

Jacob Lutz

Mrs. Stanford

ENG 231

7 September 2016

### Communication and the effect on Community

At Miller & Company SVCS there are many diverse facial features, hand gestures, tones, and attitudes occurring during discussions between the employees and both regular and new customers, these interactions within Miller & Company SVCS affect the heart and future of the company. Miller & Company SVCS is a growing living things just like the community that surrounds it. The internal workings of the company may not be known to the public and are more in depth than most people think. Many different formal and informal conversations happen within Miller & Company SVCS. The Company affects not only the workers and customers but the community around Miller & Company SVCS in both Physical and psychological ways.

Everyday many important conversations and actions take place at Miller & Company SVCS. There are three main ways that customers can reach Miller & Company SVCS, phone, email, and walking into the main location. The phone is used the most. Many customers call in and order portable toilets for job sites, events, and personal use. Miller & Company CVCS also takes orders for septic tank cleanings. On bigger jobs, dealing with roll-off units, quotes are required. Quoting is based on the quantity of units needed, the distance, gas and labor cost, and the disposal cost. They have a team that works together and uses mapping programs and price data from the disposal sites to calculate the right price for the job they are quoting. They have to take into account which location to send the driver from, Canton, Kilgore, or Columbiana, and

where he will go to dispose of the waste material given it be J & J Refuse Inc. or Minerva Enterprises, LLC. For contracting jobs, Miller & Company CVCS uses a site called The Builders Exchange which allows multiple companies to bid on their products being used for that contractors job. The bidding includes, the time and date of the contract as well as the budget. All of these processes require different forms of communication to make Miller & Company CVCS so productive.

There are a lot of people who work at Miller & Company CVCS which makes communication very difficult and diverse. The forms of communication used within the Company can be broken down into two main categories, formal and informal. Many formal conversations and communications have to do with customers or higher ranking officials. When talking to customers the tone is usually very upbeat polite, and cheerful. Many of the facial cues are happy and joyful. Occasionally customers call or come in that have a very strong personality and love to talk a lot. This really tests the patience of anyone who speaks to them. This often leads to a change in tone and workers to get the feelings of annoyance. Within the office people often greet each other with handshakes and eye contact. During many business conversations hand gestures are often used to help emphasize the important point of the conversation. Overall there is a sense of leadership and a chain of command. The people who have been there longer seem to be more looked up at than those who are newer or have only worked there for a few years. When the CEO is in everyone seems to be more focused on their work and tasks at hand, but the other half of the business is informal conversation. Many informal conversations happen just as often or even more often than formal ones. They usually seem to happen more between coworkers and coworkers or two people that are roughly about the same rank. During informal conversations

there are more jokes and less talk about business related topics. These kinds of conversations happen during recreational time such as lunch or during breaks. All of these forms of conversation have lasting affects on the community around it as well as the people within it on many different levels like physically and physiological.

Without communication Miller & Company CVCS would not be able to perform at the standard it does now. About 90% of the company is based on communication, much like more businesses. Customers from around the community depend on Miller & Company CVCS to provide them with their sanitary needs. The Company has a bigger part in the community. In paying taxes Miller & Company provides money for Canton projects that boost both the camaraderie and self esteem of the residents. They also help businesses in Ohio grow. Miller & Company CVCS is a contractible establishment meaning it can be called out for jobs thus helping to grow many businesses. While those businesses are growing the will need more people leading to more jobs and a boost in the economy. For many people seeing a business growing and flourishing means a lot. With the upcoming elections and a change in times it's amazing how people feel when they see someone living the american dream. We are all one big community no matter if you live in the city around canton or if you live in smaller communities around it. People all communicate and are a part of a bigger community. These communities are what keep us all alive and going strong.

At Miller & Company communication is a key to their success. Pricing, quoting, planning, taking orders, and invoicing are a few of the many takes that happen each day. The workers and employees use a variety of facial features, hand gestures, tones, and attitudes during these discussions. All of these forms of communication translate to the different types used,

formal and informal. Companies like Miller & Company CVCS are a bigger part of the community, affecting it physically as well as mentally. After all of my observations I have learned that communication is the first part to anything great. Communication is the key to understanding the bigger whole of community. The sense of community is something that stays with you forever.

Work Cited

Lutz, Jacob C. Observation of Communication and Work at Miller & Company CVCS. 26 Sept.

2016. Raw data. 2400 Shepler Church Ave SW, Canton, OH 44706, Canton.