

# The Advisor

Going Beyond the Numbers to Deliver Insight, Guidance and Success

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

### Protecting Your Business from Fraud



Fraud is an unfortunate, but all too frequent, problem for many businesses. You need to be vigilant lest a customer, vendor, or employee tries to skim, cheat, embezzle or otherwise steal your hard-earned money. The best way to avoid getting ripped off is to have strong systems and processes in place to prevent such larceny. Here are five steps you can take to help prevent fraud.

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## Family Business

### Old Habits May Be Costing You Dearly



**Family businesses**, like the one in the classic movie, *It's a Wonderful Life*, have their advantages, as well as their disadvantages. Some businesses hang on to outdated practices or continue to employ relatives who may be detrimental to the company's success. To help take an objective look at your operations, read this article.

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## Benefits Administration

### Does Your Sick Leave Policy Need a Checkup?



**Some organizations suffer** from sick leave abuse, where employees repeatedly violate the company's attendance policy. What are the signs and how can you help close the spigot on these lost dollars?

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## Marketing

### Fed Up Customers Can Hurt Profits



**Customers hate** waiting, and when they think they have wasted enough time, they will often leave buying anything or using a company's services. *Wait time* is a key indicator of customer satisfaction, which is paramount to healthy and sustained profitability. Click "Full Article" for a list of steps to consider to help improve or maintain outstanding customer service.

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