

The

complete

News

Updated: June 10, 2022

In the immortal words of Alice Cooper, "School's Out for summer." Hopefully you and the kids are looking forward to all the fun things summer has to offer, like concerts, swimming, hiking, cycling, or paragliding.



On 14th June 1877, the national observance of Flag Day happened for the first time. It was during the 100th anniversary of the stars and stripes of the flag and the same sort of celebration is still being continued today. On June 14, 1916—celebrating the creation of the first American flag back in 1777, President Wilson signed off on setting up as Flag Day every year.

And as always, we appreciate your feedback, which you can send to chuck.k@complete1.com

Our People

Welcome to the team!



Meet **Finesse Rhodes**, our new collections specialist in Waypoint Charlotte.

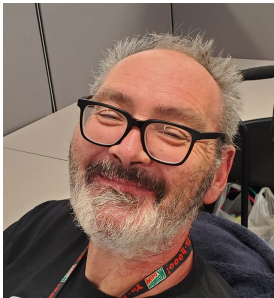
Finesse comes to us with a background in collections, customer service and account management. When she is not working she enjoys reading, shopping, traveling, and trying new foods. When asked what her favorite thing about Waypoint Charlotte is, Finesse says "How welcoming my peers and co-workers have been!"

Movin' on up!

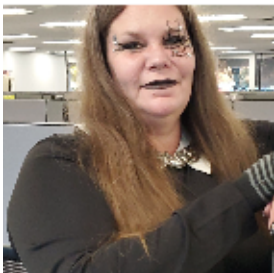
Congratulations to the following individuals who have leveled up this month!



Luana De Lacy Moore - Customer Experience Associate III



Jim Perryman - Customer Experience Associate III



Ruth Mallow - Customer Experience Associate III

Now Hiring!

- Systems Engineer
- Staff Accountant
- Quality Assurance Manager
- Client Relations Manager
- Call Center Supervisor
- Coming soon: Director of Sales

Check out all openings at our career site on [Indeed.com](https://www.indeed.com)

Do you know someone who might be interested? Refer them and take advantage of our [employee referral program](#) (\$300 after the referred employee hits 90 days).

Town Hall Meetings - THIS WEEK!



It is once again time for our Quarterly All Employee Town Hall Meetings! The purpose of these meetings are to bring together our team members from all around the world to share information, learn what's going on throughout the business and recognize achievements. It's also a great opportunity for us to have a little fun and if you come into the office, you get to enjoy some pizza!

There will be four sessions to accommodate everyone while still meeting the needs of our customers. Meetings will be held on site and in virtual. We encourage everyone to attend. If you are unable to attend your scheduled session, please reach out to your direct leader to make arrangements to attend another session.

| June 15th Virtual / in Person | June 16th Virtual- Person |
|-------------------------------|-------------------------------|
| Group 1 (10:30 am - 12:00pm) | Group 1 (10:30 am - 12:00pm) |
| Group 2 (1:00 am - 2:30pm) | Group 2 (1:00 am - 2:30pm) |

Community - Volunteer Day off with Pay

After last week's article about the Golf for Kids Sake, I mentioned our company benefit of a Volunteer Day off with Pay. I immediately received an inquiry from Josh Dillon, a Collections Associate from our Jacksonville FL office who asked if he could volunteer at the Humane Society AND get paid. And I said, "of course". Sound too good to be true but we really believe that Complete Recovery gives us a chance to make the work a better place in of the communities we work in. If interested in learning more, reach out to Chuck.k@complete1.com like Josh did or you can find out more [here](#).

Our colleagues in our Charlotte, NC office are currently making plans to partner in support of their local [Ronald McDonald House](#). Look for more details coming soon!



Team Member Spotlight



Krystal Torres

Krystal Torres = Smooth Operator! Kudos to Krystal Torres ! Comcast just sent feedback during a recent call review telling us how great Krystal's call was! Fantastic work, Krystal! Thank you so much for implementing all the feedback and creating "moments of magic" with our customers!

Greetings from Bogota, Colombia

"Luke and I had the opportunity to travel to Bogota Colombia this last week where we had the amazing opportunity to see our Colombia team in action. Some highlights from our trip are as follows:

- Met with all of the department leads for Airttech to better some of the exciting things they are doing there
- Held focus groups with the agents to understand what is going well and where we have some opportunities. One of the greatest pieces of feedback that we heard loud and clear was that the Culture there is amazing and aligns really well with our One Team Complete culture.
- Completed side by sides with some agents
- Visited the new location

Luke and I were treated so well, except for that street vendor that called me out for having a "culo grande." Thank you team Colombia for being such great hosts and helping us to feel a part of the family there." - Miles Jensen





TOP 9 BEST PERFORMERS

TEAM COLOMBIA

| AGENT | QA |
|------------------|--------|
| GIOVANNA PACHECO | 58.00% |
| CLAUDIA CARO | 53,33% |
| LAURA BOADA | 50,42% |

| AGENT | PROMISES PER HOUR |
|------------------|-------------------|
| CAMILO.PEDREROS | 6.13 |
| PAULA.RAMOS | 5.37 |
| OSCAR.LASPRIELLA | 5.33 |

| AGENT | WRAP UP- SEC |
|----------------------|--------------|
| ESPERANZA.ECHEVERRIA | 9 |
| PAULA.PRIETO | 11 |
| DAVID.RAMIREZ | 13 |



Upcoming Events

All Employee Town Hall Meetings - June 15th and 16th

Chet Kastner and Reyna Perez to visit Johannesburg, South Africa - July 9th -15th

Juneteenth Holiday - Monday, Jun 20, 2022

Leadership Team Quarterly Meeting - June 22nd and 23rd, Jeff Parker, Penny Ham and Pam Harris to attend in Utah

Elizabeth Rodriguez to visit Bogota, Columbia - June 26th through July 1st

USA Independence Day - Monday, July 4th Holiday

Question of Week

Which brings us to this week's winner of the Question of the Week...Drum Roll please...Juan Gutierrez, from Bogota, Columbia is this week's winner of our random drawing, correctly identifying that BBBSU golf for kids sake raised \$60,000! Juan will be receiving this week's prize!

This week's question?

Who sang "School's Out"?

E-mail your answers to chuck.k@complete1.com or look for a box at a center near you!

And don't forget to check out...

The
completeRECOVERY
Story
a Podcast

PODCAST

The Complete Story

The Complete News committee is comprised of a diverse group of community members including: Miles Jensen, Candy Grady, Mariam Green (Taylorsville), Elizabeth Rodriguez (Texas), Tatiana Rodriguez (Bogata), Tammy Honeywell (Charlotte)

Recipe of the Week



Colombian empanadas

Colombian empanadas are traditionally made with a cornmeal dough, pre-cooked yellow cornmeal to be precise.

The filling is stew-like and dense, usually made with beef or chicken, and potatoes or rice.

The half-moon shaped empanada is deepfried, and served with ají picante (Colombian Hot Sauce).



VEGAN COLOMBIAN EMPANADAS



In this post I share a recipe for vegan empanadas, and although plant-based, it is inspired on the traditional Colombian empanada.

INGREDIENTS



vegetable oil for frying

EMPANADA DOUGH:

- 2 cups pre-cooked yellow cornmeal for example from the brand P.A.N.
- 2 cups hot water
- 1 tbsp vegetable oil
- salt



FILLING

- 2 big potatoes, peeled, diced in small cubes
- 50 grams green peas
- 70 grams chickpeas, ready to use canned or freshly cooked
- 4 tbsp hogao
- 1 small handful of chopped cilantro
- salt and pepper

PREP TIME

30 mins



SERVINGS

12 empanadas

CUISINE

Colombian



COOK TIME

45 mins

TOTAL TIME

1 hr 15 mins

INSTRUCTIONS



1. Mix all ingredients of the dough together in a bowl using a fork. Leave the dough for 20-30 minutes
2. In the meantime, preboil the cubes of potato and the peas until cooked
3. Mix all ingredients of the filling together in a bowl: boiled potato and green peas, chickpeas, hogao (tomato onion sauce) and cilantro. Mash the mixture slightly with a fork, as to get a homogeneous mixture. Season well with salt and pepper
4. Return to your dough and mix again, now with your hands. If the dough is too wet, add a little bit of cornmeal. If it's dry and falls apart, add some water. Divide the dough in 12 balls, about the size of a golf ball
5. When using a patacon press: place one ball of dough between non-stick paper in the patacon press. Flatten it evenly into a disc
 - When using a rolling pin: place one ball of dough between non-stick paper and use a rolling pin to flatten it evenly into a disc

INSTRUCTIONS



6. Leave the dough on one sheet of the non-stick paper and place filling on half of the dough, leaving the edges clear
7. Fold the other half over the filling, using the non-stick paper. Use your hands to carefully close the edges. You could also use a fork. It is important that the empanada has no little holes in it, as to prevent oil getting in
8. Repeat this process with the other balls of dough until you have 12 empanadas
9. Heat up the vegetable oil in a frying pan. You will need a layer of about 2 cm of oil in the pan
10. Fry the empanadas in batches for about 2 minutes per side, until golden. Drain excess oil by putting them on paper towels
11. Serve immediately with ají picante

NOTES: Empanadas taste best the same day.