



*A newsletter for the customers of Rochester Telemessaging Center*

## Healthy...

**A**s we move through life, family and work take up more and more of our time, and we have the tendency to become more isolated. Interaction with friends makes us better people; it makes us happier which strengthens our immune system, making us healthier, and more resilient.

## Wealthy...

**S**pell Out The Deal Before You Start: 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 — even with your friends and relatives.



## ...and Wise

**D**on't ever think you know what's right for the other person. He might start thinking he knows what's right for you.

## 20 Years!!!

**R**ochester Telemessaging – YOUR Answering Service – just earned the ATSI Award of Excellence for the 20th year in a row! Rochester is all about quality – and measuring that quality. “We are honored and excited to have earned this award again. Our Team works very hard providing excellent customer service and I am so proud of them,” said Ryan Chinoski.

We stand alone at the top of the pinnacle – no other service in North America has earned the ATSI Award of Excellence 20 straight years. As our competitors dropped off, our people picked up the pace. The excitement grew, this just doesn't get old. Our entire team is as dedicated to earning this accolade today as we were the first day the program began. “I am pleased and proud of what our employees have achieved. They understand that our company culture is based on providing exceptional service and continue to do so on a daily basis. They are the Best!,” stated Jan Chinoski.

“Being the only company nationwide to receive this award for 20 consecutive years is a testament to the quality service we strive to provide our customers. It is who we are, it is what we are. I could not be more proud of “Team Rochester Telemessaging Center,” said Herb Chinoski.



## Where Are You? Let our Agents Handle Your Calls

**L**et's say you are in the “Bay Area” and need an excellent answering service – What Bay Area? Florida? Virginia? San Francisco? - It doesn't matter where you are, you can have your calls answered anywhere, regardless of what state you are in. Do you have satellite offices in all 50 states or in another country? That's a piece of cake for us! Each location can have local area codes and phone numbers, which will help to maintain that neighborhood feeling; yet each location can tie in to the same main account for general information and even for billing purposes. Each location can have its own account profile and individual information right down to the correct time zone appearing when our warm friendly agents answer your calls. It will be easy for you to compare service results, and keep everything separate, but together.

It is often more cost effective for all your sites to be answered in the same place, by the same agents who know and understand your business. One main client account with one main contact person to work with here at your service will be much less expensive than separate accounts set up in every location, all with different reports and account profiles. Let us handle your calls with a local presence from wherever you're doing business. Call us to see how well this will work for you.



**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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# The President's Letter



Dear Friends,

How can summer possibly be more than half over? Didn't school just let out? Did you pace your way through the summer months with more AC than fresh air? With more sitting than walking? With more status quo than awesome? Did you promise yourself you would enjoy summer more but have fallen short? It isn't too late; there is still time to travel, go to the beach and have fun in the sand and there are plenty of beautiful evenings left to just relax on the porch or have something special on the grill. Be sure to watch a few sunsets and maybe even a sunrise.

I am going to look up at the sky and the trees rather than down at my phone. I am going to walk somewhere and swing my arms rather than gripping the steering wheel. I am going to see what I see instead of letting it pass in a blur. Enjoy these last wonderful days before we have another season change. That's what I am going to do.

Sincerely,  
*Herb Chinowski*

## When in Doubt – Dispatch it Out!

Every once in a while we get a call that doesn't quite fit the protocol for your account profile. You have given us the circumstances in which we are to reach out to you, either by phone, text or e-mail, to deliver a message from a caller. You may have very explicit directions regarding when and how we should hold or deliver messages. About 98% of the time there is no doubt in our minds how a message should be handled. Then there is that other 2% when there is something troubling about following the protocol.

It happens when we have someone who is insistent that you really MUST be called immediately; it is that important. You have given us a list of reasons why we should call you - but a caller can sometimes convince us that you may never have thought of this particular scenario. Or perhaps we are worried about a message. Is it threatening? Is it time sensitive?

These are the possibilities we ask our agents to consider when they are responsible for your calls. There may be a time when our agents decide to call you with a message that does not quite follow your protocol. We call that a "courtesy call" or "calling to advise". We want to err on the side of caution. Our motto is "When in doubt – dispatch it out!" I would much rather have a client annoyed because we bothered him then upset because we didn't!



## Life in 25 Words or Less

“Our greatest weakness lies in giving up. The most certain way to succeed is always to try just one more time.”

- Thomas Edison

## Gotta' Giggle

How many computer programmers does it take to change a light bulb?

Are you kidding?

That's a hardware problem!