

MOSS & BARNETT'S FRONT DOOR

The first people you see when you enter our office are **Kathy Hughes** and **Ann Turner**, our long-time receptionists, or, in current parlance, our customer relations managers.

Kathy and Ann have been with M&B (including predecessor firms) for 30 and 28 years, respectively. During that time they have seen a lot of changes in technology, personnel, clients, and office space, but both have been constants in serving the firm and its clients with grace, humor, and dignity.

Ann and Kathy both love their jobs — especially the personal contact with clients and M&B personnel. Ann says, “I’m a people person and I really love that contact with clients.” Kathy recognizes that she often is the first impression of M&B to newcomers and that being friendly and helpful can make a difference to someone’s outlook. She has had experience with rude front desk personnel in other offices and has learned from that the importance of her job.

Both love the transition to a single desk, noting that it could get lonely being the only one at the desk and that they sometimes felt uncomfortable if no one was available to take over when they had to leave the desk

to get coffee for clients or prepare conference rooms for meetings.

Over the years our clients have become familiar with Kathy and Ann. In a client survey, one remarked, “I can’t say enough about Ann [Turner]. She has a soft, calm voice and gets you to the right person quickly... I am a big believer in receptionists setting the tone for a company. They are a reflection of the person at the top because the attitude of a firm comes from the top.” Ann has told us numerous times that when a client walks in the door, she sees her livelihood — she knows how important our clients are and why her job is important.

Off the job, Kathy’s time is spent taking care of her house and yard and her best friend, her dog Bailey. Ann likes to spend time with her new husband, Owen, and get together with friends.

Kathy and Ann are exceptional individuals. They set the tone for our entire firm with their friendly and competent attention to the needs of clients and others. Our firm is grateful to these true professionals for their dedication and contributions to our continuing success!



*Ann Turner and
Kathy Hughes*