



The Amsterdam Talk podcast with your host ROD. Betting on yourself with Richard Blank

In this episode of Amsterdam Talk, we talk with Richard Blank CEO of Telemarketing Company in Costa Rica. Betting on yourself is a powerful concept. It means having confidence in your own abilities and potential. It's about setting goals, taking risks.



The Amsterdam Talk podcast is about keeping individuals aware of what is happening in the community, the world, the culture, etc.



Amsterdam Talk

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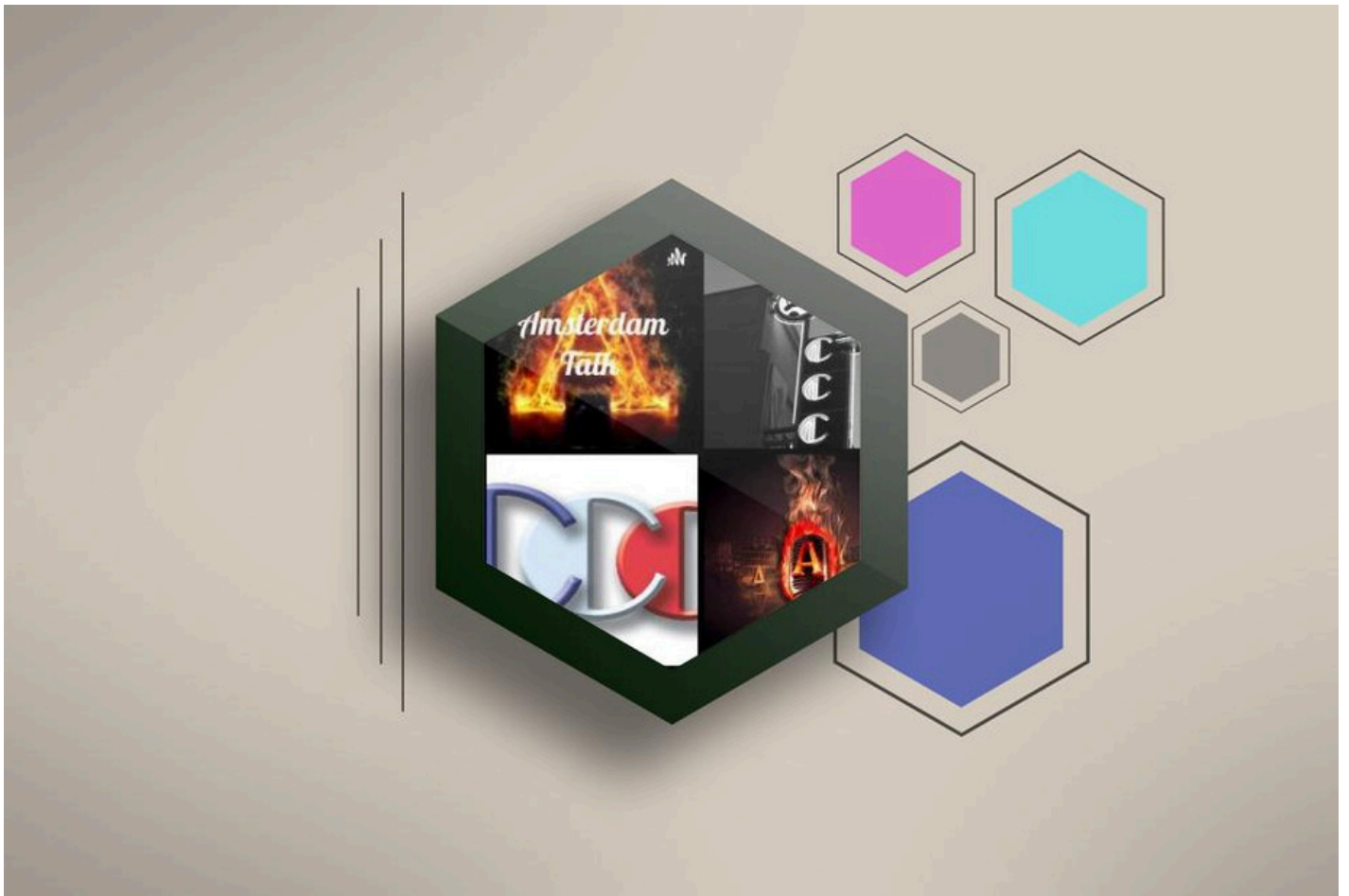
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Amsterdam Talk is not your average podcast; we like to have those tough conversations.



Our guests provide excellent insight and give authentic stories from a personal point of view to give the listener details about what they have learned from their experiences. Our motto is that we never know what someone is going through, and the podcast allows listeners to hear that they are not alone in this world.

Season 4 | Episode 21



In this episode of Amsterdam Talk, we talk with Richard Blank CEO of Telemarketing Company in Costa Rica. Betting on yourself is a powerful concept. It means having confidence in your own abilities and potential. It's about setting goals, taking risks, and investing in your own growth and development, even when the path isn't guaranteed.



Here are a few key aspects to consider:

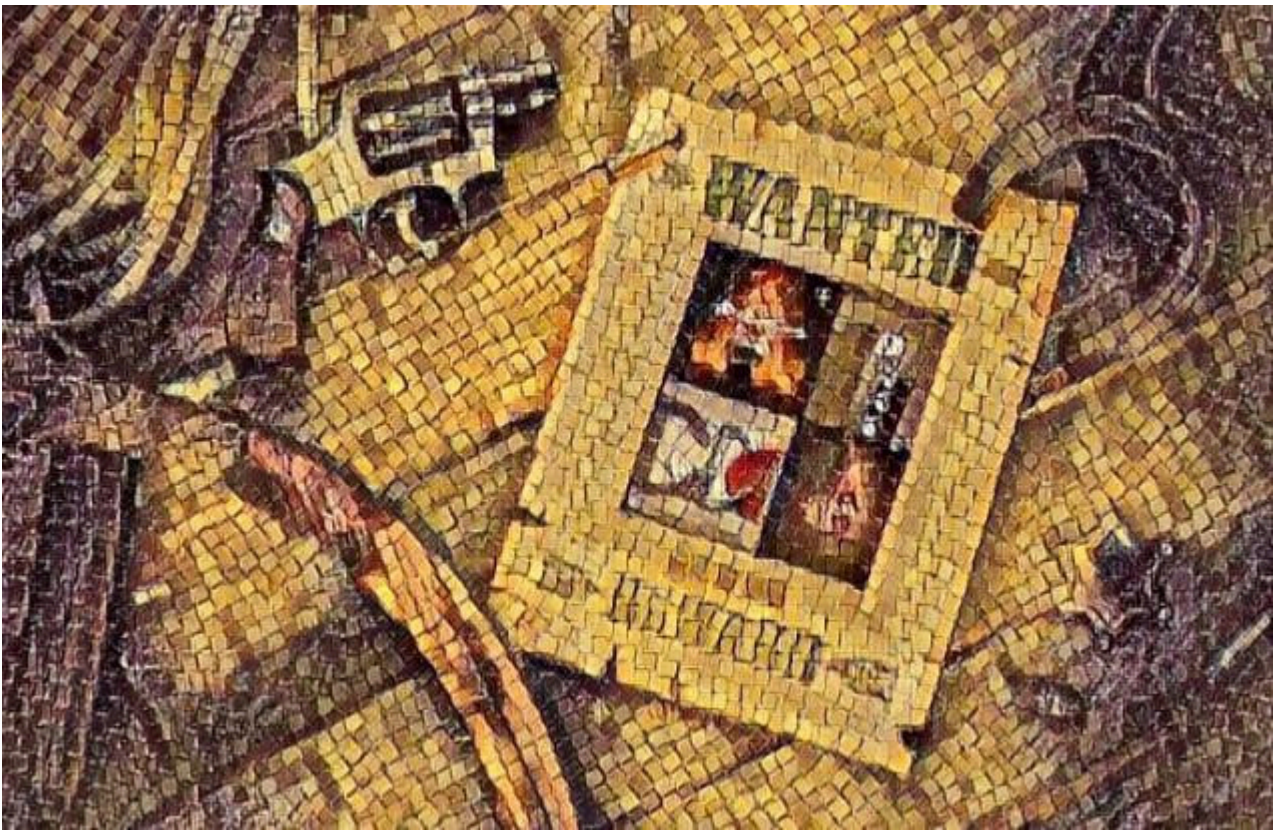
Self-Belief: Trust that you have the skills and drive to achieve your goals. This belief can be a strong motivator and help you push through challenges.



Setting Goals: Define what you want to achieve and create a plan to reach those objectives. Having clear goals gives you direction and helps measure progress.



Continuous Learning: Invest in acquiring new skills and knowledge. The more you learn and adapt, the better equipped you'll be to face new opportunities and challenges.



Resilience: Be prepared for setbacks and failures. Betting on yourself means you'll face obstacles, but resilience helps you recover and keep moving forward.



Taking Risks: Sometimes, you need to step out of your comfort zone. Calculated risks can lead to significant rewards, and they're often necessary for personal growth.



Self-Care: Take care of your mental and physical well-being. Betting on yourself also means ensuring you're in a good place to pursue your goals effectively.

Nostalgia and Technology: A Humorous Take



And the less that we do those sort of human interactions, the more alone we're going to feel. It's quite the shame because when you look at old movies from the 60s and 70s, no one's looking down.



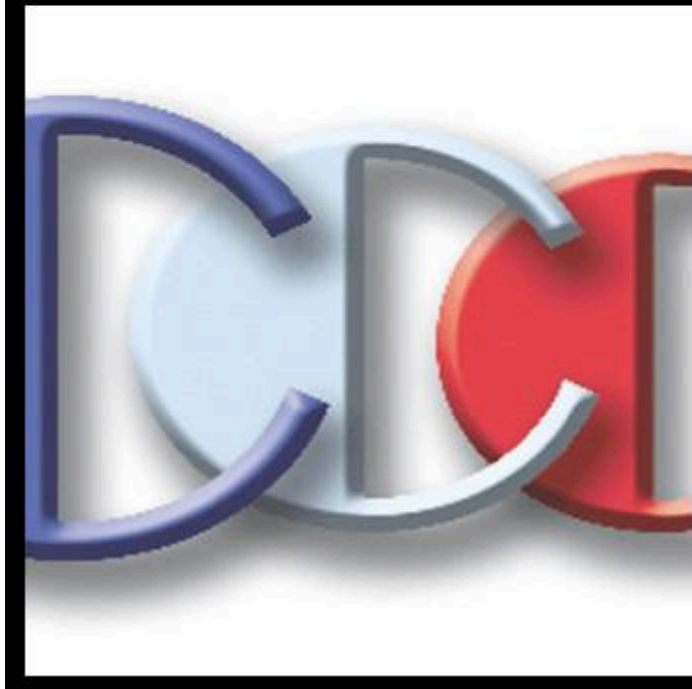
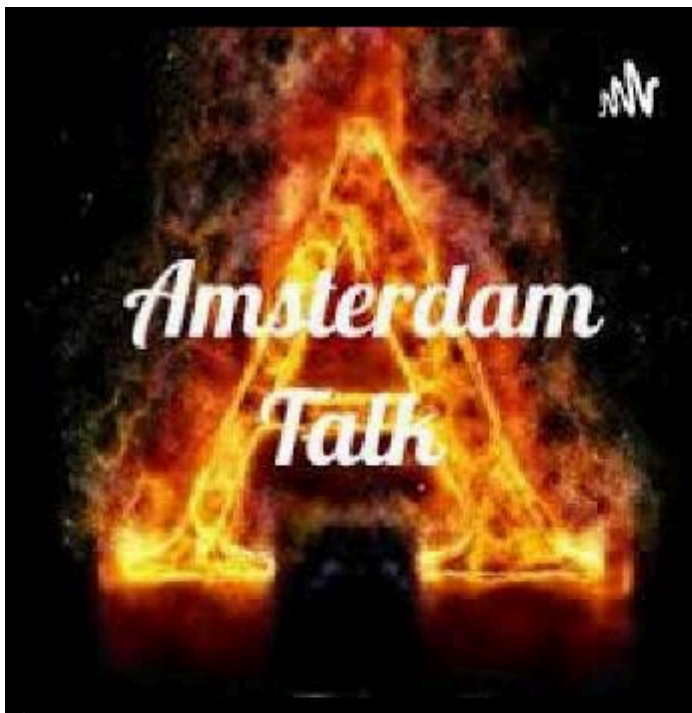
Unless they're reading a newspaper or book or something. Everyone's looking around and seeing what's happening in the scene. Comment on it. Participate in it. Get involved. Today... It's almost like the movie, *The Breakfast Club*. It would have never existed. They all would have been on their phones the whole time. And when I walk downstairs and I'm in the lunchroom, you'll have the tables of four or five people sitting together and each one of them is watching something differently. And as much as I tease about it and break their back and talk about what it was like in the 80s, and they're like, okay, okay, grandpa.

College Life and Famous Roommates



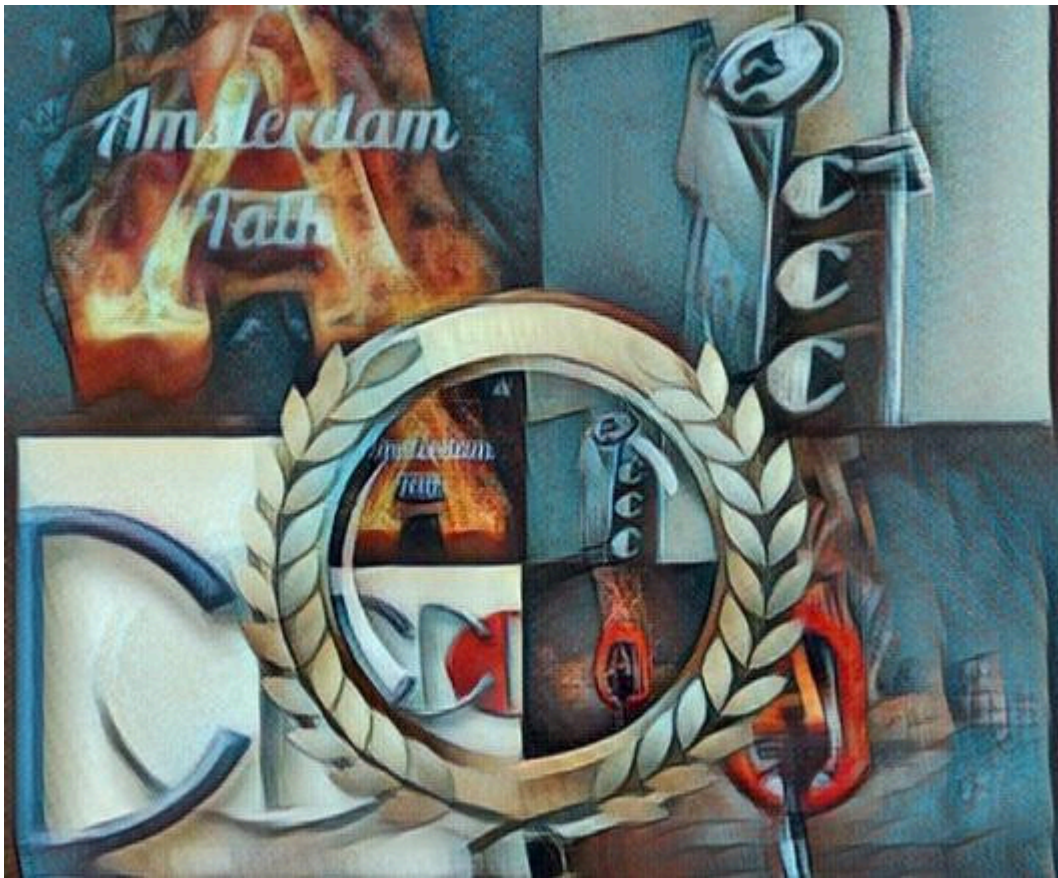
they have to accept it. If they really want to let you live that sort of life, Rod, that you're looking to live. Okay. So you went down to Tucson, Arizona, and you... Let me make sure I got it right. So you got a communications, you got a communication and a Spanish degree from University of Arizona. So you did that. Oh yeah. That was a fun degree. I have an undergrad of communication as well. You know, that's a fun degree. Hey, just if anyone follows Wildcat basketball during those years, I was fortunate enough to be a roommate of the great Khalid Reeves. And also post-grad, I lived with Ben Davis when he was a rookie for the Suns. And so just some very good shout outs to some cool Wildcats that had lived with me. You still speak to them? Oh, yeah. Oh, yeah. And... You know, it's interesting when you're seeing some of the greatest guards in the nation that's on ESPN highlights, and you're just sitting there playing, you know, Street Fighter with them and hanging out and cooking food and just chilling, watching Bruce Lee movies.

The Decline of Human Interaction



I see people that wait in line at the supermarket so they can have the interaction with the person compared to doing self-checkout. There's some people that like that experience and that's why they go to that store or they've known Betty for 15 years and it's part of their routine. And the less that we do those sort of human interactions, the more alone we're going to feel. It's quite the shame because when you look at old movies from the 60s and 70s, no one's looking down. Unless they're reading a newspaper or book or something. Everyone's looking around and seeing what's happening in the scene. Comment on it. Participate in it. Get involved. Today... It's almost like the movie, *The Breakfast Club*. It would have never existed. They all would have been on their phones the whole time.

Life Decisions and Metaphors



responsibly in-state tuition was very inexpensive in Arizona during the nineties. And so I was not dropping a lot of dough to go to school and living in Tucson was very cheap. That was a lot of fun. Okay. And so I was being somewhat responsible and at least I was going to make myself marketable and The naysayers and the great believers are the ones that don't want you to throw up on a roller coaster. But unless you get on there and you do the loop-de-loops, you're never going to know how to live, especially if you wait and get in the first cart. That's even better. I'm willing to let two or three people pass me so I can sit in the front row. And that's drinking life. And when I look back at my young self and the sort of big boy decisions that I was making that I needed to carry the rest of my life, My intuition was speaking because I was too young to understand the experience and the value of it. I had no idea where this was going to go, but I could capture this light and this energy.

Nostalgia for the Social Past



And when I walk downstairs and I'm in the lunchroom, you'll have the tables of four or five people sitting together and each one of them is watching something differently. And as much as I tease about it and break their back and talk about what it was like in the 80s, and they're like, okay, okay, grandpa. whatever you're right. I'll just go play some pinball. I leave you alone. And it's almost, it's, it's sad because there was nothing better that you get that knock on the door, the doorbell ringing and you'd run there and it's your buddy that wants to go ride bikes or climb trees with you. And so those are the memories, my friend. And I'm trying to still instill that with the people today.

Maintaining Composure Amidst Chaos



But sometimes maturity goes with having conversations with people that you don't want to have. And the truth may hurt when you do discuss certain advertising or where the market is going or what's happening with the internet. And It's just how it's, it's relayed and how you listen and how you can once again, receive certain energy, which may be negative at times and try to readjust tones. That's what doctors do or attorneys can do. They're used to people screaming and cursing and spitting and kicking tires, but these individuals need to sew hearts, win cases and as pilots are land planes when people are screaming around them. And so you need to, you need to respect the individual that has the straight line amongst the chaos

The Journey to Starting a Call Center



So what made you start this, you know, your business up, your company? What made you start your company? I was 35 and I was getting old and I was trying, you know, when I left my friend's company, I did make phone call for my family real estate business in the United States and then the market fell out. And so I had a little bit saved. I had some knowledge and I had the desire. And one of my friends says, hey, Ricardo, why don't you just start a call center? And I said, oh, in Gaza, am I going to do this? How are you going to get to that level? And so, yeah. The first thing I was taught was to slow down, calm down. What can we do? What can we control? Well, I always believe in home court advantage. Let's be realistic. And so someone needed to have space that I could rent a section of, like an internet cafe. So there was a blended call center where I could rent a turnkey station for premium, but I could scale accordingly and they're responsible, the internet and the rent and everything. I can come and go like a plane seat



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.

Richard Blank



Costa Rica's Call Center

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, entered into the 2023 Hall of Fame for Business along side other famous alumni. Paying it forward 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.



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