

## Timely Opportunities

### What's New for this Tax Filing Season



The beginning of 2012 kicked off a new tax filing season. You are (hopefully) beginning to gather your records and receive important tax documents in your mailbox. As with most new years, there are some key changes in filing details for individuals and businesses.

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## Marketing

### Rate Your Customers' Satisfaction



You can't improve your company's financial picture without measuring customer satisfaction. Assess the needs and expectations of your clientele with tools that are unique to your industry.

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## Human Resources

### A Little Appreciation Goes a Long Way



An employee who doesn't feel appreciated may start looking for another job - and that can cost your company a small fortune. Don't underestimate the value of saying "thank you" and "good job" to staff members. Here are some easy ways to help ensure your employees stick around.

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