

November General Election - Tuesday, November 8th



"The most important office, and the one which all of us can and should fill, is that of private citizen." - Louis Brandeis

Across the US, Tuesday is election day.

Employee of the Month - Bogota



This is Emmanuel Sanchez. He is a great collector for the XM team in Bogota.

"Hello, my name is Emmanuel Sanchez Prada. I am 27 years old. I am from Venezuela and a musician since I was 14 years old, currently married to my wife Oriana Sanchez. My future goals are to be a professional investor and to have the ability to analyze the markets to invest in the moments correctly so as to have many economic facilities to help my family in everything and my loved ones..."

We wish you the best in your future!

Our South Africa Team on the move!



Team South Africa has moved into their new state of the art building situated at 115 West Street Sandton in Johannesburg.



And this past week, they hosted Aaron, Merlin and Miles, who just happened to be in South Africa!

Our team in Johannesburg has really excelled in supporting our work for Cox Communication, Spectrum, Solar and AT&T.



Now hiring!

Waypoint is excited to be onboarding 7 new team members on Monday the 7th! What's exciting about this class? We will be remotely training agents in both our Charlotte and Jacksonville locations! We look forward to developing this new cohort of collectors!

And welcome to the Complete OCA Family RPM! Waypoint is excited to learn more about the RPM strategies and to embrace the new talent we will have access to from the RPM team. RPM has been in the industry for many years and has built a great brand. We look forward to enhancing our operations and strategies with the help of this talented group of industry experts.



Bottom left to right: Kristina Sharova, HR Manager, Paola Arellano, Operations Manager, Antoaneta Paskaleva, Controller

Top left to right: Howard George, Chief Strategy Officer, Lisa Ruiz, Client Services Manager, Tanner Campbell, Dialer Manager

Rockstars in Bogota!



And we have the rockstar lunch (the others have their lunches in the house)

From the left to the right:

Karol Avila, Jesús Pareja, and Adrian Lopez (the party host).

And our colleagues in Bogota never miss an opportunity to have fun. Check out a sample of their Halloween festive outfits. At least I think this was Halloween ;-)



Upcoming Events

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

December 25th - Christmas!

What are you thankful for?

As we move into November, now is a great time to think about what you are thankful for. One of the best things we can do to share our blessings in life is to help others. Check out these links for a way to help out in your communities:

Salt Lake City

<https://www.justserve.org/>

Lynnwood

<https://bestlocalcharities.org/find/processsearch.php>

Everywhere

<https://www.volunteermatch.org/>

Special Thanksgiving Recipes

Are you hosting Thanksgiving dinner this year? Not sure if the traditional turkey is for you? Then check out these great recipes submitted by Kristina Sharova and Antoaneta Paskaleva from our office in Lynwood, WA.

Latvian Famous Cabbage Rolls (Provided from Kristina Sharova who is originally from Latvia)

<https://latvianeats.com/cabbage-rolls/>

Bulgarian Thanksgiving Recipe (Provided by Antoaneta Paskaleva who is originally from Bulgaria)

<https://www.carolinescooking.com/tikvenik-bulgarian-pumpkin-strudel/>

Got a great recipe to share? Send it to us and we'll feature it in the next newsletter!

Question of Week

This week's winner of *Question of the Week* is (drum roll please) And the winner is **Maria Perez!** **Maria** is part of our team in Taylorsville, Utah. She correctly identified one of the Rockstars in the newsletter!

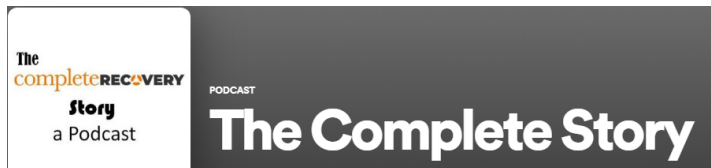
This week's question*:

Who is the Chief Strategy Officer for Complete/Waypoint?

***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



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), Ellie Tripp (Solar)