielle Baer (night shift)
Christine Cammarata (night shift)
Lauren Capresseco (night shift)
Rafeal Gordon (night shift)
Joan Kelly (night shift)
Alex Krutzke (night shift)
Hector Moya (night shift)
Dionne Stephenson (night shift)
John Weiter (night shift)

Outstanding Achievement

Natalie Trevino (day shift)
Justin Hughes (night shift)

Graduated Elite

Guinevere Gartland (day shift)
Lauren Capresseco (night shift)
Christine Cammarata (night shift)

Dedicated Service and Efforts to the phone room

Roy Jin (night shift staff); Dawn Farrington (staff); Steve Ackerman (staff)

Thank you everyone for your hard work and dedication all year long. It is greatly appreciated and hasn't gone unnoticed. Keep up the good work in 2004.

Welcome to 2004!

It's hard to believe another year has passed. Overall, quality has been better through this year than in the past. We will continue to work with you on probing and clarification as well as any other quality related issues that will help you to become a more

experienced and successful interviewer. There are plans for probing and clarification classes that will help you better understand how, when and why to probe and clarify as well as exactly what to say to elicit the detailed responses we are trying to obtain.

The work we do here is important to many. Gathering complete, detailed information is vital to the success our clients. Our goal is to keep them coming back to us for more. Giving them the most accurate and detailed information we can is one way to do that.

In addition, it is **your** way to gain success through rewards and promotions. I look forward to the coming year and wish all of you much success.

Pam Thomas
Quality Assurance
Manager

Day Shift News

The Day Shift had an exciting 2003. Our excellent quality and production on jobs brought clients back to us and kept us busy for times that are usually considered slow periods. Each survey is a learning experience and we used them to become more productive as each new job came in. Tooth is a great example of this. Interviewers made suggestions based on previous jobs and something that could have been very confusing instead ran very smoothly.

There were also a lot of individual achievements for Day Shift Interviewers during 2003. We named many people Interviewer of the Month:

March- **Jean Hayden**
April- **Daron Kirkland**
May- **Marcela Estrella**
July- **Natalie Trevino**
September- **Angel Littel**
And the MAXimum Research Employee of the Year: **Guinivere Gartland**

And there were many anniversaries:
1 Year: **Rob Goldstein** (3/28); **Guinevere Gartland** (6/25); **Jean Hayden** (9/24); **Donna Tipton** (9/25);

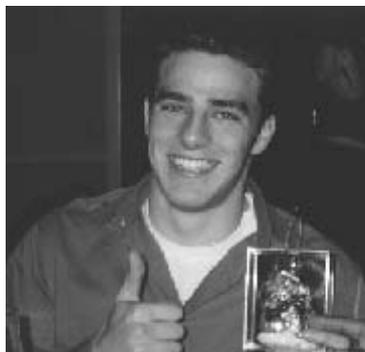
Melissa Chandler (10/15);
Cassandra Boyd (10/21);
Cory Stallworth (10/29)

2 Year: **Alex Woschenko** (10/17); **Bernice Moskowitz** (10/23)

And a special congratulations to **Robbie Romesburg** who celebrated his 3-year anniversary with MAXimum Research on October 18, 2003 and **Natalie Trevino** whose 3-year anniversary was January 10, 2004.

Interviewer News

For those of you hired within the last 6-8 months must be noticing something strange going on with the company. From mid December through mid January we have been stuck in what we call our "slow period." Many of you don't understand why this is happening. One large reason why around this time of year we get slow is because the year is ending and many companies need to evaluate their financial situations before hiring market research. Interviewers sometimes wonder, "Why am I getting called out and some people get called in?" When I first came to MAXimum Research, Inc. on January of 2001, I was called out for the entire first week of my employment here because I was new. When it's slow and I we can only bring in a certain number of people it's most productive for the company to bring in our veteran interviewers; those who have a year or two under their belts, and our top producers; those who consistently maintain a production over a 1.05 and above. Just as a pick me up, levitra will be back around January 28th so you will be making some nice incentive very soon. Hang in there!



2003: ONE INTERVIEWER'S PERSPECTIVE

2003. "It was a very good year." The year got off to a slow start, there were no jobs at all for day interviewers from mid-December 2002 through mid-January 2003. Otherwise there were but a handful of days sans work, and a few half days. The rest of the time we were busy, busy, busy.

We had lots of doctor jobs. I like these because they are call-ins, the doctors want to do the survey and get their money. They are generally nice. I hate calling doctors' offices to ask to speak to the doctor because you never can, well, 99 and 44/100% of the time, anyway. And the employees seem to be neither intelligent creatures nor polite. This is my opinion, not necessarily that of all day interviewers.

We had lots of IT jobs which I also like because I spent a few decades in the industry, speak the jargon and am an initiate into the arcana. That also means strange, "RAGS" probes sometimes. Not always the right thing to do. But I like talking to the people in the field. I understand their jobs, their problems, and the import of the things they say.

We had a couple of Grainger jobs. Those are always interesting.

I called the headquarters of a company we have done surveys for, to do a survey for someone else. They have a company policy against doing surveys. Hunh? "So illogical."

Remember tooth? It seemed like an organizational nightmare but it went pretty smoothly.

A word about the crew: we are relatively few in number, but friendly and always willing to help **one another, commiserate or celebrate. This creates a very collegial work atmosphere.**

Anyway, we had lots of work, most of it good, some of it fun and some of it drudgery. But my dialing fingers are nimble and I am ready for a better 2004.

Robert A. Goldstein, Sr.
(RAGS)

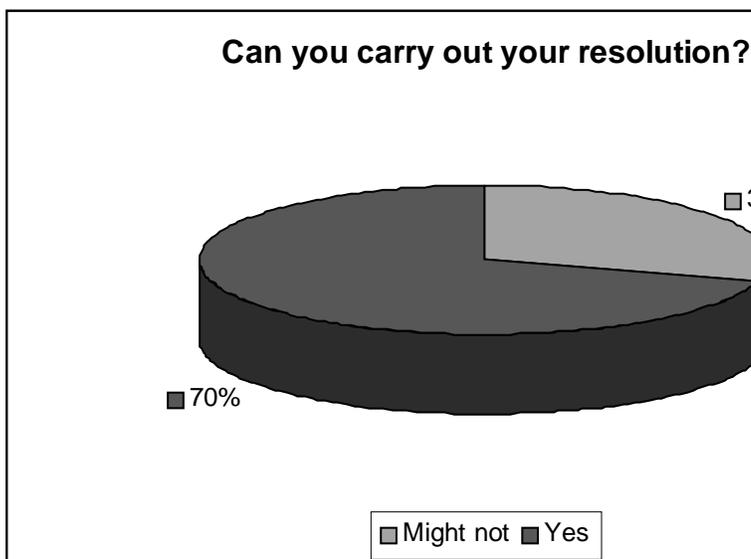
MAXimum Research New Year's Resolutions

By: Christine Cammarata

2004 is finally here and with that comes New Year's resolutions. So I asked some of MAXimum Research's crew to see what they expect to change about them selves or want out of the New Year also if they could carry their resolution out.

People Interviewed and their New Year's Resolution Can you carry out your resolution?

Justin - "I'm going to stop trying to quit smoking."	Yes
Angel - "To go back to school."	Yes
Roy - "To stop smoking."	No
Danielle - "I'm going to continue to stop smoking."	Yes
Sheryll - "To eat healthy."	Yes
Dawn - "To eat healthy."	Yes
Katrina - "To eat healthy and to go food shopping every week."	Yes/No
Jen - "I'm going to stop cursing."	Yes
Brian - "Stop smoking before the baby is born."	Yes
Steve - "To surpass Joe Fiore's expertise in programming."	No
Guin - "I'm going to stay on and maintain a budget this year."	Yes
Jackie D. - "I'm going to work on my attitude."	No
Alena A. - "I'm going to try to get better grades."	No
Marc G. - "I'm going to dress better this year like Chris and Amir."	Yes
Mark M. - "This year I'm going to make more money."	Yes
Jessica D. - "I'm going to go on a diet."	Yes
Jameeka J. - "Try be happy w/ my mom; be less tired; keep an actual boyfriend"	No-Yes-Yes
Joan K. - "I am going get up earlier in the morning."	Yes
Diamond C. - "I would like to write 3 songs and have them recorded."	Yes
Veronica V. - "I'm go to be nicer to people."	No
Danielle B. - "I'm going try to stop smoking."	Yes
Parth - "I want to learn another language, more specifically Gujarati"	Yes
Matt L. - "To do more studying and less partying."	Yes
Vince P. - "To stop smoking."	No



Out of the 27 resolutions, only 8 of them might not be carried out. As for the other 19 - Good Luck!

Benefits of Not Smoking

By: Roy Jin & Chris Monaco

20 minutes after your last cigarette:

- Your blood pressure drops to normal.
- Your pulse rate drops to normal.
- Your hand and foot temperature rises to normal.

8 hours after your last cigarette:

- Your blood carbon monoxide levels drop to normal.
- Your blood oxygen level increases to normal.

1 day after your last cigarette:

- Your chances of heart attack and stroke start decreasing.

1 month after your last cigarette:

- Your circulation improves.
- You experience more energy.

1 to 3 months after your last cigarette:

- Your lung function increases up to 30 percent.

- Your bronchial cilia begin to re-grow, increased ability to clean lungs, reduce infection, clear pollutants.

- Your overall body energy increases.

1 year after your last cigarette:

- Your risk of developing Coronary Heart Disease reduces by 50%.

2 years after your last cigarette:

- You reduce the risk of recurrence of ulcers and improve short-term healing.
- Your risk of death from heart disease declines 24%.

3 years after your last cigarette:

- Your risk of heart attack and stroke approaches that of someone who has never smoked.

5 years after your last cigarette:

- Your risk of developing mouth, esophageal, throat and bladder cancer reduces by 50%.
- Your chance of dying from lung cancer decreases by

half for one-pack-a-day smokers.

5 to 15 years after your last cigarette:

- Your risk of stroke reduces to that of someone who never smoked.

10 years after your last cigarette:

- Any pre cancerous cells are replaced by healthy, normal cells.
- You have a 50% to 70% reduction in the risk of developing lung cancer.
- Your risk of pancreatic cancer is reduced.

15 years after your last cigarette:

- Your risk of developing lung cancer is the same as non-smokers.
- For Congestive Heart Disease, your risk reduces to the same as someone who never smoked.
- Your life expectancy is as long as that of a non-smoker!

For Your Entertainment... Vinny Imbesi

What in God's name can I write about to entertain my fellow dialers? This is a question that I have asked the supervisors here last week. Unfortunately for me, (and, I suppose, for you the readers) they weren't exactly the most helpful people I could have gone to.

I went to Chris first. For those of you who are new to Maximum, he's the guy wearing the green hat and is always telling people to "dial." I felt confident that Chris could give me a great and entertaining topic; I mean the man just oozes coolness and charisma. He was in the office, I assumed he was busy at whatever the hell it is that they do in there, some kind of important paperwork or dealing with extremely complicated statistics. I was wrong. As I approached, I noticed that Chris was staring at his computer screen. No blinking, no eye movement, just staring as if deep in thought. Suddenly, a thin smile came across his face as he slowly typed an answer into the crossword puzzle. A triumphant Chris noticed me standing there and waved me in, pointing to the screen and smiling proudly. "I won" he said. After congratulating him, I asked what he thought I should write about. His response was simple: "Go Dial." He started again on another puzzle and I moved on.

I found Amir downstairs talking to the interviewers in the elite room. I must have missed an interesting conversation because he was laughing and doing a poor imitation of what's known to many of us as the Ric Flair strut. After showing him the right way to do it, I told him about my little dilemma and asked for any ideas. He thought about it for a moment and made a few suggestions. "Any other ideas?" I asked, feeling certain that people didn't really want to read about the different historic monuments from the Bible in the company's newsletter. After listening to his next idea about the global effects of the Atlantic Slave Trade I decided that this wasn't going anywhere, I needed to leave

Continued on Page 6





For Your Entertainment... continued from page 5

Changing the subject was easy. "What are you ordering for dinner?" Success. We went upstairs together, him searching for a menu and me still searching for an answer. There was only one man who could help me.

He is more than a man, he is a living legend; an icon here at Maximum. Rumor has it that Maximum was going bankrupt during its first year of business and he single-handedly chalked up enough surveys to keep them afloat. They say that he tapes interviews and monitors them as he sleeps. Respondents have been known to thank *him* for his time. Yes, I am talking about Mike Imbesi. Our hero was sitting in the conference room, headset on and shoes off. His world-famous Imbesi eyes met mine and he pointed to a chair. I sat down as Maximum's young prodigy took the headset off. I attempted to explain my efforts to improve on last time's newsletter and my hunt for something that people might enjoy reading during what promises to be a very dull next few months. This was easier said than done, considering that our Great Leader kept interrupting me, asking what I meant specifically by improving the last newsletter and what exactly I meant when I said an entertaining article. I played along, but I finally had enough after Maximum's Champion insisted that I clarify "people working here". Too frustrated to continue explaining, I gave up and left the market research genius where he sat.

It is here, my dear friends, that I must apologize. It's not from lack of effort you see, I just don't have anything remotely interesting or entertaining to write about. I guess it's up to us to keep our sanity here and try to make the best of it. When things go wrong, or if we're having a bad day, just remember one thing: keep dialing or we're all out of jobs.

Horoscopes

[Aries February, 2004](#)

Your charm is likely to attract a lot of attention in February. A new romance could be especially delicious around the Full Moon in Leo on February 6. Friendships and cooperative activities are also featured. Direct your attention to personal security mid-month. Keep your expenses under control. Family and domestic relationships can be particularly productive mid-month. Expect a surprise when the New Moon combines with Uranus on February 20. This could cause a subtle shift in your thinking

[Taurus February, 2004](#)

Your casual relationships are likely to keep you calm in February, and provide a lot of stress relief. Find creative outlets for your energy, as Mars moves into Taurus. Be careful about those jealous or possessive feelings! Beware of conflicts that can arise from differences of opinion. You could be feeling pretty attached to your own views. But you can also get a lot accomplished. Romance is likely to be exciting! On February 20, expect surprises.

[Gemini February, 2004](#)

As February begins, you could have something going on that you aren't ready to share with others. Or, you'll simply cherish quiet pleasures. The Full Moon on February 6 may provide a great opportunity to promote yourself and your ideas. Getting cooperation from others should be a snap! Be careful around February 9 that you aren't telling people what they want to hear, rather than the truth. A surprise on February 20 could give you

some explaining to do. End the month in quiet self-reflection.

[Leo February, 2004](#)

For the past several weeks you might have been feeling like you have been dragging your heels a bit, dear Leo. Decisions may have been harder to make and people may have seem a bit wishy-washy. There is a major energy shift tonight that will spark things back into action. You will find yourself once again on center stage. Be yourself and let your smile shine brighter than ever. Fun is a commodity these days, and you have got it in abundance. Share this incredible gift with others.

[Virgo February, 2004](#)

Domestic challenges may occur early in February if you are pursuing a course of action that others disagree with. You're likely to be productive, and ready to make some changes. On February 6, you may welcome solitude to reflect on your own needs and desires. Cooperative activities are favored mid-month. On February 20, your sweetheart may have a special surprise. Refuse to be discouraged by a work problem on February 23. This may help you take an important step forward on February 26.

[Libra February, 2004](#)

Deal with partnership issues early in the month. You may need to take the initiative. There are excellent energies available for working out your differences. But hostile or resentful feelings will prevent any kind of progress. On February 6, celebrate in the company of congenial friends. Welcome an opportunity February 20 to resolve a

workplace problem. It is not your usual style to find yourself embroiled in controversy, but if the issues are important enough, you'll take a stand.

[Scorpio February, 2004](#)

Your spending habits could be a bone of contention in February. The Full Moon in Leo on February 6 could make you a little bit selfish about your own priorities. Give your Valentine the benefit of the doubt, if February 14 doesn't go exactly as planned. The New Moon on February 20 could bring romantic surprises. A challenge that emerges at the end of the month may involve deception, or a simple failure to communicate. It can be resolved quickly, possibly through the intervention of a friend.

[Sagittarius February, 2004](#)

A personal challenge could come through your domestic relationships in February. You and your partner may need to come up with a new formula for communicating. Wonderful energies from assertive Mars to innovative Uranus encourage you to explore an innovative idea on February 5. The Full Moon in Leo on February 6 is wonderfully confident and optimistic. Have a party! Be prepared to face an unexpected issue when the New Moon occurs in Pisces on February 20. Family members could be unpredictable

[Capricorn February, 2004](#)

Mars in Taurus now encourages comfortable diversions and practical forms of self-expression. Take the initiative in financial matters, February 6. Don't forget your valentine on

on February 14, or you may be called to task. If you are in a relationship, your partner may need a little reassurance. On February 20, unpredictable circumstances could mar your daily interactions with others. A financial situation at month's end may not be what it seems, but can be quickly transformed into a success.

[Aquarius February, 2004](#)

Mixing friendships and money may lead to disagreement as February begins. You may also have a few challenges on the home front. A stubborn or inflexible position is not likely to be helpful. The Full Moon on February 6 is likely to be joyful and upbeat. Address employment matters mid-month. On February 20, an unanticipated expense or windfall may appear. A domestic challenge could shake your confidence at the end of the month. Deception may be involved. Get to the bottom of it.

[Pisces February, 2004](#)

Early in February, you could dilute your own best efforts trying to please everyone. Your Pisces sensitivities can work against you, but your personal charm can work on your behalf. A boost in your income could also increase your spending mid-month. Resist the temptation to buy an outrageous gift for your valentine. The New Moon February 20 begins a cycle full of surprises, as you exercise your independence. On February 23, a situation you thought you had figured out is not what you think.

Movie Reviews - By: Angel Taoromina

It's a Friday night, and you and all of your friends have nothing to do. What's a quick solution to your problem? A movie night! Heading over to a blockbuster or over to the movie theater will usually solve this problem. Recently I have had the opportunity to watch quite a few movies, here's what I think.

Master and Commander- starring Russell Crowe and Paul Bettany.

A movie that takes place in the time of Napoleon. It had a good storyline and acting. I thought the depiction of the era was done very well. This movie would be great for any fan of war/history movies like Gladiator and Braveheart.

My Opinion-



(I'd wait for the DVD.)

Mona Lisa Smile- starring Julia Roberts and Julia Stiles. A timed piece that takes place in the fifties after World WAR II. It is definitely considered a "chick flick", and I being a "chick" thought it was wonderful. The actors in his film are all very talented and girls should absolutely see this movie.

My Opinion-



(A good "night out with the girls" movie.)

Lord of the Rings-Return of the King-starring Elijah Wood. Consider this movie only if you have seen the first 2 of the trilogy. And if you are one of the few who has not yet seen any of these movies, watch them now! The third part of the exciting trilogy was exactly what I expected, a movie that would suck you in until the end. It was a fine ending to the

trilogy, although I think the ending ran a little too long, besides that, it was great!

My Opinion-



(Good movie!)

Big Fish- starring Ewan McGregor and Jessica Lange.

When I saw the trailer for this movie I expected it to be okay, but this is an amazing movie. It is an imaginative and creative look of a mans life. This movie is the kind you watch again and again. I absolutely loved it.

My Opinion-



(I can't stop talking about, just amazing.)



Parents Spy on Teens by Phone

PARENTS will be able to track their teenagers 24 hours a day using secret bounce-back SMS messages.

Parents using the "text track" technology get a return SMS instantly revealing their child's location.

Teens will have no idea when their parents have done a check-up. Child tracking will be within the budget of average parents. In the UK, setting it up costs less than \$100. But privacy experts warn pedophiles and stalkers could hack the system and engage in clandestine tracking.

Users need only a standard mobile phone. Each check will cost parents about 55 cents. Previous tracking systems used GPS satellites costing up to \$1000, and parents refused to pay. Suppliers expect a boom in the use of text track because of its affordability. Truant children and secret teenage lovers are being put on notice. Parents can set up a zone around their wayward child's school or banned boyfriend's house. If the teenager leaves or enters the zone, an alarm is triggered and an SMS alert is instantly sent to parents. Parents can also set up regular location checks at set times and view their child's movements at the end of a day, week, or month. Tracked teens must give permission before the private operator can follow their every move, but once given it is open-slasher surveillance for parents.

Unlike GPS tracking, the system can track mobile phones indoors. Phones will also have a one-touch alarm button for emergencies. Australian software company Internav will introduce the Findafone service in March after the success of a similar service in Britain. But Australia's federal privacy commissioner Malcolm Crompton said yesterday the British service initially was not encrypting information safely, leaving children open to abuse.

"A pedophile can begin to track people, or the estranged parent from an abusive household," he said. He said that gung-ho operators were too quick to release controversial products. "If you have technology as sensitive as this, you don't need to rush into the market," he said. Adolescent psychologist Dr Michael Carr-Gregg said text track was an electronic leash. "It doesn't say a lot about trust and respect. In a good family that is functioning well, there is no need for electronic surveillance," he said. "Enterprising kids worth their salt will get around this with ease."

Internav director Graham Thomas said he expected the service to be a hit among teenagers. "I've got a 13-year-old daughter. She is going to be able to SMS her friend and find out if she is in Queen St or sitting on the beach." Text track will not be able to locate a phone that is switched off. Parents will also be able to check their child's location via the internet and home phone. The technology can also be used by employers to track workers.

MAXimum Research Staff

Steve Ackerman - PD / Programmer
Amir Ayres - Night Supervisor
Christine Cammarata - Monitor
Brian Carson - IT Manager
Jennifer Carson - Office Manager
Katrina Clancy - Director of WATS
Danielle DiTizio - Night Supervisor
Beth Dworkin - HR / Client Services
Dawn Farrington - Admin. Assistant
Joe Fiore - Programmer
Beverly Harris—QA Assistant

Justin Hughes - Monitor
Linda Hughes - Day Supervisor
Mike Imbessi - Assist. Night Supervisor
Roy Jin - Monitor
Robert A. Malmud - President
Chris Monaco - Night Supervisor
Sheryll Moskovitz - Project Director
Korrine Snyder - Day Assist. Supervisor
Angel Taormino - All Star / Elite trainer
Pam Thomas - QA Manager

BPS Worldwide Staff

Leo Belonia - Account Executive
Patricia Brennan - Account Executive
Otto Gruenwald - Account Executive
Cindy Maiorano - Account Executive

Robert A. Malmud - President
Heather Marsh - BPS Rep
Gary Shull - VP, Account Executive
Jayme Taylor - Account Executive
Lisa Toner - BPS Rep

