

## Make a Wish Trunk or Treat a Howling Good Time!



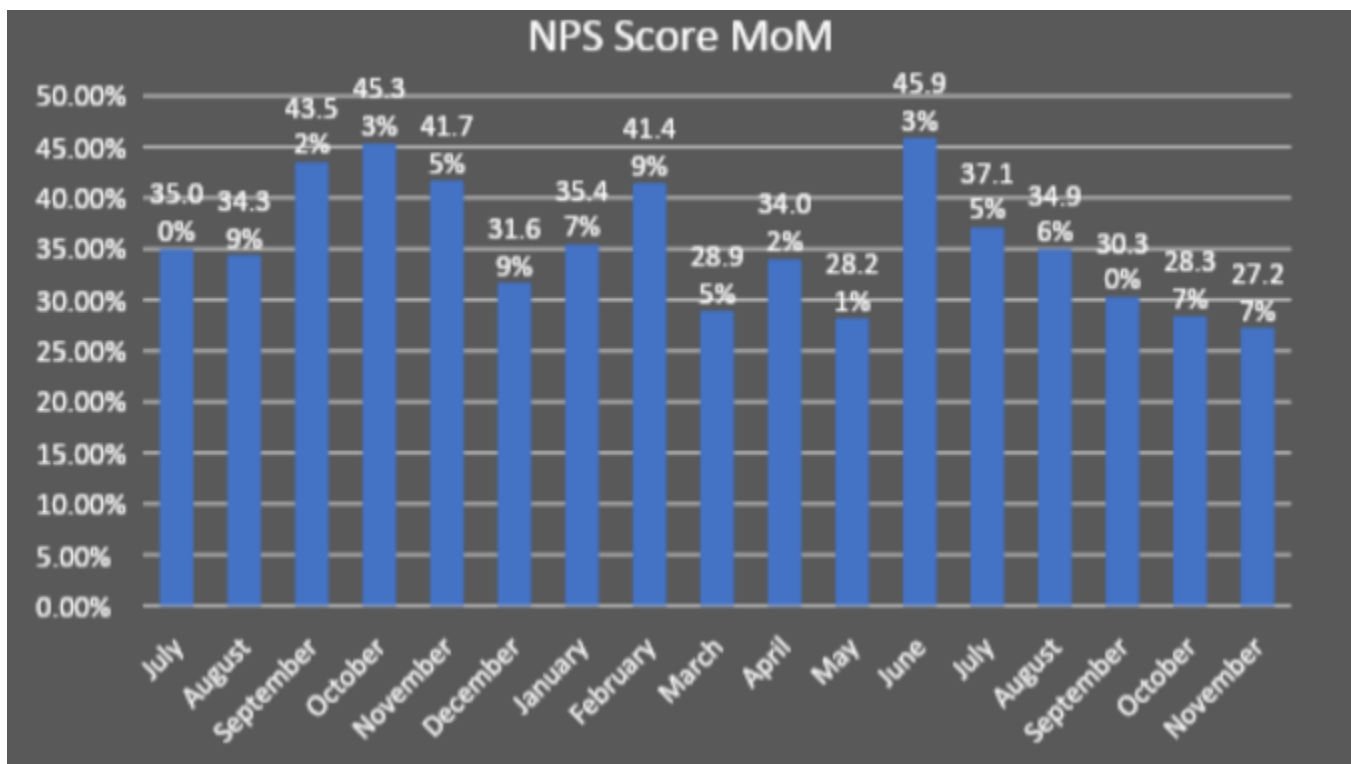
A halloween tradition at the Taylorsville Center is “Trunk or Treat for Make a Wish”. The team in T’ville chose a theme of Disney villains to scare the little children suffering from various ailments, as they handed out bags and bags of candy!

We are happy to support such a great organization as Make A Wish in support of our pillar of Community!

“We got to put smiles on 250+ Make-a-Wish kids' faces as we handed out candy and love. We have an awesome team!” - Aaron Meier



## What's Wrong With This Picture?



### Transactional Net Promoter Scores.

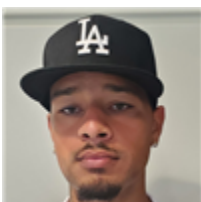
At the end of each 1st Party Payment call for Comcast, the customer is offered the opportunity to answer two questions:

**“What do you think about Comcast?”**

**and**

**“What did you think about the representative who assisted you?”**

While we have had some tremendous success in the past, recent surveys have shown a downward trend, bringing us to a new low. So, what can we do to impact these numbers? What do you do to create a great customer experience and develop a great brand image for Comcast? Send your suggestions to me at *chuck krivanek* via webex and we'll share the best suggestions in next week's newsletter!



The highest Tnps score is: Darian Johnson in our T'ville center with a 9.7/10 Xfinity score. When asked how he does it, Darian says he treats people as himself. He listens to the customer's needs and is warm and friendly with everything he does 😊 Thanks Darian!

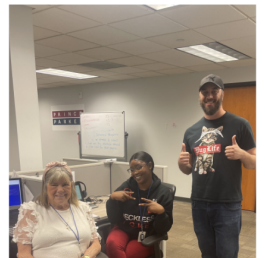
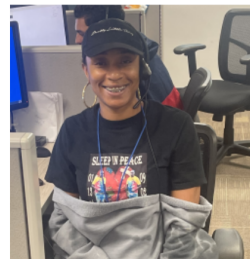
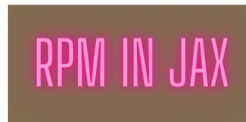
## Welcome to our newest team members!

A great group started this past week in our Charlotte office for PPA/WAYPOINT as well as a brand new group of RPM team members in our Jacksonville office. Welcome everyone!



Front left to right: Nnenna, Micah, Kailee  
Back left to right: Rickia , Puneet (PK)

And our newest team members are off to a great start in Jacksonville. It's been an interesting start but in the words of our RPM lead in JAX, Justin Hazel, "**Pressure makes diamonds and my reps and I plan to shine!!!**"





## Rockstars Keep on Rockin'



We are pleased to recognize the following Rockstar performers from our Waypoint operations. They have achieved great scorecard performance!

Pictured: Left Judy Reichard, right Darlene Williams  
Not pictured: Dean Muir-JAX, Derrick Miles- TX, Patricia DeLeon- TX

## Room to Grow



In June 2022, Bindy accepted the Interim Supervisor position and during her 5 months in this position, Bindy has done an amazing job in growing and developing talent, is the definition of “reliable” and has taken her team to #1 in the company in August and September '22. It is my pleasure to announce that Bindy has now accepted the “official” Supervisor role, where she will continue to lead and support her Call-Center Operations team.

Bindy started her career with Complete Recovery in September 2021 and has been an amazing asset to our organization. Bindy has an energy that is infectious to those around her! She is a leader amongst her peers, is always ready and willing to assist and brings a genuine care for our team members and customers. Bindy has over a decade of leadership experience in the Food and Automotive Industries and is thrilled for this opportunity to join an already established team and

dominate together!

In Bindy's spare time, you might find her at the bowling alley blasting some pins! She is also an avid motorcyclist and can frequently be seen cruising into the parking lot on her Yamaha. Bindy has three children (2 boys and 1 girl) and absolutely cherishes the time she gets to spend with her eight amazing grandbabies, ranging from 10 years in age, all the way down to 4 months.

Bindy will be reporting directly to Chet Kastner.

Please join us in congratulating Bindy Traver as she continues to find room to grow with Complete Recovery!

## Upcoming Events

October 31st - Halloween

November 4th - Aaron, Merlin and Miles to visit Johannesburg, South Africa

November 6th - Daylight Savings across the US

November 18th - T'Ville Chili Cook Off

November 24th - Thanksgiving Holiday - all centers closed

December 6th and 7th - Town Hall Meetings All Employee Meetings

December 14th and 15th - Quarterly Leadership Meetings

## Volunteering for the Holidays?



As the year winds down and we hit a traditional holiday season, it is a traditional time we think about volunteering and giving back to the community. If you are looking to volunteer, why not get paid? As Aaron mentioned recently, US based employees are eligible for a paid day off a year to volunteer in the community.

Interested in more information, send a message to Chuck Krivanek or discuss with your supervisor.

## Question of Week

This week's winner of *Question of the Week* is (drum roll please) And the winner is **Leah Greene!** Leah is part of our team in Charlotte, NC. She correctly answered that Cox Communications sent those cool socks to Neka Williams!

### **This week's question\*:**

Who is one Rockstar named in this week's newsletter?

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

Send a message with your answer directly **via Webex** to Chuck Krivanek!

And as always, we appreciate your feedback, which you can send to [chuck.k@complete1.com](mailto:chuck.k@complete1.com)



*And here is a quick tip: we post our podcasts on webex, but all of our podcasts can be found on [Anchor](#) and Spotify.*

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