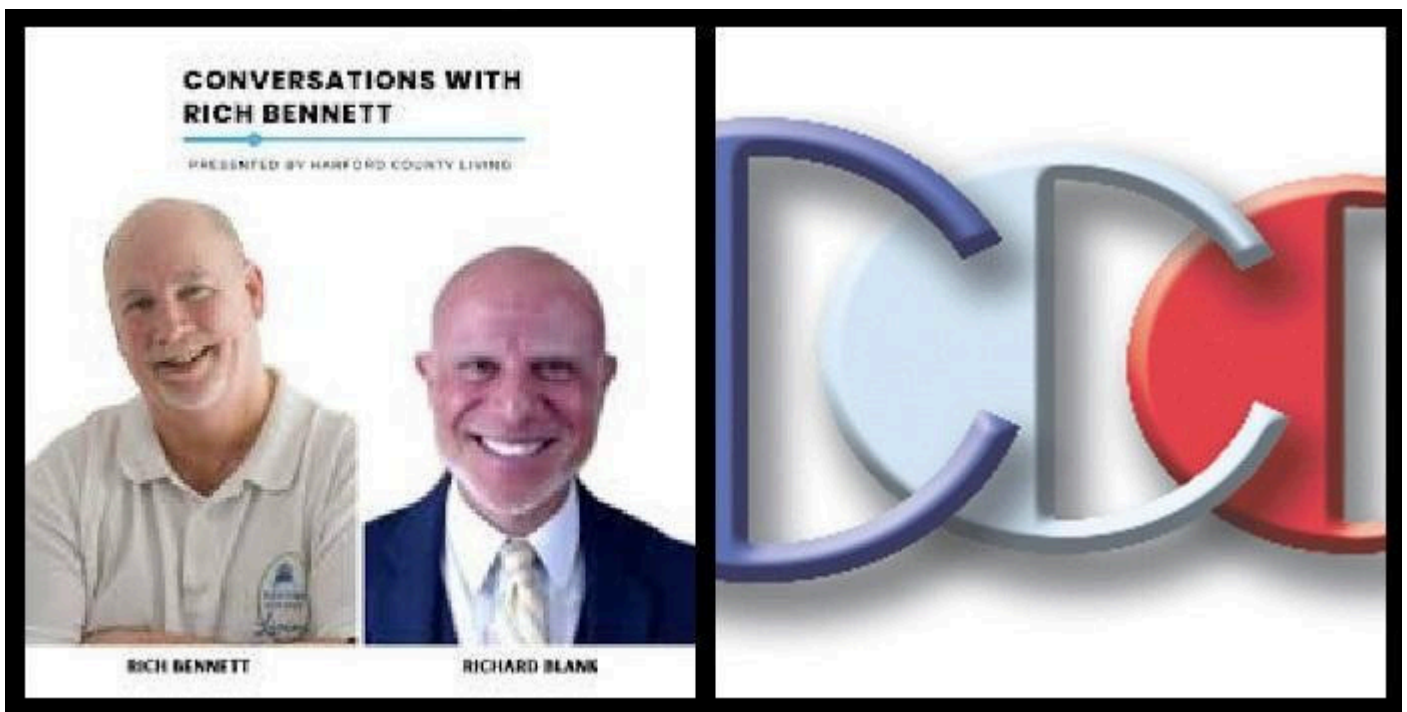




# Conversations with Rich Bennett. Beyond Business: Richard Blank on Creating Community by Connections

In this episode sponsored by Four Seasons Landscape & Construction Services, Rich Bennett engages in a profound conversation with Richard Blank, CEO of Costa Rica's Call Center. Richard shares his inspirational journey from his roots in Philadelphia to entrepreneurial success

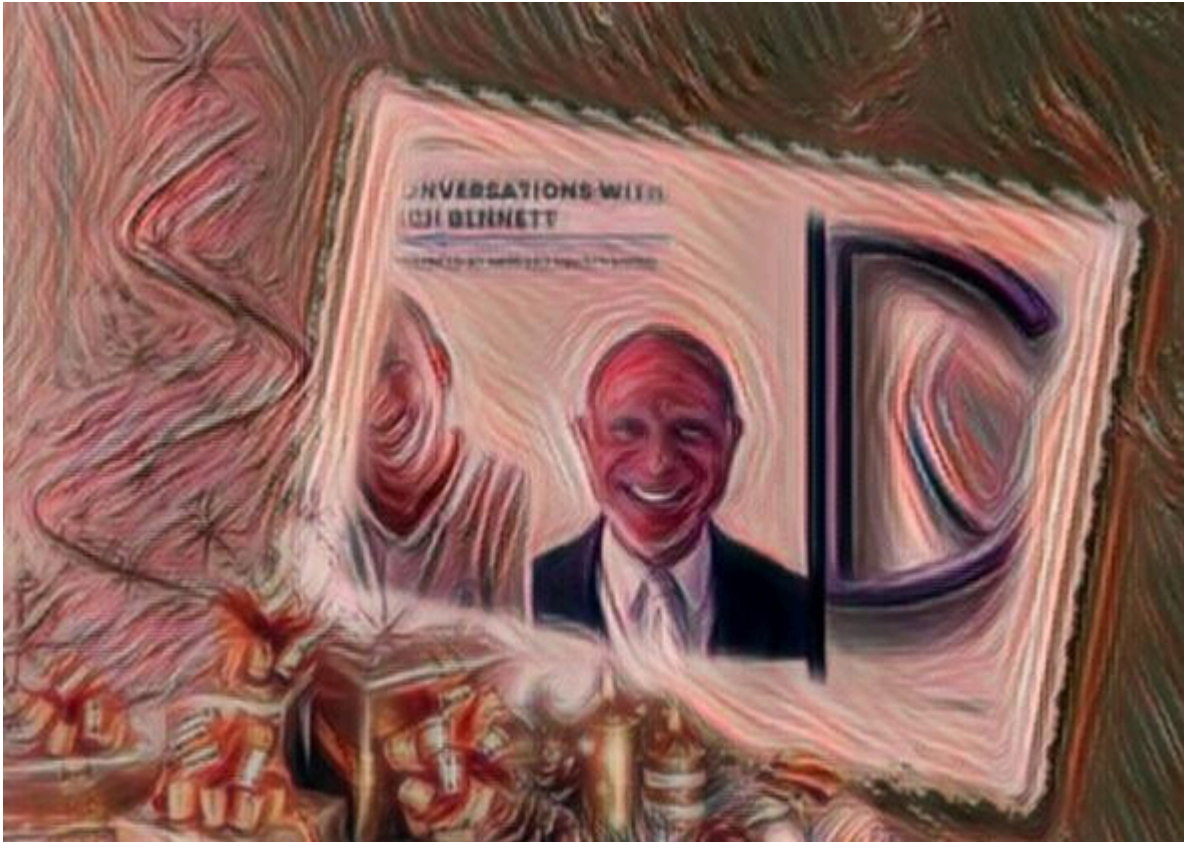


Dive into "Conversations with Rich Bennett," where extraordinary tales unfold.



Join Rich as he engages with diverse guests, from trailblazers to survivors, sharing stories that inspire and challenge. Each episode is a journey into the heart of human experience, offering insights, laughter, and moments of profound connection. Whether it's exploring the depths of

personal triumph or the intricacies of societal issues, this podcast promises to enlighten and entertain.



Join Conversations with Rich Bennett, where compelling stories come to life. Host Rich Bennett, often joined by cohosts, dives into extraordinary tales with guests from all walks of life—trailblazers, survivors, innovators, and more.



Together, they explore personal triumphs, societal challenges, and everything in between, delivering episodes filled with insight, laughter, and profound moments of connection.





Whether it's an intimate look at a guest's journey or a broader discussion on pressing issues, each episode is designed to inspire, entertain, and enlighten.

# *Four Seasons Landscape & Construction Services*

In this episode sponsored by Four Seasons Landscape & Construction Services, Rich Bennett engages in a profound conversation with Richard Blank, CEO of Costa Rica's Call Center. Richard shares his inspirational journey from his roots in Philadelphia to his entrepreneurial success in Costa Rica. He delves into how his passion for vintage jukeboxes and pinball machines isn't just a personal hobby but a cornerstone of his company culture, fostering a unique, engaging, and joyful work environment.



### Embracing Bold Life Choices

Let's see if you can swim with the big boys. Let's go division one, go abroad and see if you can really do this. Now I did when I was a junior in college, I lived in Spain for a year, which was excellent. You do a whole different podcast on that experience, but man, I was prepared. I was ready. I was in my late twenties. I was bold. I was brave and fortune favors the brave. You

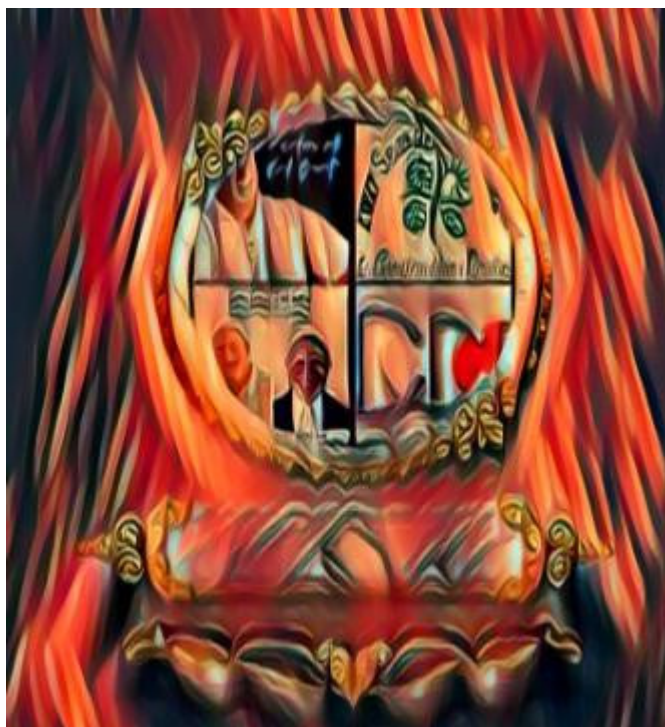


know that. And so I wanted to slay a dragon to save a princess and become a freaking prince. And I knew that I didn't take this. I would regret it for the rest of my life.



Full Circle: Reflecting on Gratitude and Community.

I have pride. I love being proud of where I come from and I love being humble and I love letting people know that if it weren't for you kind of things and, um, I don't know. It's just something where the circle becomes complete. I'm not a child anymore, but it gives me a chance as an adult to show homage and to show a certain sort of respect to my grandparents, parents, and community that raised me. And so, yeah, my man, that is something that I do that makes me very happy.

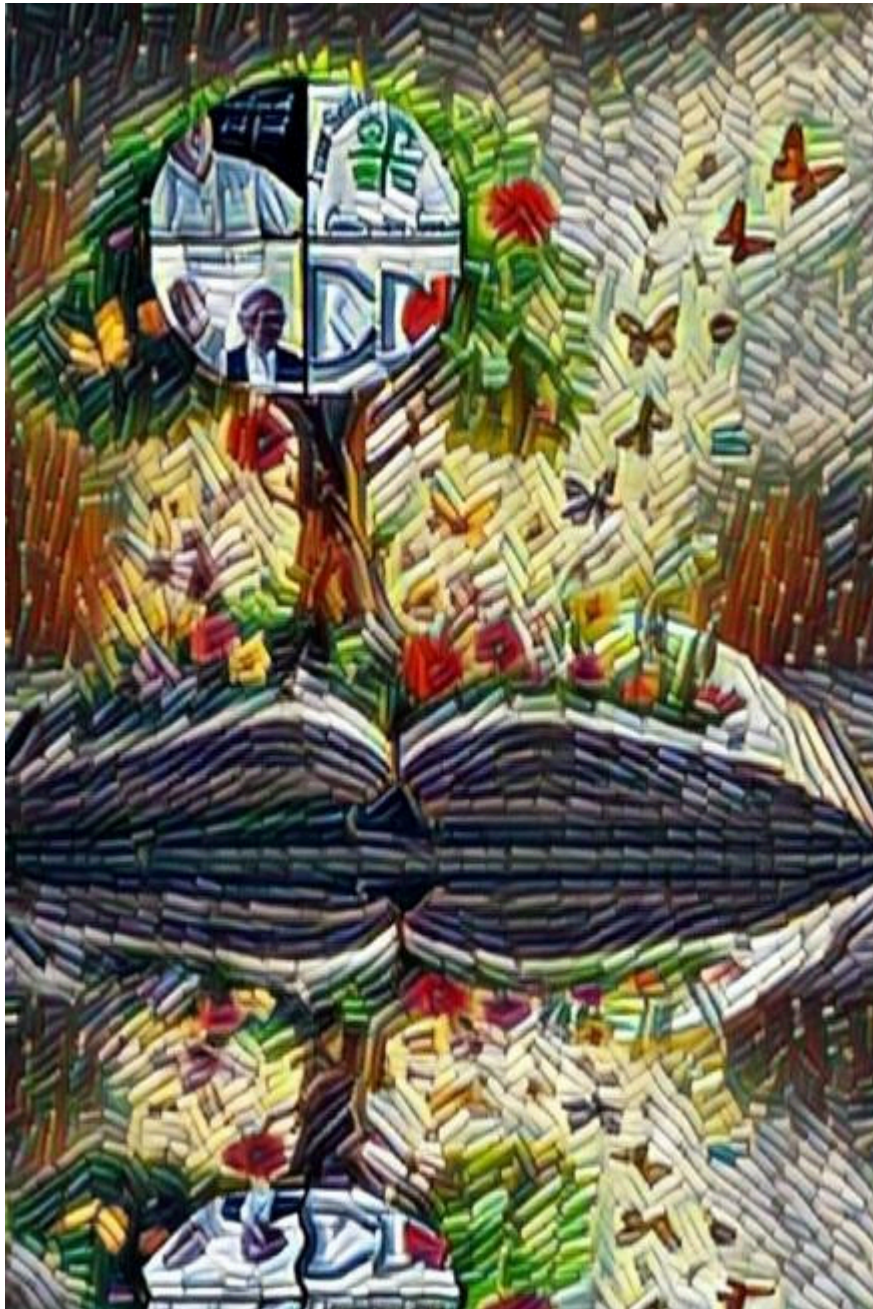


Richard emphasizes the significance of building genuine connections, not only within his call center but extending into the broader community through educational scholarships and local engagement. He highlights the importance of empathy, effective communication, and maintaining a positive outlook, which are key to his personal and professional philosophy.



This episode, supported by the dedicated services of Four Seasons Landscape & Construction Services, showcases how Richard Blank's approach to business goes beyond the conventional, integrating personal passions with a deep commitment to community and employee well-being, setting a vibrant example of leadership in the modern workplace.





Major Points of the Episode:

Richard's Journey: From Philadelphia to Costa Rica, detailing his initial move and the reasons behind establishing the call center in Costa Rica.

Incorporating Passions into Business: How Richard integrates his love for vintage jukeboxes and pinball machines into the workplace to create a unique and engaging environment.

Community Engagement: Richard's commitment to the local community, including his efforts in providing educational scholarships and fostering local engagements.





Cultural Impact on Business: Discussion on how Costa Rican culture influences the business environment and employee relationships at the call center.

Importance of Empathy and Communication: Emphasizing effective communication and empathy as critical components of his leadership and business model.

Positive Workplace Environment: Strategies Richard employs to maintain a positive and motivational atmosphere within the call center.



Personal Growth and Development: Richard's approach to personal and professional development, both for himself and his employees.

Vision for the Future: Richard's future plans for the call center and his vision for its continued impact on the community and the industry.

Description of the Guest:



Richard Blank is a visionary entrepreneur with a profound passion for blending business with personal interests and community engagement. Originally from Philadelphia, Richard's journey led him to Costa Rica, where he established a call center that stands out not just for its operational excellence but for its unique, vibrant culture.

Richard is an individual who truly believes in the power of integrating personal passions into the workplace, as evidenced by his incorporation of vintage jukeboxes and pinball machines into the call center environment. This not only adds a unique charm to the workplace but also fosters a joyful and engaging atmosphere for his employees, encouraging a sense of belonging and team spirit.



Deeply committed to community engagement, Richard extends his influence beyond the confines of his business. He actively contributes to the local community through educational scholarships and other initiatives, demonstrating his belief in the importance of giving back and building strong community connections.

#### CONVERSATIONS WITH RICH BENNETT

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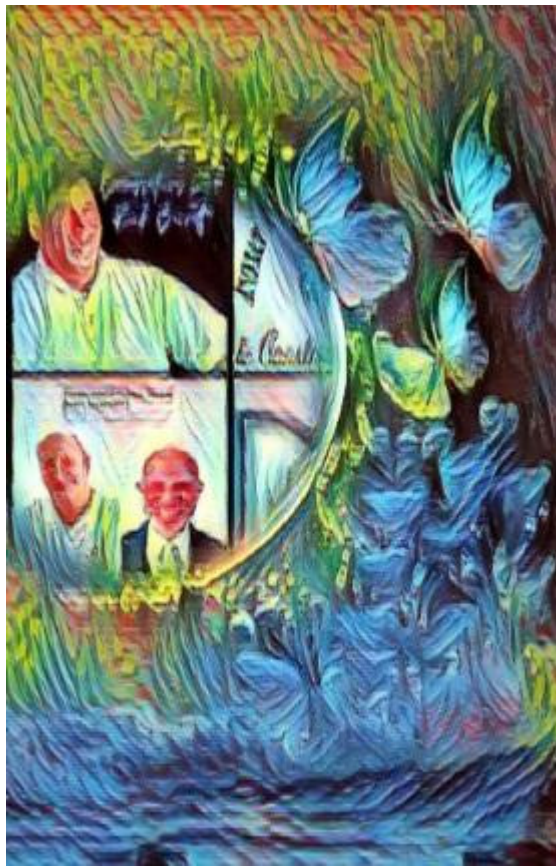


RICH BENNETT

RICHARD BLANK

A hallmark of Richard's approach to business and leadership is his emphasis on empathy and effective communication. He advocates for understanding and connecting on a personal level, qualities that are reflected in the positive and motivational environment he has cultivated at his call center.

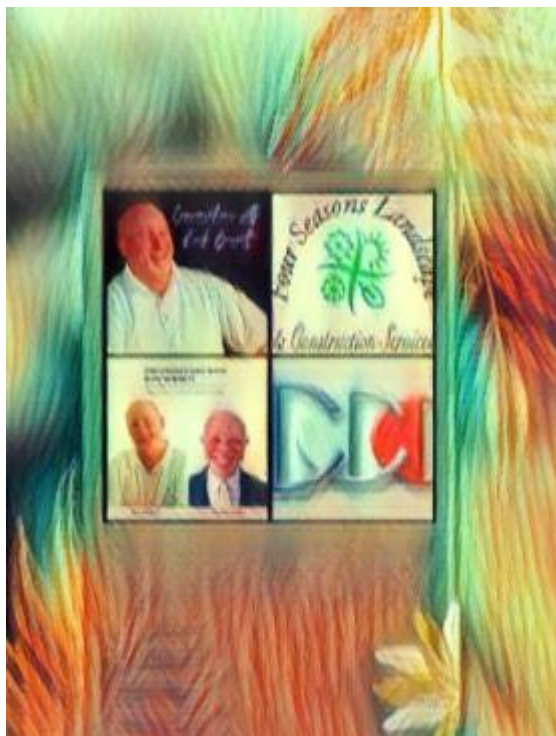




The “Transformation” Listeners Can Expect After Listening:

Enhanced Perspective on Business and Community: Gain insights into how business can be a platform for fostering community connections and contributing positively to societal well-being.

Inspiration for Workplace Innovation: Discover innovative ways to integrate personal passions and hobbies into the workplace, enhancing employee satisfaction and company culture.



Appreciation for Empathy in Leadership: Understand the significance of empathy and effective communication in leadership, and how these qualities can transform employee relationships

and productivity.

**Motivation for Community Engagement:** Feel motivated to engage more deeply with their own communities, recognizing the impact individuals and businesses can have on local development and support.

**Shift in Business Mindset:** Experience a shift in how they perceive the role of businesses in society, seeing them not just as profit-generating entities but as integral parts of their communities with the power to effect positive change.

**Personal and Professional Growth:** Be inspired to pursue personal and professional growth by fostering a positive, engaging, and empathetic environment in their own careers and businesses.

List of Resources Discussed:



Costa Rica's Call Center | Costa Rica's Call Center ([costaricascallcenter.com](http://costaricascallcenter.com))

This episode is sponsored by Four Seasons Landscape & Construction Services  
Engage Further with "Conversations with Rich Bennett"

Thank you for joining us on this inspiring journey with Richard Blank. If today's conversation sparked something in you—a desire to innovate in your workplace, contribute more meaningfully to your community, or simply embrace the joy in your daily work—we'd love to hear from you. Share your thoughts, stories, or even your own experiences of creating community connections in your business ventures.



### Passion: The Key to Unlocking Success

and so I decided to die with my boots on. I knew that if I was going to have a hero's journey and leave a castle, I got to do it on my terms. Because if not, I wouldn't have the leverage nor the advantage because You can have the education. You can have the cash behind you. But if you don't have the passion, the fidelity towards something, you're not going to go the distance. That's not the long play. And so at least at the end of the day, my friend, Rich, I knew I could live with myself if I decided to double, triple and quadruple down on a second language and just see where that would go. Little did I know that key opens so much.





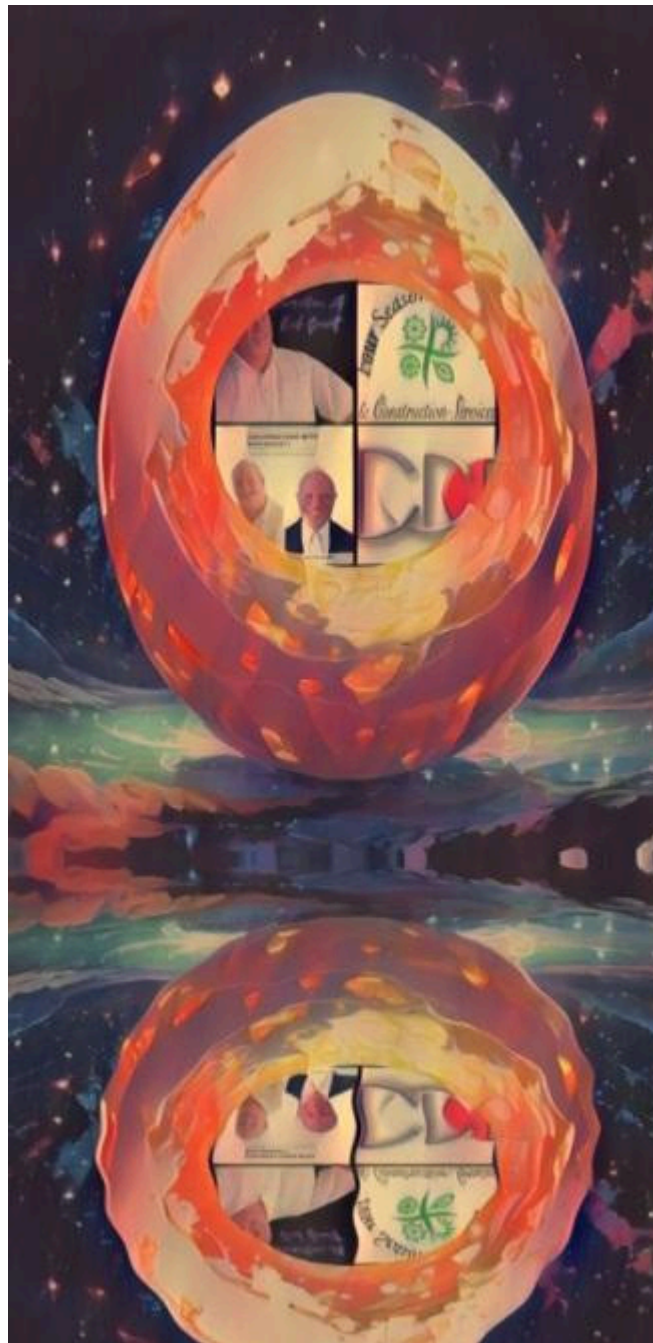
## Surprising Revelation: Writing Children's Books

I could go for a game of mini golf. You just floored me there. He's like, oh, yeah, I want to write children's books. Huh? Yeah, what am I going to be, writing books about law firms? You've got to be kidding me. No, I mean, all your knowledge, because you're also a keynote speaker, right? Yes. So all your knowledge, there's so much. And granted, what you've been doing is helping with the call center. Right. But just your, I guess, your, I don't want to say it's your philosophy on life, but everything that you're doing, everything that you have talked about, could actually help people in other types of business and not just business either. I want to say self-improvement as well.



## Hiring Philosophy: Squiring a Knight

You see recess and you see someone that loves me, loves you and loves this environment. And so through natural selection, when we're bringing people in, because I'm 150 strong, I don't have to bring in thousands. It's those that like the games. It's someone that can turn a piece of paper over rich and give me that coming of age moment in their lives when they beat up a bully or saved a cat. I'm going to hire them. And I love hiring people without experience because they're a squire to a knight. They have no bad habits. We can mold them. Come on. You know all about those big brother sort of movies.



Giving Back: Scholarship Initiative at Alma Mater.

Speaking of paying it forward, when I read your introduction, there was something in there about scholarships. You offer scholarships? Just for my alma mater. Just for a graduating senior from college, yes. I'll pay for their freshmen. Really? Yeah. Wait a minute, you're talking about University of Arizona? Oh, no, Abington Senior High School. Since I graduated there and I was a Spanish major, I went back and I said, if any kid's willing to learn a second language and really know it, I'm definitely going to pay for their books. And so you got to do that.

Unstoppable Spirit: Resilience and Life's Beauty.

There is that sort of thing that once your legs give out and your arms do drop, I don't know what the hell is in people, but they get off of these mountains and cross deserts and oceans.

There is a certain thing that is in you. that is not even physical anymore, that somehow pushes you forward. And for me, that's never stopped. And it's a nice thing to have that sort of anticipation of the beauty of life and good things to come.



Richard's journey in the call center space is filled with twists and turns. When he was 27 years old, he relocated to Costa Rica to train employees for one of the larger call centers in San Jose. With a mix of motivational public speaking style backed by tactful and appropriate rhetoric, Richard shared his knowledge and trained over 10 000 bilingual telemarketers.

Richard Blank has the largest collection of restored American Pinball machines and antique Rockola Jukeboxes in Central America making gamification a strong part of CCC culture. Richard Blank is the Chief Executive Officer for Costa Rica's Call Center since 2008.





Mr. Richard Blank holds a bachelors degree in Communication and Spanish from the University of Arizona and a certificate of language proficiency from the University of Sevilla, Spain. A Keynote speaker for Philadelphia's Abington High School 68th National Honors Society induction ceremony. In addition, inducted into the 2023 Hall of Fame for Business. Giving back to Abington Senior High School is very important to Mr. Blank. As such, he endows a scholarship each year for students that plan on majoring in a world language at the university level.



Costa Rica's Call Center (CCC) is a state of the art BPO telemarketing outsource company located in the capital city of San Jose, Costa Rica. Our main focus has been, and will always be to personally train each and every Central America call center agent so that we may offer

the highest quality of outbound and inbound telemarketing solutions and bilingual customer service to small and medium sized international companies, entrepreneurs as well as fortune 500 companies.



We encourage you to visit one of our call centers on your next personal vacation or business trip to Central America's paradise, Costa Rica. While you are here, we would recommend taking an extra day of your trip to visit breathtaking virgin beaches, play golf next to the ocean, try your luck at deep sea fishing, explore tropical jungles, climb volcanos or just relax in natural hot springs. Come and see for yourself why call center outsourcing in Costa Rica is a perfect solution for your growing company and a powerhouse in the BPO industry.





<https://costaricascallcenter.com/en/outbound-bpo-campaigns/>

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