

Memo



Ready Call Center
Innovating experiences

2017 is a very exciting year for Ready Call Center, with lots of changes such as New Senior Management Team (Bringing over 15 Years Global Call Center Management Experience to Belize), New Accounts (Customer Service, Technical Support, Data Analysis, Appointment Scheduling and many more), new vision (People First Initiative), Increased Employee Engagement, activities monthly calendar, continued education and development schemes.

Be ready for our Community Outreach Program, Sponsored Sports Competitions, Open Days and Job Fairs, Family Days, Facilities Management and Remodeling to include an improved break area, study facilities, even more growth and maybe a new site too...

I wanted to show you our positioning with our quality and ADH over the past 12 weeks.

Quality					Adherence			
WE	Score	Rank	Top Site	Score	Score	Rank	Top Site	Score
30-Oct	84.48	8th	Guatemala	90.51	88	6th	Dumaguete	94.2
6-Nov	83.33	8th	Dumaguete	90.34	85.8	7th	Dumaguete	93.79
13-Nov	85.65	7th	Honduras	88.78	92.1	4th	Dumaguete	94.25
20-Nov	89.84	3rd	Dumaguete	90.19	91.22	4th	Guyana	94.48
27-Nov	83.61	8th	Guyana	89.94	93.3	4th	Cebu	94.35
4-Dec	86.79	7th	Cebu	90.84	89.64	4th	Guyana	95.79
11-Dec	87.4	7th	Guyana	91.19	88.54	5th	Cebu	93.14
18-Dec	89.5	1st	Belize	89.5	91.25	3rd	Dumaguete	92.02
25-Dec	89	2nd	Honduras	89.62	73.91	8th	Cebu	92.52
1-Jan	85.07	6th	Dumaguete	89.66	69.06	8th	Cebu	92.36
8-Jan	78.84	8th	Guyana	91.63	88.28	4th	Dumaguete	93.96
15-Jan	85.09	7th	Guyana	89.5	92.3	1st	Belize	92.3

These are our **CORE METRICS**, we need **your** support in this team, please ensure that you arrive on time, at the start of the day and from your breaks, **adhere** to your schedule to the best of your ability and reach out should you require help, stay focused on your calls, delivery **quality customer service**, showing empathy and placing yourselves in the customers shoes. **With knowledge comes power** so also ensure you are completing your ORIs on time, reviewing your notifications and also ensuring you have full understanding of all the training flashes.

2017 is the start of the improved RCC, **and the success of our company depends on YOU!** Help us to help you.

If you have any suggestions please do not hesitate to reach out and let me know, also please let me know if you are not getting the support and coaching that you need to improve.

Thank you for your dedication, passion and loyalty to RCC and I look forward to working together in 2017, and beyond to get RCC back to the top.

Thank you

Jack Wells