



*A newsletter for the customers of Rochester Telemessaging Center*

## Healthy...

**W**ash your hands. The germs on your hands are the single biggest threat to your health, any time of year. That's because cold viruses tend to spread more from hand-to-mouth contact than through airborne droplets, making doors, rails, buttons and touch screens virus central.



## Protect Your Belongings

**I**t's a new year and you have a task to do! Your insurance provider has no doubt reminded you, often, to keep clear and accurate records of all your valuables both at home and at work. Easier said than done. But those records could save you thousands and thousands of dollars should you have a fire, flood or other disaster. It's easy to do it.

Simply pick up your smart phone, set it on video, and begin walking around your office or home. As you walk, open cupboards and drawers and describe the contents. Identify all the important pieces of your life and business. No procrastinating – just do it - "Wait, you want me to take video of my office? Oh, let me clean off this shelf, and I need to get this pile of paperwork out of the way. Wait, that looks terrible; maybe I'll do it tomorrow or next week; yeah, next week would be better." Whoa! A messy background is much less important than getting it done. After a disaster you simply can't remember everything that's NOT there.

When you have finished a room, it's easy to download the files to a computer for safekeeping. If you just can't stand to document the messy parts – get busy. Every office needs to be decluttered once in a while!

## Wealthy...

**T**he period right after the holidays is the perfect time to check over your budget and make plans for the new year.

How did you do? Did you stay within budget? Were there places you could have cut back? Start planning now for a financially better 2018.

## It's Winter in Michigan

Winter in Michigan means bitter cold, strong winds, snow, and freezing rain. It means battling the vicious weather to get to work or telecommuting and staying in where it's warm and safe. Either way the employees of Rochester Telemessaging Center are here to help you reply to your customers and callers. We're here to answer questions, give directions and take and deliver your messages. We are here to BE your business when you can't be.

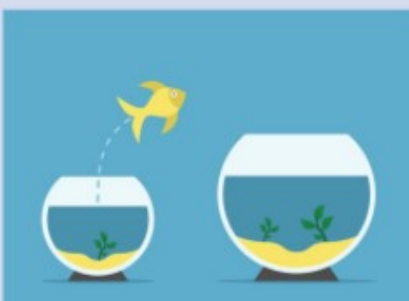


The teamwork at RTC is a thing of beauty. Our agents are here to back one another up. We are all about camaraderie and dedication, and protecting our client's reputations and our own. We are one of the very best services in the country and we won't let you down just because the weather is frightful. In fact, when old man winter is at his worst, we are at our best.

It isn't often we take the time to sing praises of our staff but this month we thought we should give credit to the people who have answered call-after-call during this unusual stretch of winter weather. Nearly every client we have has had increased call volume since our last billing cycle, and our great employees have made it look like "business as usual"! We are very proud of our team and how well they take care of our clients, and your customers, and we thought you'd like to know

## ...and Wise

**L**ife is inherently risky. There is only one big risk you should avoid at all costs, and that is the risk of doing nothing.



### **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

### **Rochester Telemessaging Center**

1130 Tienken Court, Suite 110  
Rochester Hills, MI  
48306-4369

### **Phone Numbers**

248-651-9181      Local  
800-462-3550      Toll Free

### **E-mail**

info@rtcenter.com

### **Website**

rtcenter.com

### **On-Call info can be sent to**

248-651-9181      Office  
248-651-2129      Fax  
info@rtcenter.com      E-mail

### **Customer Care Contact**

248-651-9181      Office  
info@rtcenter.com      E-mail

### **Staff**

#### **Ryan Chinowski**

Director of Operations  
ryan@rtcenter.com

#### **Sandy Lumley**

Sales Manager  
sandy@rtcenter.com

#### **Nick Fortuna**

Office Manager  
nick@rtcenter.com

#### **Cyndi Williams**

Programming Manager  
cyndi@rtcenter.com



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## The President's Letter

**D**ear Friends,

For me, every January is like a rebirth of our company. It's a fresh start; time to review what has worked in the past, and expand on it, time to jettison procedures that no longer fit our business model, and find new endeavors that will benefit our clients. We have several innovative projects that we will be telling you about in the upcoming months that will help you save money, and improve your service.



Our first and foremost commitment is to help you build your business. When you thrive, we thrive. Our entire staff is devoted to finding the right combination of services that will enhance your business reputation. We know that every time we answer your phone – we ARE your company. The assistance we give your callers will be remembered by them as how they were treated by (YOUR COMPANY). We handle that responsibility very carefully!

While we are looking for that special something that will build excitement and get the year off to a fresh start, we are also refreshing those things that make our service so special, such as, our warmth and kindness, our knowledge of your company and our dedication to helping your business grow.

We all wish you a happy and prosperous 2018.

Sincerely,

*Herb Chinowski*

## Privacy Statement

**Y**ou are a valued customer at Rochester Telemessaging Center and we respect your right to privacy. We recognize that you purchase our services because you trust that we will stand behind our word. In turn, we pledge our commitment to treating your information responsibly. To assure you that we are committed to protecting your privacy, we have established the following policies.

We maintain physical, electronic (including encryption) and procedural safeguards to ensure your personal and your company information is treated with respect. We restrict access to your information to only those employees who need to know that information to provide service to you or to conduct Rochester Telemessaging business. Staff members who have access to customer information are educated to use it only for legitimate business purposes and may not disclose or reuse it in any way. We do not sell or disclose your personal information to anyone. In addition, we safeguard customer information in accordance with applicable data security laws and regulations. Every employee at Rochester Telemessaging signs a confidentiality agreement enforceable by law.

We value our customers and want you to understand how important it is to us to be sure your information is protected both by our equipment and our staff.

### Life in 25 Words

**"O**ur greatest glory is not never falling, but in rising every time we fall."

*-Confucius*

### Gotta' Giggle

**I**t was an emotional wedding. Even the cake was in tiers.