

**ROCHESTER
TELEMESSAGING
CENTER**

At Your Service



A newsletter for the customers of Rochester Telemessaging Center

Healthy...

Prevent falls and injury by removing loose carpet or throw rugs. Keep paths clear of electrical cords and clutter, and use night-lights in hallways and bathrooms. Did you know that people who walk barefoot fall more frequently? Wear shoes with good support to reduce the risk of falling.



Wealthy...

Your bargaining leverage is always greatest before you begin a job — that's when you have something to offer that the other party wants. Always nail down the specifics of a deal in advance.

...and Wise

The average person wastes 4 gallons of water each time they brush their teeth



Rochester Telemessaging Cares About Your Callers

However you grow your business whether by word of mouth or if you actively market to increase your client base, when a potential client calls in you want them to have a good experience. The days of when a client was willing to hold on line for several minutes until someone could take their call are long gone. Today's client wants their time valued as much as you do.

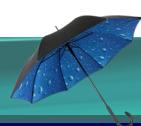
The way your potential clients are treated by the people who answer your phones is crucial to the relationship they have with your company. We understand that they are disappointed when they call and discover that they have reached the answering service and not the office. They want answers or they need assistance and they want it now. That is why it is so important that your answering service is well staffed; that your phones are answered promptly, and important calls are promptly dispatched.

Our staff members understand that callers need extra TLC when they are frustrated, sick, or need help now. We answer swiftly, with smiles in our voices, and kindness in our demeanor. As your representative we know our actions reflect on your company or practice; and we do everything possible to make sure that every caller receives a prompt, warm and welcoming experience every single time they call.

Silo or Unified?

One of the buzzwords of 2015 was "Silo-mentality". The silo is that pattern we see when each department within a company operates as a stand-alone unit. Often each department has their own goals and boundaries, sees the company only from their perspective. This territorial attitude makes it difficult for employees to understand your customer's experience with your company. Your business is not just the sales, service or customer care departments, it is the sum of these, and that unification is what you want your clients to see.

In 2016 every individual in your company needs to see the consumer's experience as a whole. Every touch point your customers have with your company is a part of who they think you are, and that determines your success. The promises made by your sales people should be the goals delivered by your service agents and reinforced by your customer care staff, it is their joint responsibility. Reach out to your employees now, nudge them out of their silo and into the big picture of your company. Make sure they understand how they "fit" and while you are doing so – reach out to your answering service, too. We are also your employees; and we play a part in the service you deliver. Make sure we know where we fit, too; and how we can best work as part of your team to create customer satisfaction and loyalty!



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



**ROCHESTER
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The President's Letter

Dear Friends,

It's Spring! Even those of us who live year round in balmy climates know the feeling. We develop a jauntier step when we walk, we become more interested in things, we have more daylight. It's the season of positive energy, and baseball. Most of us have memories of watching kids play little league ball, or sitting in the bleachers at our own high school games, calling "batta-batta-batta-batta". We can picture washing the car, or gardening with the play-by-play of a baseball game on the radio playing softly in the background. Whether we are in the stands, eating hot dogs at a major league game, or passing out juice boxes at a T-ball game, the feeling of camaraderie and teamwork, and just plain happiness is different at a ball game than anywhere else.



This industry is famous for sponsoring teams of every age group. It's a chance to support our community, to mingle with the people who use our services, and to be outside. Even those of us who don't really love baseball enjoy an occasional game. We just get sucked in! I urge you to leave behind the politics and the worries and find a team to follow! Get out to the ball park, sit in the sun, watch the windup, the pitch and the swing! "Peanuts! Pea-nuts! Get yer red hot Peanuts here!"

Sincerely,

Herb Chinoski

Come On Over To Our Place!

We recently had the good fortune to host one of our long time clients that has two offices. We had been trying for years to get them to come for a visit so they could see and hear the way we handle their calls. We also wanted to help them understand the ways we might provide them with additional assistance.

We discussed the problems that they were dealing with on a daily basis. The morning rush of calls, handling the on call schedule, making sure the phones were forwarded each evening at both offices and getting the messages to the correct offices in the morning.

As we listened to their daily routine (and things that were not so routine) all of us were thinking about ways we could make minor changes in the way we handled their calls that would make major changes, for the better, in their frustration level. We realized we could easily send all messages to BOTH offices so their scheduler could fill out the day's schedule without calling the other office to be sure that a caller didn't give the wrong information. Changing the times that their messages were sent would make a difference in their stress level in the morning.

When they left our office we each had a better understanding of the pressures the others were under, and we had found ways to mitigate them. Their office manager said it best, "Coming here had made a world of difference, being able to envision what you are doing had been a real eye-opener. I can't imagine why we waited so long!"

Our doors are always open to our clients who would like to understand their service better. Make an appointment today; we know together we can find improvements.

Life in 25 Words or Less

“Happiness is nothing more than good health and a bad memory.”

- Albert Schweitzer

Gotta' Giggle

A journey of a thousand sites begins with a single click.

