

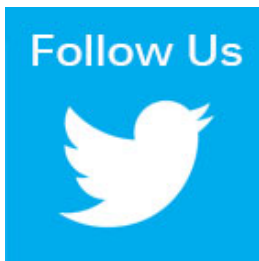


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Gray, Gray & Gray, LLP's News

Less Than 2 Weeks Until Gray, Gray & Gray's Annual Year-End Business Planning Seminar



Register now and join us on November 18th as we look ahead to what the next year holds for business and industry – and "Make Sure Your Vision for the Future is 2020". This year's seminar offers an overview of some of the top issues facing many businesses – from countering cyber threats, to dealing with a tight labor market, trends in M&A and taxes, and more. We'll help you get a head start on making 2020 a banner year for your business.

Monday, November 18, 2019
 Boston Marriott Newton | Newton, MA
 Registration, Networking & Breakfast: 7:30am
 Seminar: 8:00am-12:00pm

Seating is limited. Pre-registration required.

[Click here to learn more and register.](#)

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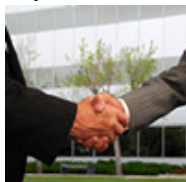
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Family Business

Prepare for the Unexpected in Your Family Business



"The best laid schemes o' mice and men go oft awry," wrote Robert Burns, and this certainly applies to even the best-run family businesses. A shareholder agreement helps prepare for the unexpected. This article provides a rundown of what is generally included in these documents.

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Benefits Administration

Testing to Screen Out Reckless Employees



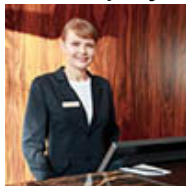
Accidents happen. That's a fact of life. But the last thing any employer needs is to hire someone who has a high likelihood of being involved in or creating safety issues on the job. We've all known at least one person who seems to attract such problems. We sometimes call them "accidents waiting to happen." Smart companies do their best to avoid employing them. Here are some ways.

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Marketing

Your Company Needs a Concierge



Top-notch customer relations keep your business flourishing. Take a tip from the world's great hotels and have a manager skilled in the three Cs of extraordinary service: Communication, Cordiality and Consistency. Keep in mind that the cost of keeping customers is only 20% of the cost of acquiring new ones. Click "Full Article" for some tips that will make your clientele return time and time again.

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