

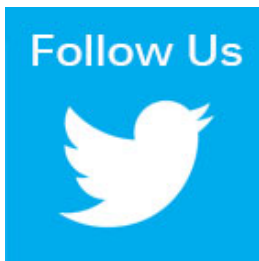


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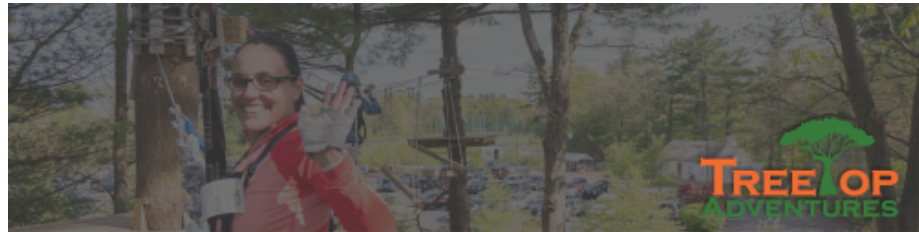
Gray, Gray & Gray, LLP's News

Gray, Gray & Gray Adventures into Fall 2019



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In celebration of the start of fall and our team members' hard work, we've planned an afternoon of fun activities such as zip-lining and hiking at TreeTop Adventures plus a delicious lunch from Boston's Baddest Burger food truck!

Please note that our offices will close at 11:30 am today, Wednesday October 16, for the fall outing...Stay tuned for photos. Gray, Gray & Gray's offices will resume normal hours on Thursday at 8:30am.

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Family Business

Succession Planning Requires Smart Strategies



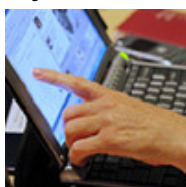
Overlooking succession planning in a family-operated business is a major mistake. The company you spent years building could cease to exist without a solid plan. This article provides some considerations that will allow your company to continue successfully for generations.

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Benefits Administration

Why Use Online Enrollment?



Administration of benefits is a job that never ends, as employees come and go and remaining workers want to make changes to their data. That's why having some HR functions automated saves time for all concerned. Companies with online portals give their employees the ability to make decisions and changes on their own, in a relaxed and private fashion. Keep reading to learn more about how technology adds to your benefits program.

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Building on the Momentum of Satisfied Customers



Keeping customers satisfied takes constant effort. Things go wrong and preferences change. To remain best in class, your managers and staff members must be continually responsive to your customers and their needs. Here's a list of actions they should take to help maintain or improve satisfaction and help ensure your clientele stays with your business.

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