



A newsletter for the customers of Rochester Telemessaging Center

Healthy...

Remember, you are your own doctor when it comes to curing cold feet.



Wealthy...

Many people say that time is their biggest obstacle to achieving their goals.

Time is not their issue - It's energy. Structure your day so you work on your toughest goals during your high energy times. You can get more done in two hours with high energy than most people do in an 8 hour work day.



...and Wise

Tact is the knack of making a point without making an enemy.

-Issac Newton

What are YOUR Messages Worth?

It's time to update. In 1988 an independent industry survey gave us some insight into what messages were worth back then. Today we live in a whole different world and we thought we'd ask YOU, what your messages are worth today?

Under \$500.00
\$500.00 to \$5,000.00
\$5,000.00 to \$500,000.00
Over a million dollars

Let's look at the kind of messages we take here at your service. A message for a physician could mean a \$65.00 office visit, a \$3,000.00 in-office procedure, a \$12,000.00 surgery, or... a life. A message for a towing company could be a \$350.00 tow, or a city contract worth well over a million dollars a year. A property management company may have messages about a rental of \$1,600.00 per month, or a "smell of gas" call that prevents an explosion causing loss of life and property.

The message from a child who wants to say goodnight to Daddy, or from a young wife who has just gone into labor...anyone want to put a value on those messages? Whether a message is worth pennies or millions doesn't change our service. Each week we answer thousands and thousands of calls on behalf of our customers. Each message is important and each one is given the care and attention it deserves.

How much are YOUR messages worth? What does our help mean to you?

Snow - Sleet - Freezing Rain

We all know what winter is like here in Michigan! Cold! The roads can be dangerous and employees can't always get to work. That's one reason you have us! Rochester Telemessaging Center is at your service 24 hours a day. Many of our clients forward their phones to us every evening and take them back first thing in the morning, but when bad weather arrives we CAN and often do answer your calls all day. We have "time of day" answering. That means we can have account profile information and a message template for your regular "after hours calls", and an additional profile and message template for the daytime calls that come in to our service when you just can't get in to staff your office.

We're a hardy bunch here in Michigan, we generally function just fine during storms, but, there are those times when we need a helping hand. We get our people in, we have four-wheel drive vehicles, we provide transportation when necessary, and we have all "hands on deck" when the weather demands, so that you can deal with your business, while we answer your calls. Call us if you'd like additional instructions for your calls for different times of day, or different circumstances. We're here 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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Refer a new client and receive a Base Rate Credit



The President's Letter

Dear Friends,

The second Monday in February is Clean Out Your Computer Day. (Who creates these "days"?) I suspect it would take more than a day to clean out my computer. I could devote the whole MONTH of February to organizing my computer!

My own fail safe filing system tends to stymie even me when I need something in a hurry. What did I name that report? Did I file it under Sales or under Financials? I did some searching on the Internet and here are some of the best tips I found...

Organize your folders, create sub folders and then organize your files within those folders. When naming your folders, keep the names short and simple.

Try to avoid using abbreviations, because there's always the chance you may forget what the abbreviation represents. (I've done that!)

Delete what you don't need – are you using that freeware you downloaded? How many emails do you really need to save?

With computers, we must know what we are looking for, or specific words in the document, before we can find it. With the tips above we can end the frustrating search and find that missing document; and if we still can't find it, well... Did I mention that Don't Cry Over Spilled Milk Day is February 11th?

Sincerely,

Herb Chinoski



Have You Moved or Made Major Changes Lately?

During the Holiday's we discovered that the main address we have for some of our clients is no longer correct; especially when your invoices go to a different address. It's easy to forget to tell us when you move to a different suite, a different street or, in one case, a different STATE!

It isn't unusual for us to be the last to know what is happening. When we are doing our job correctly we function in the background, keeping you in touch with your clients and callers with as little fuss and attention as possible. It's not just addresses that change; we have sometimes been in the dark about major personnel changes, too. Occasionally, we find we have someone listed in an account profile that has not worked with that company for a year or two. It happens when that person is only a backup and is rarely ever called. When employees leave a company, no one thinks to let us know.

Give it some thought. If you have had some major changes in the last year or two, call our Customer Care team and ask to review your account profile. Bringing things up to date is a great way to begin the year.

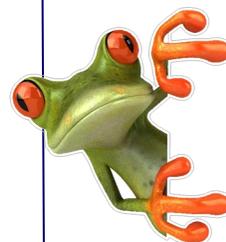


Life in 25 Words or Less

“One finds limits by pushing them.”

-Herbert Simon

Gotta' Giggle



What happens to a frog's car when it breaks down?

It gets toad away.