

## Hot Dog: We're off and running! Comcast West First Party Collections



Colleagues in our Taylorsville and Bogota office are off and running as they began handling first party collections for Comcast West Region as part of this exciting new project. To celebrate, the T-ville crew were treated to a hot diggity dog western hot dog lunch! We look for more great things to come as this project grows, just the sagura cactus of the southwest!

Thanks to Misty and Luke for the great start!



## Hot Out of the Gate!



Congratulations to **Jaleek Jones**, part of **Team MoneyCollector\$**, who received the coveted first payment taken award. Jaleek is pictured here with his wonderful trainer, Reyna "the cowgirl" Perez.

Keep of the great work Team MoneyCollector\$

## Elizabeth Rodriguez visits Jacksonville

"As I quietly organize the articles on my desk a mere yard from my dressing table and armoire, I reflect on the week I spent earlier this January in Jacksonville. I flew in on Sunday early enough to capture a few hours at Jacksonville Beach. For the first time, I touched the Atlantic. Cold at first, the water became comfortable the further I went in. I am not a *"just my feet"* type of soul and courtesy of the roaring waves, I got my first taste of the Atlantic too!

Monday morning came quickly and my heart was racing the minute I put the car in park. I was greeted by some familiar faces that gave life to the tiles on my google meets! It was great to connect with my onsite crew. After hearing "Liz, I need you" I loved being able to respond in real time and fix what needed fixing! We had one of our project leaders, Coko, join us onsite and connect with the team. She has been a ray of positivity and motivation since she joined my project and our meeting was overdue!

While onsite, the chief product officer of our operating system shared that she lived only hours away and made the journey to spend the end of the work week with me. It was time spent well, there were so many goosebump moments where I discovered the vast opportunity for customization and efficiency the system provided. Learning the system was as scintillating as fireworks are to the eyes. What a Delight!

The leaders onsite offered a warm welcome. Eric and Justin prepped me a spot, helped me navigate connecting to the network during my- which wire goes where moment. We rolled out info to the team

together so I won't say they are my partners in crime, but my partners in production! I worked with our newest sup on the project and we brought on a new training class for our evening shift. I quickly connected with a fellow Dallas fan and onsite lead Dean! I was able to meet a colleague out of Lynwood - Stacy Lucarelli who was also spending time in Jax during my visit. Somehow she has at this point had a whole convo with my dad about football, that her name



Coko, Tiera, Nicole, Micah, Liz

came up when my dad was recapping the last Seahawks game! So many gems and connections made on this trip!

My team asked me when I am coming back, and I'll tell you what I told them- I was sitting on the plane taking me home looking up flights back to Jax while the rest of the travelers were still boarding. One week was not enough!

There is so much more to take in and time I want to spend with my team! I can't wait to see them again. Anything I would do differently? Overpacking. I do this because I believe you have to be prepared for any scenario but I probably didn't need to pack 7 pairs of shoes. Pictures - I should have taken more pictures! On someone's camera roll out there is a woman wearing hot pink in the background being thrown around by the waves! #lovelife

### Coach's Corner: The Five C's of Trust

Organizations that are built on trust are more resilient, innovative and more fun to be a part of. Here are the 5 C's of Trust that can help us continue to work at the speed of trust.

Creating a high-trust environment isn't easy, but applying these five principles on a day-to-day basis will get you there—and closer to real resiliency.

#### [The 5 C's of Trust](#)

### Upcoming Calendar of Events

February	Day	Note
2/1/2023	Wednesday	Black History Month Begins
2/2/2023	Thursday	Ground Hog Day
2/2/2023	Thursday	Getting to Know the Business
2/8/2023	Wednesday	Nutun team to visit SLC
2/9/2023	Thursday	Nutun team to visit SLC
2/9/2023	Thursday	National Pizza Day
2/12/2023	Sunday	Superbowl Sunday
2/14/2023	Tuesday	Valentines Day
2/15/2023	Wednesday	Singles Awareness Day
2/20/2023	Monday	President's Day
2/21/2023	Tuesday	Mardi Gras
2/21/2023	Tuesday	One year anniversary of Waypoint

## Now Hiring!



As we get ready for the new year, it's time to find great new team members to join us! You can always find our current open positions at:

<https://www.indeed.com/cmp/Complete-Recovery-1/jobs>

We are currently hiring for:

**Monday, 1/23/2023 - RPM (Jacksonville) and Waypoint (Charlotte) hiring**

**Tuesday, 1/24/2023 - Equipment class**

**Other positions:**

**Training Manager - Taylorsville, UT**

**Accountant - Taylorsville, UT**

**Call Center/Collections Supervisor, Jacksonville, FL**

**And don't forget, referring people to work with us can pay! \$300 after a referred employee completes 90 days of employment!**

## Question of Week

We went a whole week with no submissions for Question of the Week (more like question of the weak). So this week's question is designed to change that dynamic!

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

What is your suggestion to get people to answer the question of the week?



How do you answer the question? Now there's an even easier way to submit your answers. [Click here](#) to submit your answer directly! You'll also have a chance to tell us what you think about the newsletter.

You get an entry on the prize wheel for a correct answer AND we'll post the winner in next week's edition of [The Complete News](#)!

**Feedback is a Gift!**

So do you want to recognize a co-worker? Do you have a great idea on how to improve our systems? Then click on The [Complete Feedback Form](#) today!



*And here is a quick tip: we post our podcasts on webex, but all of our podcasts can be found on [Anchor](#) and Spotify. Check out our latest episode, a conversation with Hadeel Ayesh, a team lead in our Taylorsville Center. [Click here](#) for the Complete Story!*

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)