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"Green Team" helps customer

Ted Collins, president of the Victor-based tree and landscape company bearing his name, has begun a new policy of giving employees a greater voice in company management.

With the formation of "The Green Team," the sales, production and office staffs appoint representatives to meet regularly with Collins to air differences, provide suggestions for smoother operation of their departments, and keep Collins in tune with employee needs and desires.

"This is not," says Collins, "A squaring off of management and employees. Department heads and other company officers are not invited to Green Team meetings. It's simply the team and me around a table. Many of their suggestions

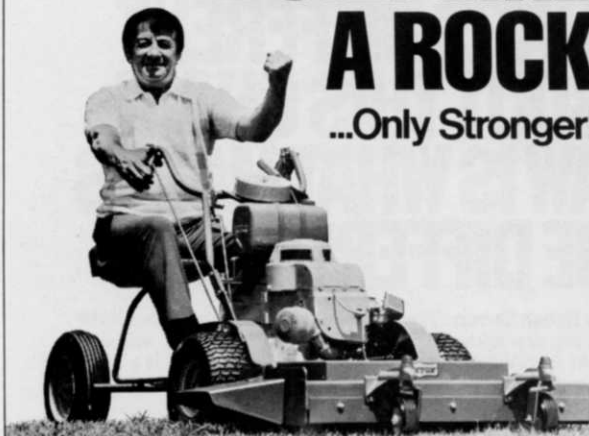
have been implemented, others are under further consideration.

"The real benefactor of this management system is our customer. Every suggestion made so far by The Green Team has been for better customer service. We in management are often removed from direct contact with the customers, whereas our Green Team members are in constant touch with the public, so their advice has been very service oriented.

"Of course, this works both ways," Collins continued, "Green Team meetings give me an opportunity to candidly discuss management's views without it sounding like an edict. And, when a situation is thoroughly reviewed and team members know the reasons for our position, they can better communicate that to their peers."

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