

# The complete News

Updated: August 5, 2022

## A holiday on the horizon

*Observation of the Labor Day Holiday, Monday, September 5th*



### What's the meaning of Labour day?

Labour Day is a day to honor workers and commemorate the labor movement. The day is often marked by parades and political demonstrations focused on the rights of workers and proper working conditions. Labour Day is observed in many places but is sometimes called International Workers' Day or simply Workers' Day.

In recognition of this holiday, all of our operations will be closed on Monday, September 5th, 2022.

## Are you reelin' in the years?

Remember the day you started a new job? You may have thought, “will I like the people I work with?” or “will I be able to handle this?” This quickly changed to, “Wow, I really like these people I work with!” and “I’m really good at what I do!” and before you know it, your “job” just became a “career” to be proud of. With that, let’s celebrate the careers of our team members who are reaching a career milestone this month!

| Team Member                | Location     | Hire Day | Number of Years |
|----------------------------|--------------|----------|-----------------|
| Laryssa Rodriguez          | Round Rock   | 8/23     | 1               |
| Daniel Vargas              | Bogota       | 8/3      | 1               |
| Milagros Velazquez Naranjo | Taylorsville | 08/31    | 2               |

|                |              |       |    |
|----------------|--------------|-------|----|
| Michael Gray   | Charlotte    | 8/5   | 3  |
| Shannon Jensen | Taylorsville | 8/29  | 5  |
| Jake Payne     | Taylorsville | 08/04 | 6  |
| Stacy Estes    | Taylorsville | 08/09 | 6  |
| Marco Zapata   | Charlotte    | 08/01 | 11 |



## Now Hiring!

**We are currently filling the following positions:**

- WFM Supervisor
- Systems Analyst

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).

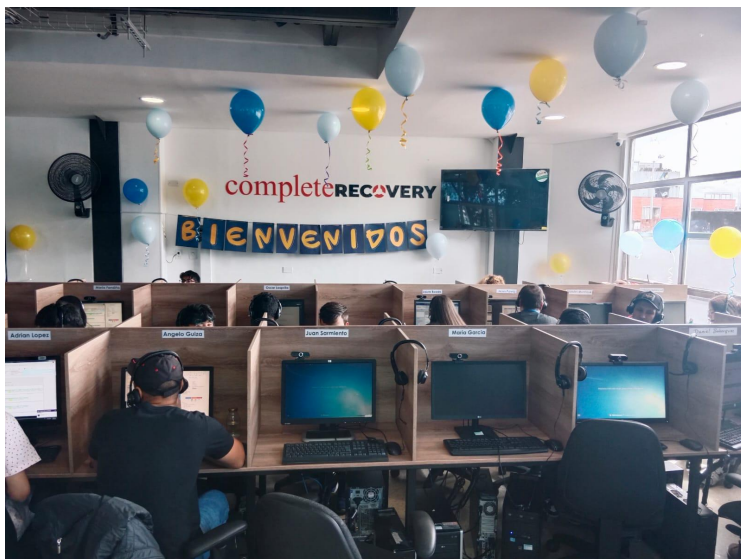
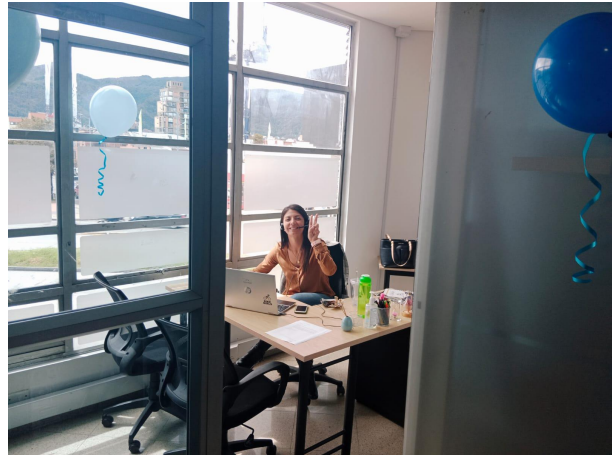
## Welcome to the Team - Room to Grow



We are pleased to welcome **Lebo Koloi**, Head of Offshore BPO with our partners in Johannesburg, SA. Lebo has over 18 years experience in the BPO/Contact Centre industry, having managed different outsourced clients from across the world; UK, USA, Germany and Australia.

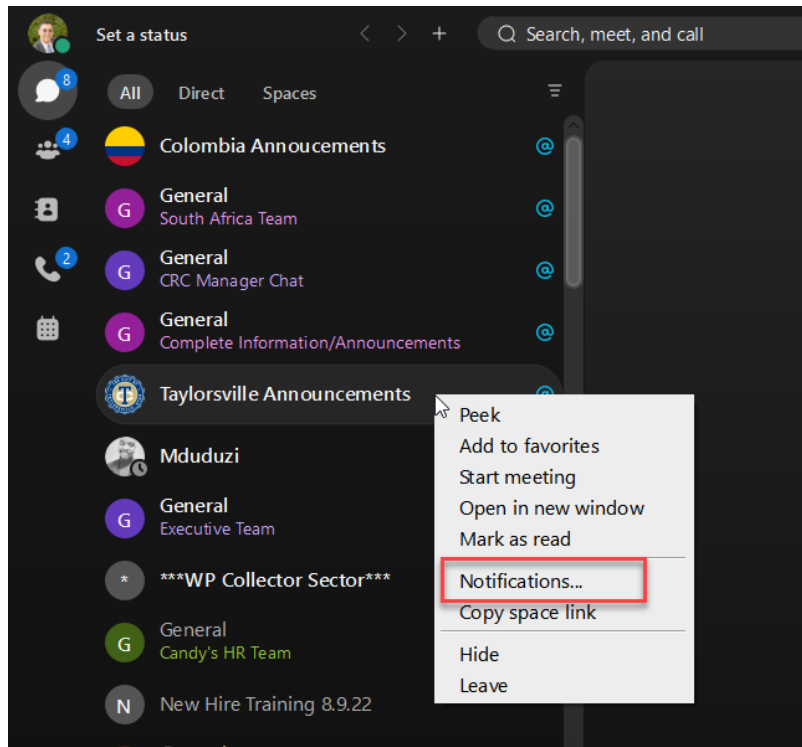


And congratulations to our colleagues in Bogota, Colombia who have grown into a beautiful new building! Enjoy!

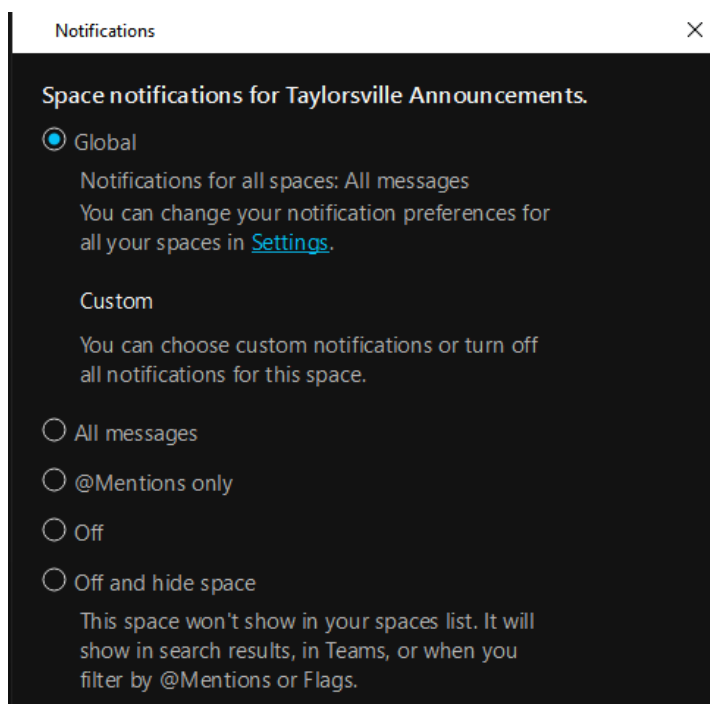


## WEBEX tip of the week: Notifications

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 set up and control your "Notifications" in Webex. If you belong to a particular team or space, you may get many notifications popping up on your screen, depending on how frequently this team/space is used. If you find that these notifications don't pertain to you, you have the option to Mute the notifications.



If you right click on any particular team/space you will see the following options.



Click on notification and you will open a menu of options. You can turn off all notifications, or you can choose to shut off notifications just for this particular space. You are in control!

## Upcoming Events

August 15th - Complete Recovery Founders Day!

September 5th - Labor Day Holiday

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

Save the date for **Summer Parties**:

Taylorsville- September 17th

Jacksonville - September 22nd

Charlotte - September 24th

Austin - October 1st

## Question of Week

This week we have the pleasure of announcing two winners of *Question of the Week* since we missed last week. For the week ending July 29th the Winner was...**Adrian Lopez** from our Bogota center and for the week ending August 5th, the winner is...**Sthabilejan Vundla** from our Johannesburg center. Congratulations!

### This week's question\*:

On what day do we celebrate the founding of Complete Recovery?

\*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](mailto: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](mailto: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**

Data privacy is a major concern in our industry. As individuals, we also need to understand the importance of protecting our information to avoid allowing someone to use it fraudulently. Check out these tips below:

<https://www.rocklandtrust.com/learning-center/business-resources/8-ways-to-protect-yourself-from-fraud>