

The

complete

News

Updated: July 22, 2022

2022 is Over Half Way Through

We are just over half way through the year and what a first 6 months it has been! From new projects like Spectrum to onboarding two new businesses, we have accomplished a great deal.

As a part of our Complete culture, we believe in our pillar of Success,



To help measure success, we have a formal performance review process that includes:

- The establishment of Key Performance Indicators (KPI's) that allow us to work towards performance metrics based on our position.
- Periodic coaching sessions which include review of performance vs. goals
- A formal mid-year performance review and year end review for each team member

Your manager will be working with you over the month of August to reaffirm your goals, including allowing you to self-assess your performance to your goals, provide feedback on any barriers to success and allow your input on your key focus for the remainder of the year. Your Manager will also provide input on where they see your performance compared to those goals to ensure understanding and allow us to develop meaningful development plans for our overall organization.

“Self-analysis requires reconsideration of who we think we are. Self-awareness requires us to reassess where we came from and where we are going.”

— Kilroy J. Oldster, *Dead Toad Scrolls*

Now Hiring!

We are currently filling the following positions:

- Quality Coordinator
- WFM Supervisor
- Systems Analyst
- Project Manager
- Lead Software Developer

Check out all openings at our career site on [linkedin](#) or [Indeed](#). 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).

Welcome to the Team



We are pleased to welcome **Lucia Mhlongo** who joined our team in Johannesburg as a QA Analyst on July 1st 2022 and **Mduduzi Mabaso** who joined as a Team Leader on July 4th 2022.



“My name is **Mduduzi Mabaso** and I have recently joined the Complete Recovery family, my first official day was July 4th 2022 and I had an honor of meeting the founder and president of Complete Recovery on my second week upon joining the team, I have a strong passion for customer service and I love motivating team members and driving performance. I am also a vocalist/songwriter and I enjoy making music and playing board games during my spare time. I have a 6 year old baby boy and he is the light of my life and the reason why I get up every day and do what I love most, which is delivering the best customer service. My favorite quote is "Good enough is not good enough if it can be better and better is not good enough if it can be best.”

WEBEX: Are you active?



We are 89% activated on Webex, bringing our company one step closer to having a universal communications tool to help us deliver on our pillar of Collaboration. Thanks to everyone who has activated their accounts and are already actively using Webex to communicate with each other.

In the coming weeks, we will continue to explore, develop and design teams and spaces to make this tool even more beneficial. Once we have migrated everyone over to this powerful platform, we will discontinue our use of other tools, such as Slack and Teams as one of our communication tools, so now is the time to get actively involved in using this great new tool. And now is also a great time to remind ourselves that change often brings temporary discomfort but long term gains.

Upcoming Events

Utah Pioneer Day - July 24th (observed July 25th with ice cream in office)

August 15th - Complete Recovery Founders Day!

July 30th - Johannesburg, Barbeque

Save the date for **Summer Parties**:

Taylorsville- September 17th

Jacksonville - September 22nd

Charlotte - September 24th

Austin - October 1st

Question of Week

Guess who won this week's Question of the Week...Drum Roll please...Cameron Bolin, a Customer Experience Associate II in Utah who correctly identified that tNPS stands for Transactional Net Promoter Score. Congratulations Cameron!

This week's question*:

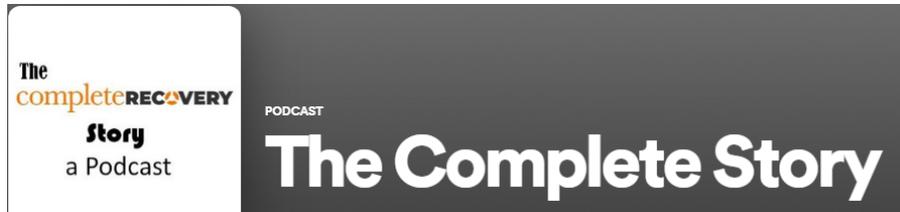
What was one of Complete Recovery's Five Pillars that was referenced in this newsletter?

*All answers must be submitted by end of business Thursday to be included in the weekly drawing.

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

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

And don't forget to check out...



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 (Bogota), Tammy Honeywell (Charlotte), Mduduzi Mabaso (Johannesburg)

Bonus Recipe of the Week

Pollo Asado

This easy Pollo Asado recipe is marinated in a mixture of lime and orange juice, Mexican herbs and spices and achiote powder to achieve its signature red-orange color. Grill it, roast it in the oven or even make it in the slow cooker!

Prep Time 5 mins

Cook Time 30 mins

MARINATING TIME 2 hrs

Total Time 2 hrs 35 mins

Course: Main Cuisine: Mexican Servings: 6 servings Calories: 306kcal Author: Isabel Eats

Ingredients

- 1/4 cup orange juice (about 1 medium orange)
- 2 tablespoons olive oil
- 1 tablespoon lime juice (about 1/2 lime)
- 1 tablespoon white wine vinegar
- 1 tablespoon achiote powder (ground annatto seed)*
- 1 tablespoon ground coriander
- 1 tablespoon coarse kosher salt
- 1 tablespoon minced garlic (about 3 cloves)
- 2 teaspoons smoked paprika
- 2 teaspoons dried oregano
- 1 teaspoon ground black pepper
- 1 teaspoon ground cumin
- 1/8 teaspoon ground cloves
- 2-3 pounds chicken thighs or legs, trimmed of excess skin and fat (I used skin-on bone-in thighs, but you can use skinless and/or boneless if you prefer)
- cooking oil, for greasing

Instructions

1. **Make the marinade:** Add all ingredients except chicken in a small bowl. Whisk to combine.
2. **Marinate:** Place chicken in a large gallon size ziploc bag and add the marinade. Close the bag, massage together to coat all the chicken and refrigerate for 2 to 6 hours. *(Do not marinate longer than 8 hours or the chicken will get tough and begin to break down.)*
3. **Prepare the grill:** Preheat grill to medium heat (350°F-375°F) for indirect cooking. This means light the burners (or charcoal) on one half of the grill, and leave them off on the other half. This creates a zone of direct heat and a zone of indirect heat. Grease the preheated grill grates to prevent sticking by wiping them down with a folded paper towel that's been soaked in vegetable oil.
4. **Grill:** Remove the chicken from the marinade and shake off any excess liquid. Grill chicken skin side down over direct heat for about 8 to 10 minutes with the lid closed as much as possible, until the skin is crispy and golden. Flip chicken over, move to indirect heat and grill for 15 to 20 minutes, until the meat is firm and the temperature registers 165°F. *(Don't have an instant-read thermometer? **Here's the one I recommend.**)*
5. **Time to eat!** Serve pollo asado with warm **corn tortillas** or **flour tortillas**, **Mexican street corn (elotes)** and **Mexican rice**.

Notes

- Don't have achiote powder? You can leave it out completely or substitute regular paprika in its place. It won't quite have the same flavor, but it will still be delicious!
- Not a fan of skin-on bone-in chicken? You can use skinless boneless chicken thighs or chicken breasts, too! Just make sure to adjust cooking times accordingly.

- To make in the oven - Marinate chicken according to instructions above. Remove chicken from marinade and shake off any excess liquid. Place chicken on a baking sheet lined with parchment paper or foil and bake in a 400°F oven for 30-40 minutes depending on the thickness of the chicken. The internal temperature should read at least 165°F on an instant-read thermometer.
- To make in the slow cooker - Add all ingredients into a large slow cooker. Add 1/2 cup chicken broth or water, mix together to coat the chicken and cover. Cook on low for 6-7 hours or on high for about 3 hours.
- Nutritional information calculated using 2 lbs chicken thighs.

Nutrition

Serving: 1 serving | Calories: 306kcal | Carbohydrates: 1g | Protein: 35g | Fat: 17g | Saturated Fat: 4g | Polyunsaturated Fat: 3g | Monounsaturated Fat: 8g | Trans Fat: 0g | Cholesterol: 198mg | Sodium: 930mg | Potassium: 465mg | Fiber: 1g | Sugar: 0g | Vitamin A: 0IU | Vitamin C: 0mg | Calcium: 3mg | Iron: 6mg

Pollo Asado <https://www.isabeleats.com/pollo-asado/>