



- 1. American Express Cutting 100 Jobs in High Point NC**
Monday May 4th – news-record.com
American Express will close its Business Travel call center office in High Point and lay off about 100 employees. That call center opened in 2005. Employees there will be paid through July 3 and receive severance packages and outplacement assistance, according to the company.
[CLICK HERE TO LEARN MORE](#)
- 2. GE Shuts Down Call Center in Tampa, Idling 265**
May 1st – St. Petersburg Times
GE's retail finance unit is closing its longstanding call center in Tampa, laying off 265 employees. Tampa was targeted for closure following a detailed analysis on the best way to serve customer accounts.
[CLICK HERE TO LEARN MORE](#)
- 3. Cbeyond to Expand, Adding 600 Atlanta Jobs**
May 11th – American City Business Journals
Cbeyond Inc. plans double the size of its operations in Georgia, creating more than 600 new jobs as it builds out a new call center and training facility in Cobb County. The Atlanta-based provider of voice, broadband, and mobile services to small businesses will grow its Georgia employment from about 700 to more than 1,400 by 2013.
[CLICK HERE TO LEARN MORE](#)
- 4. Safelite Adding 300 Jobs as Part of Expansion**
May 6th – Business First of Columbus
Going against a tide of rising unemployment, Safelite Auto Glass is adding 300 jobs with the completion of a call center at its headquarters on the Northwest Side. The investment will be more than \$50 million this year.
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- 5. Continental Airlines to cut 270 Houston Call Center Jobs**
May 13th – Houston Business Journal
Continental Airlines Inc. on Wednesday confirmed that it will eliminate about 270 reservation agent positions in Houston as part of a round of layoffs that includes cutting 500 call center positions domestically.
[CLICK HERE TO LEARN MORE](#)

6. Call Center in Boise aims to Hire 200 More Employees

May 15th – TMCnet.com

WDSGlobal's local call center is expanding so rapidly that it has leased a second building to help house newly hired employees in the coming weeks. The jobs will pay \$10 an hour and offer medical, dental and vision benefits, and 401(k) plans.

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7. Stream Global Services Expands Operations into Cairo Egypt

May 11th – PR newswire

Stream Global Services, Inc. is pleased to announce the opening of its newest solution center in Cairo, Egypt. The newest facility, with a capacity for more than 700 seats, enables Stream to expand its multilingual support offerings to accommodate our strong business growth.

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8. Apple Beefing up Phone Support with about 450 Telecommuters

May 18th – arstechnica.com

Apple is fortifying its phone-based support team with as many as 450 "Apple At Home Experts," or remote tech support staff, according to recent job ads from the company. The boost could be due to new iPhone hardware expected to be released this summer.

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9. ACS Adds 150 Jobs in Dominican Republic

May 5th – Dallas Business Journal

Affiliated Computer Services Inc. has expanded its global work force by adding 150 new positions in Santo Domingo in the Dominican Republic. With the hiring of these new employees, the ACS work force in Latin America and the Caribbean now exceeds 18,000.

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8/20/09