



The Communicator

The Official Newsletter of Total Recall Message Center, Inc.
Spring 2003

David's Mumbles:

Would it surprise you to know that from 1/1/03-3/31/03 we answered 661,291 calls! That's 7,347 calls per day, 306 calls per hour, 5.1 calls per minute! More than 92% of these calls were answered by the 4th ring! During the course of a normal shift each of our operators process more than 500 calls.

Get a Free Month of Service! Do you know someone looking for an answering service? Give us a call or fill out the form on the back of this newsletter! If they sign up we will give you one month's service absolutely free!

HIPAA Compliance: No need to worry! Total Recall is HIPAA Compliant! The Health Insurance Portability and Accountability Act of 1996 (HIPAA) requires that we protect the privacy of caller's personal information. All of our staff has received instruction on HIPAA and they all signed a HIPAA non-disclosure agreement. Need a Business Associate agreement from us for your records? Please do not mail us your standard BA Agreement! Call us, we have a completed compliance letter specifically designed for answering services ready to mail to you! With more than 500 medically related clients it is not feasible to have an attorney review a different agreement for each of our clients. We appreciate your understanding on this matter.

Save some serious pocket change every month and maybe a little time too! Sign up now for autopay and stop mailing in your payments! Every month we will bill your credit card and send you a receipt for payment. For your convenience we accept Master Card, Visa and American Express! Can't get much easier than that! Call our office today for more information!

Visit our website "www.trmcweb.com" for: Pager guides, Tons of FAQs, basket loads of jokes and bumper snickers, and answers to all of life's little questions!

We appreciate your business and the faith you have placed in us! If I can be of any assistance please contact me.

David C. Geinitz, President
Total Recall Message Center, Inc
703-C S Main St, Horseheads, NY 14845
Office: 607-739-1650 or 800-724-2637
Fax: 607-739-1746 or 800-664-1433
E-Mail: totalrecall@email.com

"The human voice carries entirely too far as it is...and now you fellows come along and seek to complicate matters..." Mark Twain on the invention of the telephone.

Bumper Snickers:

Don't steal, the government hates competition.
Can I pay my Visa with my MasterCard?
The early bird gets the worm but the 2nd mouse gets the cheese
Every silver lining has a cloud.
Turn Signals: Not just for smart people anymore.
Your village called, their idiot is missing.
Boycott shampoo, demand real poo instead.
Men are proof that women have a sense of humor.
My child was inmate of the month at the County Jail.
You're just jealous because the voices only talk to ME.
Beauty is in the eyes of the beer holder.
I've lost my phone number - can I have yours?
I took a pain pill. Why are you still here?
Make it idiot proof and someone will make a better idiot.
Why is 'abbreviation' such a long word?
The gene pool could use a little chlorine.
huked on foniks werkd fer me
Children are like farts: your own are just about tolerable but everyone else's are horrendous.
I don't drive fast I fly low
Your child may be an honor student, but you're still an idiot.
The number of people staring at you is directly proportional to the stupidity of your actions.
Blow your nose, your horn works fine.
Horn Broken...Watch For Finger.
I'm trying to see things from your point of view, but I can't stick my head that far up my butt.
Real women don't have hot flashes, they have power surges.
Forget about World Peace.....Visualize Using Your Turn Signal!
If it doesn't fit force it; if it breaks it needed replacement anyway.
If you didn't get caught, did you really do it?
For him to get an idea, it would be a surgical process.
To err is human, to forgive is not Company Policy.

Check our website for more Bumper Snickers, jokes and such!

A few of the services provided by **Total Recall Message Center:**

Answering Services - Order Taking - Fulfillment -
Appointment & Reservation Services -
Product Info & Help Desk - Customer Services -
Virtual Receptionist - Dealer Locate -
Operator Services - Online Web Services

Save a tree and a buck or two!

Receive your messages via email instead of via fax! Not only will you save on fax paper you will also receive your messages faster! Call us today to activate this free service!



Tips for Effective Telephone Use:

The lowly telephone is an indispensable item of business equipment. Still, if improperly used, this necessary item can cause client dissatisfaction or loss of customers. Keep these tips in mind to use your telephone to the best advantage:

1. Telephone technology can create the illusion that you are running a much bigger operation than you actually are. BUT if you don't know how to use the technology properly, you will create instead the illusion of incompetence. Spend some time practicing and do this as often as necessary to help you remember those little-used procedures.
2. Consider using earphones instead of speakerphones. Speakerphones subject the caller to an annoying echo that makes it difficult to hear clearly.
3. Ask a caller's permission before putting them on hold. Reduce their annoyance by asking permission, explaining why they are being put on hold and by giving an estimated time that will elapse before you return.
4. Answer the phone with your business name and your own name. For example, "Hello. Jones Catering. This is Sandra Jones." If answering a call that has been transferred to you, answer with your name. Mistakes in transferring calls occur often enough that callers have little faith that the person saying "Hello" is really you.
5. Ensure that no more than four rings elapse before the call is directed to voice mail. If the phone is to be answered in person, try to answer in two rings. Avoid leaving a phone ringing indefinitely without answering. If switchboard operators leave their post for even a short time, ensure that incoming calls are switched to voice mail.
6. Customers arriving in person have priority over telephone customers. When talking to a customer in person, allow voice mail to pick up the phone call, or ask someone else to answer. When a customer arrives while you are talking on the phone, ask to place the caller on hold, then address the walk-in customer.
7. If you are using an 800 number, find out precisely what areas or countries can reach you using that number. Post that information on your web site or wherever the number is advertised. Be sure that your representatives don't respond to email messages with an invitation to call an 800 number that the customer cannot use.
8. Give a thought to time zones before phoning a customer or potential customer. If you're on the East coast of North American, that 9:00 AM phone call you place to a customer on the West Coast will wake them up at 5:00 AM. Or, if it's a B2B call, your 11:00 AM telephone appointment won't work unless you both understand the time zones involved. If you don't recognize the area code that you are calling, your local phone book will usually offer that information. Still don't know what time zone your caller is in? Check the World Time Server at www.worldtimeserver.com
9. Be aware that coffee drinking, gum chewing and cigarette smoking are clearly audible over the telephone. Instruct personnel to avoid these activities while talking on the phone.
10. If working from home, your business phone must be answered in a professional manner. Many telephone companies offer a service that in my area is called Smart Ring. You pay for only one phone line, but you have two different numbers - each with a distinctive ring so you always know whether it is a business call or a personal call. And you do know that your customers won't think it cute when your toddler answers the phone?

That's an amazing invention [the telephone], but who would ever want to use one of them?

Rutherford B. Hayes (1822 - 1893) US president (19th)
After participating in a trial telephone conversation, 1876

Free Service!

Get a Free Month of Service! Do you know someone looking for an answering service? Fill in the form below or have them call us! If they sign up we will give you one month's service absolutely **free!**

Contact Name: _____

Company Name: _____

Phone Number: (_____) _____

Contact Name: _____

Company Name: _____

Phone Number: (_____) _____

Contact Name: _____

Company Name: _____

Phone Number: (_____) _____

YOUR Name: _____

Your Company Name: _____

Phone Number: (_____) _____

Fax to: (607) 739-1746 or email: totalrecall@email.com
or return with your payment! Thank you!

Did you know that:

- The first "Hello" badge used to identify guests and hosts at conventions, parties, etc. was traced back to 1880. It was on that date that the first Telephone Operators Convention was held at Niagara Falls and the "Hello" badge was created for that event.
- About 20% of the lines in the US and 70% of those in the rest of the world do not use touch tone.
- The first female telephone operator was Emma M. Nutt, who started working for Telephone Dispatch Company in Boston on Sept 1, 1878. Prior to that all operators were men.
- The pay telephone was invented by William Gray and introduced to the public in 1891. By 1902 there were 80,000 pay phones in the U.S. Today there are about 2.2 million! The average number of calls per month from each pay phone is about 600, that's 20 per day.
- There are more than 1,525,000,000 miles of telephone wire strung across the US.
- Q & Z are the only letters that don't appear on the phone pad. 1 & 0 are the only numbers that don't have letters by them.
- The first coast-to-coast telephone line was established in 1914.