

Bridges



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News from Business Interface, LLC

Volume 1—Issue 7

January 2012

Happy New Year!

Resolution defines Business Interface, LLC

Resolution...A Firm Determination of Purpose

Do you worry about making a New Year’s resolution because you are afraid you will not follow through with it?

By the time our participants have pressed the buzzer on the door at Business Interface, LLC (BI), they have made a decision to better themselves in attending the Customer Service Associate (CSA) training class at the BI Baltimore City facility. This is a major step towards becoming self-sufficient and gainfully employed. They have made their resolution. Our students are determined in their purpose.

The act or process of separating or reducing something into its constituent parts...

Attending class, our students learn to recognize their best qualities and skills and separate them from the negative dependencies that have held



them back from gaining employment. This resolution is a clarifying process that allows all of the good, skills and behaviors, in the particular person to shine through in the interview process and on the job. Negative attitudes and prejudices can be dealt with in ways that diminish or eliminate their influence on actions and decisions.

To remove or dispel doubts...

After completing the intensive BI one-month training course in customer service and basic business skills, our graduates have gained confidence in their abilities and cast doubt aside. They present themselves proudly in the job interview and represent their best qualities in appearance and demeanor. Prospective employers recognize a difference when they sit across the table from a BI graduate.

On the job, our graduates are prepared to work in the best manner possible for their employers. Their particular life, work skills and experience have been assessed by our team of business resource consultants to best offer their finest qualities and capabilities to their prospective employers. The number remaining on the job testifies to the resolve of our graduates to provide the very best work possible for their employers and demonstrates the resolve of BI to provide businesses with the most beneficial and dependable source of workers possible.

The resolution of BI in 2012, as it has been since our founding, is to provide our graduates with the highest quality awareness of and education concerning the standards, essentials, and excellences of the customer service industry. We are resolved to providing the businesses we work with the highest quality workers we can. Our reputation depends on this ongoing resolution!



Conveniently located at the corner of North Caroline and East Fayette Street

Mr. Morris McDaniel—July 2010 Graduate

Mr. Morris McDaniels earns his living getting in and out of cars, literally, all day long. Morris works for a courier/delivery service here in Baltimore City. Success is measured in time, how quickly and efficiently important items can be safely transported from source to destination. He received a bonus check recently for having achieved the 90-day milestone at his work.

Morris experienced a rough time growing up in Baltimore City. He has now, however, realized a better way of doing things in his life. Mr. McDaniel came to Business Interface of Maryland, LLC (BI) after experiencing difficulty finding work in a slow economy. Moving to this fast-paced business allowed him to utilize skills he learned



Mr. Morris McDaniel

and used as a commercial truck driver in the area. He thanks Mrs. Dianna Dinkins, BI's workforce development trainer, for all of the help she provided him in gaining his position.

Mr. McDaniels' coworkers and supervisors are very friendly, supportive, and encourage him in his success. He has an older and younger brother that also supports and encourages his successful journey. Morris enjoys working on his cars and watching football in his spare time.

Congratulations Morris on your accomplishment. We at BI applaud you and will continue to support you in all of your efforts and success!



New for 2012!!! Computer Class offered!



**Broadway Overlook Resident?
55 or older?**

No Cost to You!

**One day of Professional Computer
Training—offered each month!**

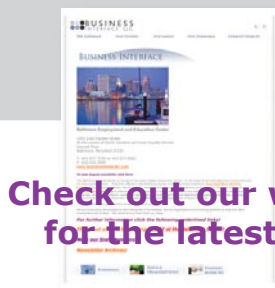
- Learn to use a computer to create your resume, write email, use the Internet to apply for jobs—and more!
- Call today for details!

443-977-7796



Blites
in February...

- Ms. Rakita Goodman
- BI—A Big Difference
- BI Focus
- BI Success



**Check out our web site
for the latest news**



**Business Interface, LLC
is located at
1501 East Fayette Street,
Baltimore, MD 21231**

BI Focus—Ms. Margaret O’Mara— Business Resource Consultant

Ms. Margaret O’Mara recently joined our team at Business Interface of Maryland, LLC (BI) as a business resource consultant/trainer.

Ms. O’Mara is a seasoned educator and business professional. She graduated from St. Mary’s Ryken High School in Leonardtown, Maryland in 1996 and was awarded a Bachelors of Science in early childhood education, Cum Laude, from Towson University in 2001. Ms. O’Mara has taught kindergarten and first grade in Baltimore City and County schools, and served as director of a private day school in Virginia. Insight into business results from working as office manager for a construction company in Upper Marlboro, Maryland.

Ms. O’Mara was raised in Leonardtown, Prince Georges County, in Southern Maryland. She grew up amongst a loving and hardworking family consisting of her mother, father, and older sister Ruth. Both of her parents instilled strong elements of moral character and work ethic in their children while they were growing up. All of her family have honored themselves and others by practicing the Golden Rule—Do unto others as you would have them do unto you—always treating others with respect. Her family often participated in volunteer activities including serving meals at homeless shelters throughout Baltimore. Her father passed away from cancer when Ms. O’Mara was 10 years old. Vacation travel with her family to different parts of the United States, Central America, and the Caribbean; a summer spent in Spain at 16; has opened Ms. O’Mara’s heart and mind to appreciate other cultures and fostered an eagerness to learn about the world.



Ms. Margaret O’Mara

Ms. O’Mara resides in Baltimore City with her husband John, 7 year old son Liam who attends public school in Baltimore City, and 4 year-old daughter, Alannah. Favorite pastimes are participating in activities with her family, playing with her children, and travelling. She loves literature and is a voracious reader.

Ms. O’Mara’s work at BI involves interacting with our participants in ways to best assess their experience and skills in order to best match them with opportunities available with businesses in Baltimore City and surrounding areas. She will be working to expand the BI network of employers seeking workers skilled in providing excellent customer service. Ms. O’Mara also assists the participants in obtaining proper interview attire, transportation to job interviews, and support while participants are attending interviews. She will also be using her educational skills while teaching special courses such as the basic computer skills class that begins this new year of 2012.

“I believe what you put out into the universe, whether it is positive or negative, will come back to you,” says Ms. O’Mara. This philosophy will surely benefit those participants in their search for knowledge and employment through her efforts here at BI. Welcome Ms. O’Mara.

“How people treat you is their karma; how you react is yours.”

Wayne Dyer



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We want to hear from you and tell your story. To contribute to, or for more information about, the Business Interface, LLC newsletter please contact by e-mail:

dkemp@businessinterfacellc.com

For information about, or to apply/interview for the Business Interface, LLC Customer Service Associate training course, please contact by e-mail:

Mr. Thomas Cast

Business Resource Specialist

Mrs. Dianna Dinkins

Workforce Development Trainer

Ms. Heather Kalish

Business Resource Coordinator

Mr. Daniel W. Kemp

Communications Specialist

Ms. Margaret O’Mara

Business Resource Consultant

Ms. Kigen Waugh

Retention Specialist

T: 443.977.7796

T: 443.977.0681

F: 410:522.7005

For the latest BI News and events please visit us on:



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Business Interface



Twitter:
BizInterface

2011—A Great Year— 154 Participants Placed In Jobs

2011 was a year of accomplishment at Business Interface of Maryland, LLC (BI). Moving to new offices in the Broadway Overlook development at the corner of East Fayette and Caroline Streets near downtown in East Baltimore strengthened the professional nature of our business.

Building on a foundation created by Ms. Heather Kalish and others, BI grew during 2011 with the addition of new trainers, business resource consultants, and a retention specialist.

The BI team includes professional educators with years of experience

in helping others learn the skills necessary to accomplish their goals. Our business resource consultants are professionals experienced in knowing what positive attributes businesses are looking for in the graduates of our program. These attributes contribute to the success of our partner businesses that have returned to us throughout the past year knowing BI as a trusted source of skilled workers. Our retention specialist is an experienced caseworker dedicated to doing everything possible to keep our graduates working in their jobs with their initial

employers for a long time.

During the year 2011, 154 participants in the Customer Service Associate training course hosted in Baltimore City were placed in jobs. These residents of Baltimore often walked into our offices with little hope of finding a viable job. Often, as soon as finishing the initial application/interview they were leaving our building smiling with a realization that their skills and experiences are valid and valued.

The emotions associated with people finding work after extended periods of frustration and loss of hope is indescribable and so satisfying that it is hard to describe. This is a family!



Our Mission...

Business Interface, LLC is a demand-side workforce intermediary that helps businesses fill critical workforce gaps by employing the economically disabled. The organization serves as the interface between socially conscious employers in need of a productive, committed workforce and an untapped pool of labor who are qualified and prepared for employment.

One person, one job, and one career at a time the Business Interface model raises the poor out of poverty and enables business clients to experience measurable financial success.

