



*A newsletter for the customers of Rochester Telemessaging Center*

## Healthy...

**N**eed more calcium in your diet? Try these foods: Yogurt, sardines, leafy greens, broccoli, nuts, celery, fortified cereals and flax seeds. By including foods from this list in your diet, you will reduce your chances of having painful bone disease, or even worse, bone fractures from calcium deficiency.



## Wealthy...

**"A**n investment in knowledge pays the best interest."

~ Benjamin Franklin

## ...and Wise

**"W**e all need people who will give us feedback. That is how we improve."

~ Bill Gates



## Stress –Is it Eustress or Distress?

**M**ost of us equate the word stress with distress. We are overwhelmed, besieged, depressed. It happens a lot around this time of year. Too much to do, not enough time to do it in – and, more often than not – not enough money to do it with. It can take the joy out of life.

Eustress is stress of another kind. It is happy stress, the kind we experience when we are doing something exciting, something we want to do, but that also adds to our responsibilities. A new job, a new project, a promotion, these all create eustress. Joyful stress, and again, there is a lot of that going around this time of year.

In both cases the secret is to take one day at a time, one task at a time and one rest at a time. Yes, a rest. We can tackle almost anything if we're refreshed. That doesn't mean we need a three-hour nap (although it could); it may just mean we need to change subject, allow our mind to wander. Take a walk or work on a different project – it all needs to get done, right? So, do something more mindless for a short while. Give your brain a chance to recover and then go back to your project with a different perspective. Accept that it IS this time of year and, as with all things, it will pass. Find the joy.

## Yes, I Can Give You A Status Update

**"W**ould it help if we could check the status of a job and let your callers know where things stand?" That was the question one of our agents asked recently when she saw our customer had three status callbacks to make to his clients. His answer was, "Nah, all that info is in my computer; I have no way to send it to you and then keep it updated. I really need an office assistant but I'd rather have another mechanic and I can't afford both." The dialogue that followed has saved him thousands of dollars. We showed him that by giving us access to his computer, (only the specific information callers wanted) we could immediately apprise his customers of the progress without interrupting him.

This customer rebuilds and customizes motorcycles; now when a client calls to check on their bike our agent brings up his program, opens the spread sheet and checks to see where things stand. "I can see that your bike is in the painting process today. The customized artwork will take place tomorrow, and we still have a completion date of this Friday.

Is there anything else I can do to assist you, sir?" The client didn't have to wait for a call back and there were no interruptions for our business owner so he stayed on time. Our receptionist service allowed this customer to save the cost of another employee – and concentrate on business.



**Our Services Include**

- Answering Service
- Appointment Scheduling
- Attendance Line
- Call Overflow
- Call Screening
- Customer Service/Help Desk
- Dealer Locate
- Emergency Service Dispatch
- Inbound Surveys
- Membership Renewal
- Product Orders/Service Orders
- Remote Receptionist
- Voice Mail
- Website Orders

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Refer a new client and receive a Base Rate Credit



The President’s Letter



Dear Friends,

It’s almost OVER. This long year is almost over and it is my fervent hope that we can put everything behind us and begin 2017 with a new outlook on business. The economy usually takes an immediate uptick no matter which party wins an election; we need to take advantage of that optimism and turn it into progress for our businesses. Most of us begin a new year with plans for growth. We review our markets and decide if and where expansion is feasible; we review our company and determine if we have the right people in the right seats to make things happen. We review our direction to be sure the path we’re on will take us where we want to go.

I’ve been doing those reviews and making plans to continue providing more and more options to you. Our job is to help you grow! We will continue to make upgrades in our equipment; we will continue to invest in education for our agents and in programs to analyze our service excellence. Being among the best services in the country is not just a goal for us, it is our commitment to you.

Sincerely,  
*Herb Chinowski*



*Whatever holiday you celebrate at this wonderful time of the year, we wish you warmth, love and peace.*



Password Protected

Hacking is more prevalent than ever before and we are asked to change our passwords so often sometimes WE can’t remember what they are. Keeping a list of the logins, passwords, access codes and account numbers that identify everything from our banking, credit card and financial information to insurance, social media and our phones is imperative. It’s important that we also share detailed information regarding who can access this information in the event you should become unable to handle your own affairs. The person who has your power of attorney or is the executor of your will must be able to get into these accounts to settle your estate.

Privacy is extremely important and there are court battles going on to determine who – if anyone – can take possession of the information protected by passwords. It may be years before this is settled satisfactorily; the recommendation is to take steps to protect your information – and clearly identify who will have the right to look at it if you can no longer speak for yourself. Once you have determined who will be the “keeper of the keys”, make sure that others with a “right or need to know” are aware who that person is and how he or she can be reached. Take time now to be sure this information is in order for the upcoming year.

Life in 25 Words

“Ten people who speak make more noise than ten thousand who are silent.”

~ Napoleon Bonaparte

Gotta’ Giggle

What has a bottom at its top?

Answer: A leg