

The Art of Hiring & Retaining Employees *...At Your FingerTip®*

Table of Contents

Foreword

| | |
|---|----|
| 1. Preparation for Recruiting and Hiring Employees..... | 2 |
| 2. Interviewing 101..... | 4 |
| 3. Telephone Interviews | 8 |
| 4. Hiring the Right Employees..... | 10 |
| 5. Successful Interviewing..... | 13 |
| 6. Protect Your Business | 16 |
| 7. Decision to Hire..... | 18 |
| 8. New Employees..... | 19 |
| 9. How to Keep Valued Employees..... | 22 |
| 10. Conclusion---Ben Franklin--- Some Advice | 31 |