

# The Advisor

Going Beyond the Numbers to Deliver Insight, Guidance and Success

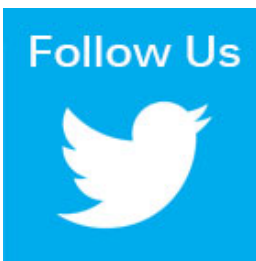
GRAY GRAY & GRAY<sup>®</sup>

CERTIFIED PUBLIC ACCOUNTANTS | ADVISORS

BEYOND THE NUMBERS

[Home](#) [About](#) [Services](#) [Practice Areas](#) [Partners](#) [Foundation](#)

[Personal Info](#)  
[Saved Articles](#)  
[Refer Colleague](#)  
[Unsubscribe](#)  
[Feedback](#)



[Your Privacy](#)  
[Disclaimer of Liability](#)

© 2018, Powered by Thomson Reuters  
Checkpoint



## Gray, Gray & Gray, LLP's News

**Happy Thanksgiving from our family to yours!**



We wish you a day full of family, friends, food and fun! Each year during this time, we reflect on what we are most grateful for. We are thankful for our continued partnership with you and all of our clients as well as our team members who we consider to be the best in the industry.

Thank you for your continued loyalty. We look forward to serving you in the years ahead!

*Please note Gray, Gray & Gray's offices will be closed Wednesday, November 21st, through Friday, November 23rd, in celebration of the holiday. We will resume normal business hours on Monday, November 26th.*

[Full Article](#) [Save Article](#) [Email GG&G](#) [Share This](#)

## Family Business

### Build a Strong Board



**Directors play** a crucial role in the route your company takes and the successful attainment of its goals. Many family businesses restrict board membership to relatives, but that may not be the best road to take. Click "Full Article" to see how your business compares with other family-run firms and how to beef up your board.

Copyright © 2018

## Benefits Administration

### New Guidance: Independent Contractor versus Employee Classification



**Is the person** performing work for your organization an employee or an independent contractor? It's a question that employers have wrestled with for years, and getting the answer wrong can result in financial penalties. In an effort to settle the issue, the U.S. Department of Labor issued new guidance to help make clear the difference between an employee and an independent contractor.

Copyright © 2018

## Marketing

### Customer Service: Seven Ways to Lose Business



**Good** customer service seems easy to provide. Yet at some businesses, customers experience rude or curt treatment. This tends to result in bad word of mouth from unhappy people. This could mean your business loses thousands of dollars in potential sales. Here are seven no-nos that can result in lost business and profits. This article also provides some tips for handling telephone calls.

Copyright © 2018

## Latest Headlines

### **Exclusive: Deutsche Telekom to win EU okay for Dutch Tele2 deal - sources**

*Reuters.com - Mon, 26 Nov 2018 11:59:20 -0500*

### **World stocks, euro rise on politics and retail signals**

*Reuters.com - Mon, 26 Nov 2018 11:57:21 -0500*

### **Wall Street rises on gains in retailers as Cyber Monday begins**

*Reuters.com - Mon, 26 Nov 2018 11:57:03 -0500*

### **GM to slash jobs and production, cancel some car models**

*Reuters.com - Mon, 26 Nov 2018 11:54:32 -0500*

### **Cyber Monday set to become biggest U.S. online shopping day**

*Reuters.com - Mon, 26 Nov 2018 11:54:09 -0500*

## Saved Articles

### View Report

- No saved articles.

## Disclaimer of Liability

Our firm provides the information in this e-newsletter for general guidance only, and does not constitute the provision of legal advice, tax advice, accounting services, investment advice, or professional consulting of any kind. The information provided herein should not be used as a substitute for consultation with professional tax, accounting, legal, or other competent advisers. Before making any decision or taking any action, you should consult a professional adviser who has been provided with all pertinent facts relevant to your particular situation. Tax articles in this e-newsletter are not intended to be used, and cannot be used by any taxpayer, for the purpose of avoiding accuracy-related penalties that may be imposed on the taxpayer. The information is provided "as is," with no assurance or guarantee of completeness, accuracy, or timeliness of the information, and without warranty of any kind, express or implied, including but not limited to warranties of performance, merchantability, and fitness for a particular purpose.

The information contained in this communication (including any attachments and/or links to other online sources) is not intended or written to be used, and cannot be used, for the purpose of avoiding penalties under the Internal Revenue Code.

Webinar content is intended for educational purposes only. Webinars provide a brief summary based on our understanding and interpretation of current law. All tax references are to federal tax law only, unless otherwise stated. The information contained in the webinars is general in nature and is based on authorities that are subject to change. It is not, and should not be construed as, accounting, legal or tax advice or opinion provided by Gray, Gray & Gray, LLP. The material presented may not be applicable to, or suitable for, specific circumstances or needs, and may require consideration of non-tax factors and tax factors not described herein. Contact Gray, Gray & Gray or another tax professional prior to taking any action based upon this information. Changes in tax laws or other factors could affect, on a prospective or retroactive basis the information contained herein; Gray, Gray & Gray assumes no obligation to inform the reader/webinar attendee of any such changes. The material presented is not intended to, and cannot be used to, avoid IRS penalties. This material supports the marketing and promotion of accounting services. Seek advice based on your particular circumstances from independent tax, legal accounting, insurance, investment and financial advisors.