

The Collector Chronicle

NORTH AMERICAN RECOVERY

July 2021

America's Collection Authority

LAST MONTH'S LUCKY WINNER

The lucky winner of our client prize for the month of June is Utah Endodontics. They have been a client for nearly 15 years. We will be sending them a gift basket from the Chocolate Covered Wagon. Enjoy! ☺

UTAH ENDODONTICS

THIS MONTH'S PRIZE

This month we will be giving away a gift basket to The Chocolate Covered Wagon. Each client who sends new accounts this month will have their name entered into a drawing. At the end of the month, we'll draw a name, and if it's yours, you'll win the basket.

**Don't miss out on your chance to win;
Send new accounts this month!
Good luck!!**

Chocolate Covered Wagon

Gourmet Chocolates, Fudge, Caramel Apples, Popcorn & Salt Water Taffy

SUNSHINE & SMILES

By: David J. Saxton

President, North American Recovery

You need to exude sunshine and smiles! Really. I'm not kidding. When people see you, they need to feel your joy because sunshine and smiles are emanating from your being—if you want to be a great receptionist that is. We've had close to 50 receptionists over the last 28 years (we traditionally have two full time receptionists at any given time). Most have been good employees and stayed with us for a long time. There have, unfortunately, been a few that weren't the right fit. And alas, only a *select* few have been truly great. Why? Not everyone exudes sunshine and smiles. And I mean that with as much respect and admiration as I can muster.

It's not easy to have a smile on your face and always be happy. It really is a rare instance when you meet a person whose *genuine* persona is always positive. And I mean always. That's the definition of "exuding sunshine and smiles." People can feel it because of who you are and how you behave. It's one of the biggest compliments I can give, and it's also a requirement for a successful receptionist, and it *MUST* be genuine.

If people annoy you. If continually being asked the same question frustrates you. If entertaining the mail man every day and listening to his jokes bothers you. If having to be positive and happy each morning when the boss says, "Good morning!" is too much, a receptionist job isn't for you. However, if this all sounds good to you, you'll love being a receptionist.

Remember, the receptionist represents every employee, every manager, and the owner of the company. Even if a receptionist never sees anyone face to face, the same concepts apply. You need a smile on your face, you need to engage with people in a genuine, professional way, and you need to always be happy—no matter what. Above all else, you need to like people and like interacting with them. That's what it takes to be a good receptionist.

So, thank you to the great receptionists who have worked for North American Recovery over the years (including our current receptionist Emilee, she's one of our all-time best). It's been a pleasure working with you and I know you're spreading happiness everywhere you go because you're exuding sunshine and smiles. ☺☺



The Collector Chronicle is published monthly by NORTH AMERICAN RECOVERY for prospective and current clients. Please direct questions or comments to the Editor, Dave Saxton at: DaveSaxton@North-American-Recovery.com

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