

The complete News

Updated: August 12, 2022

A Message from the President

Many years ago a friend ran an incentive at his call center to see if they could increase the number of calls each agent took in a day. At the end of the campaign to his delight, he found that the team had increased the number of calls handled by 180%. He handed out lots of prizes and reveled in the success of his experiment. Pretty amazing right? However when they went through the call recordings they found the agents had given up quality in lieu of increased calls. In fact they saw a drop in sales and an increase in repeat customer calls. What looked like a win was actually a giant BOMB!

There's an interesting relationship to the quantity of work and the quality of the delivery. While some companies believe that a balance between the two is best, most enlightened companies would put more emphasis on quality. In fact there are famous stories of employees at Zappos (online shoes) staying on the phone with a customer for eight hours to help a customer. Complete and our clients also believe that quality is also king. Our clients have developed quality programs like S4X to help gauge the customer delight. When we review the program and our adherence to those programs, there appears to be some opportunity for improvement from our telephone agents. So I'd like to challenge all of the team members that talk to customers to focus on your quality scores. Yes there are some mandatory statements and maneuvering but beyond the fact that this is an expectation, it should be a guide for a fantastic call. If you're unsure how to improve, your supervisor or a trainer will take the time to help. Let's put quality first and show off our strong commitment to quality.

Aaron Meier



Now Hiring!

We are currently filling the following positions:

- Customer Experience Associate I - Taylorsville (remote options)
- Collections Agent - Charlotte, NC

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 - Room to Grow

Taylorsville welcomes “Team Awesome” who started equipment recovery training this week!





We are pleased to announce **Danny Hopman** has joined Complete Recovery as our new Workforce Supervisor, reporting to Danen Shiek and Chet Kastner, to assist with staffing our operations, ensuring we have the right people on the right calls at the right time. Danny will also be tasked with overseeing the Workforce Coordinators to maximize our overall operations. Danny will be working remotely from Phoenix, AZ and will be effective Monday, August 15th.

Danny has 5 years of experience in WFM, working internationally for 3 of those years. Throughout that time, Danny has gained experience in a variety of related roles, including analyst, specialist and consultant.

When Danny's not at work, he enjoys watching his favorite teams compete which includes the Patriots and Yankees. He also enjoys cooking and is known to play a game or two on his favorite system. And like many Utahns, he enjoys camping and hiking.

Please join us in welcoming Danny to the team as we look forward to what he creates in support of our operations!

Making Wishes Come True



The Complete Recovery family has been working with the Make a Wish Foundation for the past 5 years, helping to bring terminally ill children's wishes to life. We recently received the following message from Mackenzie at Make a Wish...

"Last summer, Complete Recovery, created a "Messages of Hope" video for wish kid Jillian while she was waiting for her wish to come true. I am excited to let you know that Jillian's wish to go to Hawaii has officially been granted! See below for some great photos and quotes from her family about their experience. Thank you for being a part of her wish journey!

I'll keep you posted as we find your wish kid for this year. Thanks for all you do to bring joy to our wish kids!"

Thank you for helping grant wishes like Jillian's.



Jillian recently returned home from her wish trip to Hawaii! Jillian's favorite part of the trip was snorkeling on the catamaran. Jillian had the time of her life watching sea creatures in their natural habitat. She also enjoyed the peacefulness during this experience. She loved being able to experience this with her siblings. Jillian learned how to surf in Hawaii, which she was very excited about! Learning to surf has always been a dream of hers, and she was able to get up on her second try! Jillian was pleased and proud. She has so much fun watching her siblings and dad try to surf too.

Jillian's mom loved having a whole week in a new place, doing new things that Jillian and her siblings had never experienced before. Both of Jillian's parents agree that there was no better feeling than seeing Jillian smile the whole trip and hearing her constant comments, "I can't believe we are here, I can't believe we get to do this, it is SO beautiful here." Jillian's mom said, **"It was such a blessing to let Jillian and her siblings experience so many YES days, yet see and hear their gratitude for it all. Such a dream & blessing."**

Jillian and the whole family lived each day to the fullest while in Hawaii. They snorkeled multiple times, attended the PCC, hiked rain forest, hammocked on the beach, swam in the ocean, laid poolside, swam in a waterfall, shopped, walked, ate, chatted about life and moments, and so much more! Jillian's mom said, **"We can't say thank you enough for this amazing, memorable, life-changing wish for Jillian. We didn't even realize how much it would change and affect her and our family's spirits. We can never say thank you enough. We are humbled and so grateful."** Their family plans to become volunteers at Make-A-Wish so other children and families can have the same healing and memorable moments.

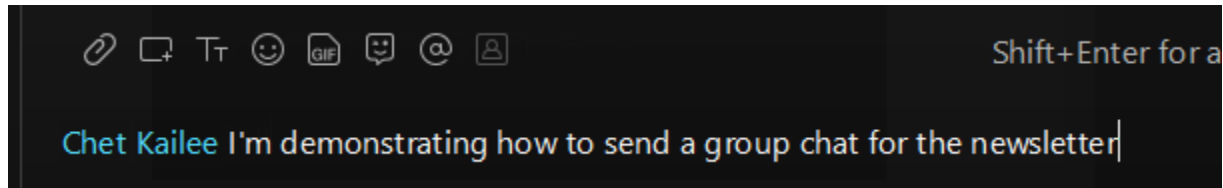
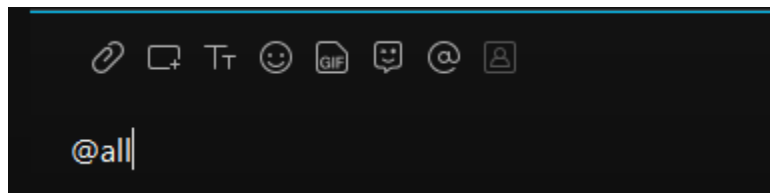
Thank you for your generous contributions. Your support gives Jillian and kids like her resiliency and hope as they battle life-threatening medical conditions.



WEBEX tip of the week: Group Chat

As we continue to learn all about our newest communication tool, Webex, we continue to find helpful tips we will share with you all. This week's tip is how to direct chats in Webex spaces. If you belong to a particular team or space, you can send messages with all individuals in that space by first typing @all. This will ensure everyone see's your message. But what if you want to direct your message to two people in the space? Simply type @"their name" and select them,

then space and repeat for other individuals. In this way, you will be directing your message to those you really want to see it.



Upcoming Events

August 15th - Complete Recovery Founders Day!

August 17th - A very special lunch w/Aaron Meier in Taylorsville

September 5th - Labor Day Holiday

September 7th and 8th - 3rd Quarter Leadership Meeting

September 13th and 14th - Town Hall Meetings

Save the date for **Summer Parties**:

Taylorsville- September 17th

Jacksonville - September 22nd

Charlotte - September 24th

Austin - October 1st

October 31s - Halloween!

Question of Week

This week's winner of *Question of the Week* is (drum roll please) Justin K Hazel, a call center associate in Jacksonville, FL. Just correctly identified Founders Day as August 15th. Congratulations Justin, your prize is on it's way!

This week's question*:

Based on the picture in this edition of the news, who is Aaron's favorite band?

*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...



Our latest episode features **Elsa Palacios** , a 10 year veteran of Complete Recovery.

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

Bonus Tip of the Week

The video conference has become a standard part of our work environment. How do we make the most out of this type of interaction? Check out these tips below:

<https://www.bluejeans.com/blog/video-conferencing-etiquette>