



November 10, 2010

TO: WIB members

FM: Barbara Kaufmann

RE: WIB Meeting- November 17: Presentation on MontgomeryWorks Business Services

At the September meeting, members indicated that they wanted to start immediately on implementation of the Strategic Plan. As a start, the Executive Committee thought it would be useful to understand what services are being offered to businesses through MontgomeryWorks.

At the meeting we will be joined by Gerald Aldridge, Business Services Team Leader and Beth Thomas, Director of the Sales and Service Learning Center.

They have been asked to address the following questions:

- the organization of Business Services Team and the services provided;
- the interaction and communications the team members have with businesses;
- the results of customer surveys;
- whether and how many businesses use multiple MontgomeryWorks services;
- whether and how many businesses start with one service and then use another and in what order services are accessed;
- which industries have used the services most; and
- which services are most used.

To help answer those questions, the following material has been provided by the Business Services Team and is attached:

- Organizational chart (reps and sectors);
- Business Representative Duties;
- Surveys: Recruitment, Rapid Response, MBW;
- MBW data July 2009 to present; and
- Job postings analysis.