



Bizhapps Podcast created by Ana Gonzalez. Running out of gas in the rain with Richard Blank.

An inspiring story about pushing his car in the rain with a client, which turned into a memorable bonding experience. The conversation highlights the importance of vulnerability, human connections in business, and the dedication to overcoming challenges.

BIZHAPPS

EPISODE #120
THE TIME WHEN I TURNED MISFORTUNE INTO A MEMORABLE MOMENT

RICHARD BLANK
SPECIAL GUEST

ANA GONZALEZ
HOST

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RICHARD BLANK

**NEW
PODCAST**

BIZHAPS

The conversation highlights the importance of vulnerability, human connections in business, and the dedication to overcoming challenges.



Richard also discusses his business and the unique opportunities in Costa Rica.
The time when I turned misfortune into a memorable moment with Richard Blank
Ana Gonzalez





Ana helps businesses multiply their productivity by automating their sales and support with AI. She has an unrelenting passion for learning, constantly seeking new knowledge and getting excited by new discoveries. Originally from Mexico City, Ana now calls Austin, Texas her home.



What if you could 4x your lead conversions without changing a thing in your business?

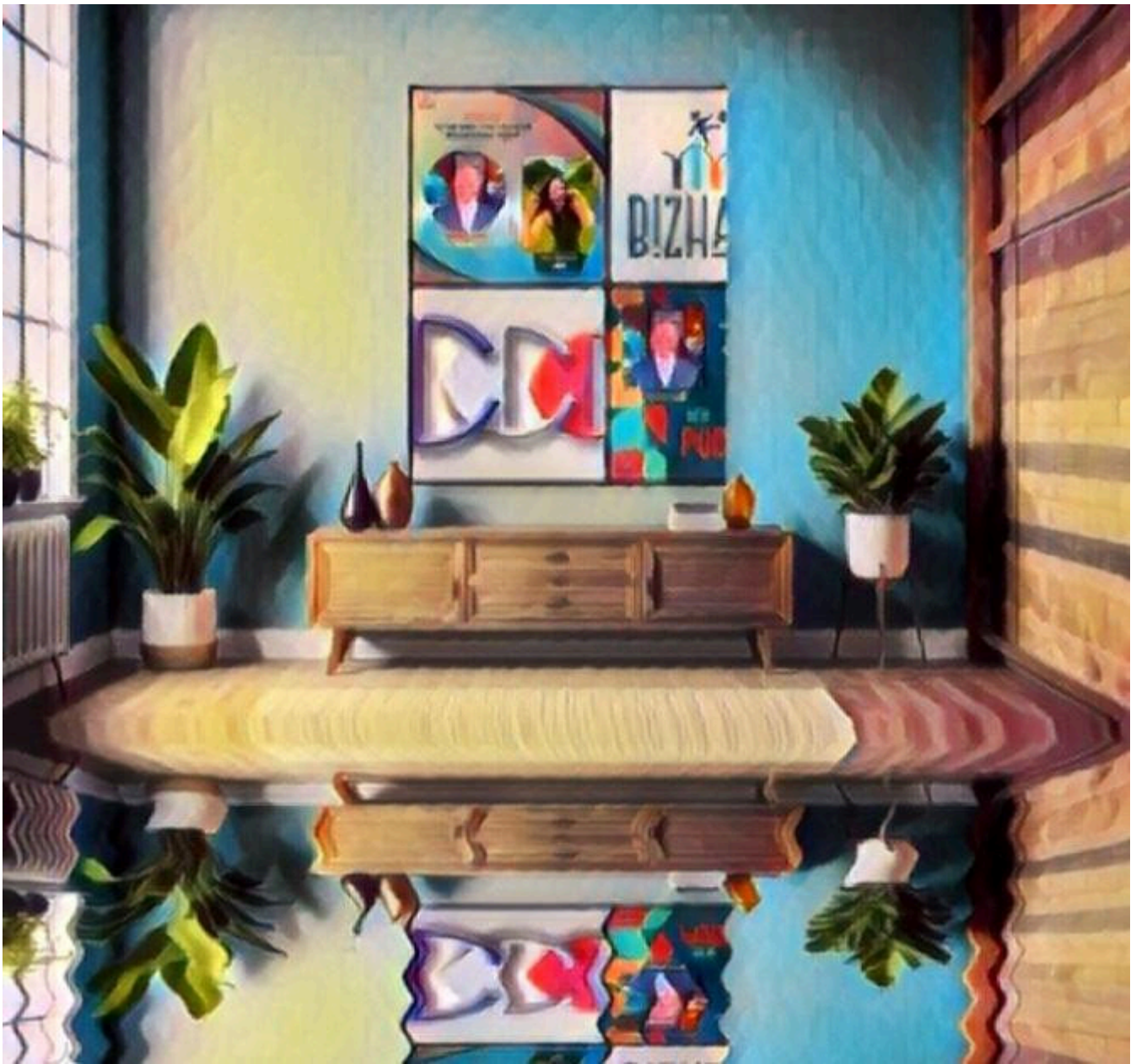


That's exactly what I help businesses do with my Conversational Funnels at Anabots, an AI-powered method that turns every lead into an opportunity, every interaction into a conversion, and every business into a success story.

Originally trained as an architect, I now build sales systems that never sleep, never miss a lead, and always show up when your customers are ready to buy.




AI isn't about replacing you or your team; it's about giving you the tools to work smarter. The best part is that you don't need to be a tech expert to make it work. Conversational Funnels is simple, effective, and built for business owners who value their time.




Beyond building AI strategies, I co-host two podcasts, Basic Business AI and BizHaps, where I break down complex AI strategies into simple terms and highlight real stories from entrepreneurs. I'm always looking for fresh voices, so if you'd like to share your insights or story, let's talk about having you on as a guest!

If you'd like to know about how this could work for your business, let's chat.



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RICHARD BLANK

NEW
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Vulnerability and Growth

I could have done the easy thing and punked out, but I did the tough thing and just sucked it up.



And little did I know that this individual might've been in this situation before, And so they extended some empathy, got out there and pushed with me. And I can also take the jokes and the jabs. That's what it's all about. It only gives you more foundation, more bonding and a funny sort of talk about during cocktails. I knew this in business. If you can make yourself vulnerable, my good friend, Anna, it makes you powerful. And that was one of the days I shed some skin and actually grew as a person.



And if you're just looking to connect or explore collaborations, I'd love to hear from you!

Bizhaps are quick stories of heroic wins, hilarious losses, and a whole lot of in-between. Anything about the day-to-day grind of an entrepreneur: employees, customers, or weird situations.

Bizhaps can be good, bad, funny, or sad.



They can be a big win, a tough loss, or a valuable lesson.

They're short, sweet, to the point, and designed to educate, entertain, or inspire.

One Bizhap per day keeps burnout away!



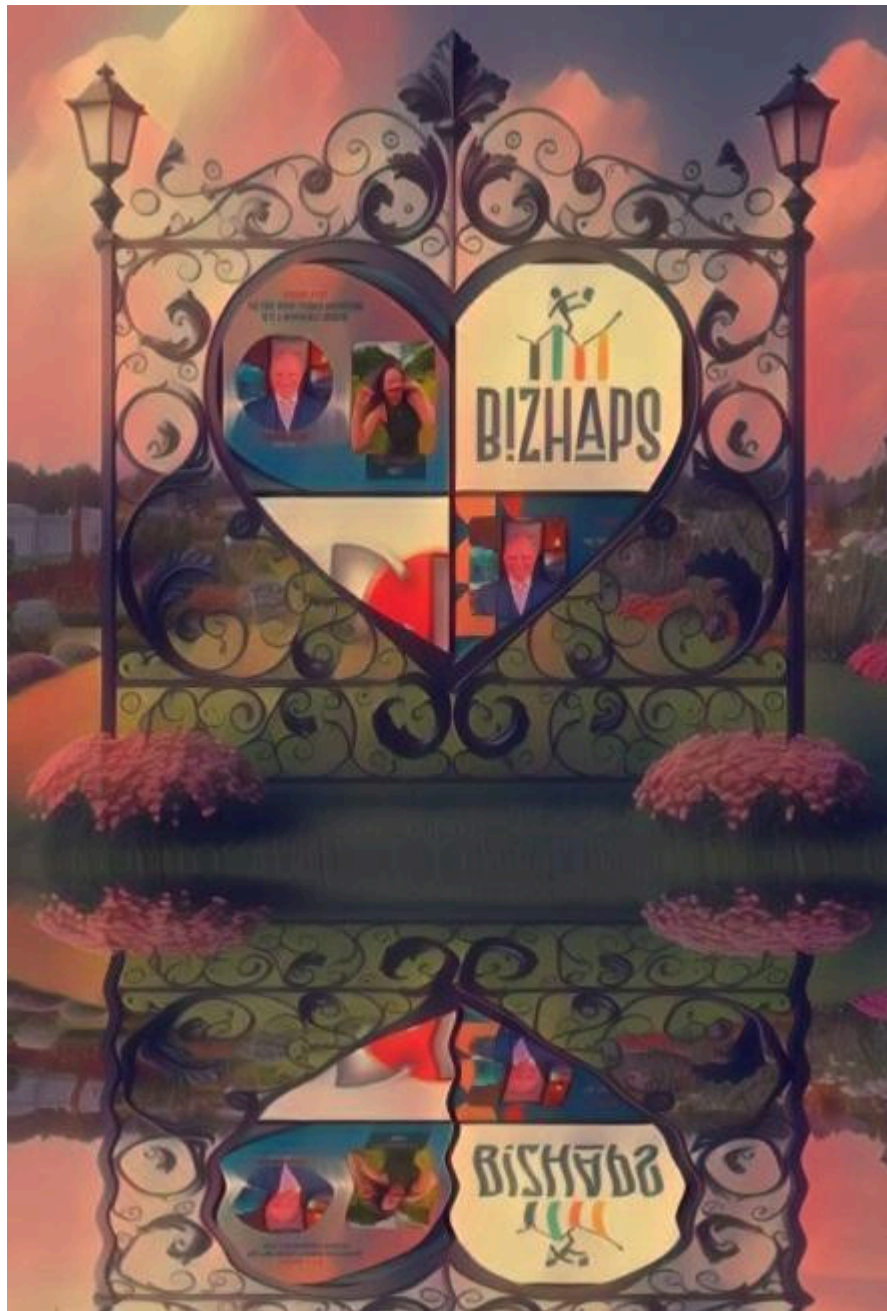
welcome to baps we're entrepreneurs that quick hit bide stories from their business life that teach entertain and Inspire us to grow my name is Anna Gonzalez and I'm your host baps is brought to you by anab Bots we automate sales and support with AI so you can close more deals save more money and make your team more productive visit anab butts. to get started that's anab bot ts.



a today's guest is Richard Blanc he is the CEO of Costa Rica's call center his Bish up is about that time when in a suit and out of gas he pushed his car in the ring and his client even helped so Richard welcome to the show let's get into your story and I'm so happy to be with you and your audience today so my biz have my goodness gracious about 10 years ago



I was enjoying a sunny day with my 1992 Volkswagen Cabriolet convertible but then all of a sudden it's the rainy season so you got to put the top up little did I know I forgot that I ran out of gas and so when I was going to take a client out to dinner on P cologne which is the main street all I had to do is go down one block make it right and I'm on the highway well did I know a quarter of a block there the car conks out what do I do I'm in a suit the guy's sitting next to me and I said listen I took my jacket off I go I'm gonna push this thing you mind sitting in the driver's seat and we'll get it to the gas station my buddy looks at me goes no man I'm taking my jacket off too getting out there and I'm going to help you push this oh my go are you serious he goes absolutely this never happens and so in the rain pushing it down Main Street cars of course hitting puddles on purpose just to soak me thank you beeping the works



all I know is when I pulled that thing into the gas station filled her up I'm looking at the guy I'm drenched suits ruined he looks at me and he goes listen just dropped me off at the hotel picked me up a half an hour later after our change we're still getting dinner and I was like my man and so don't kid yourself when things like this happen you get to see a certain side of you there's character during chaos Anna I could have done the easy thing and punked out but I did the tough thing and just sucked it up

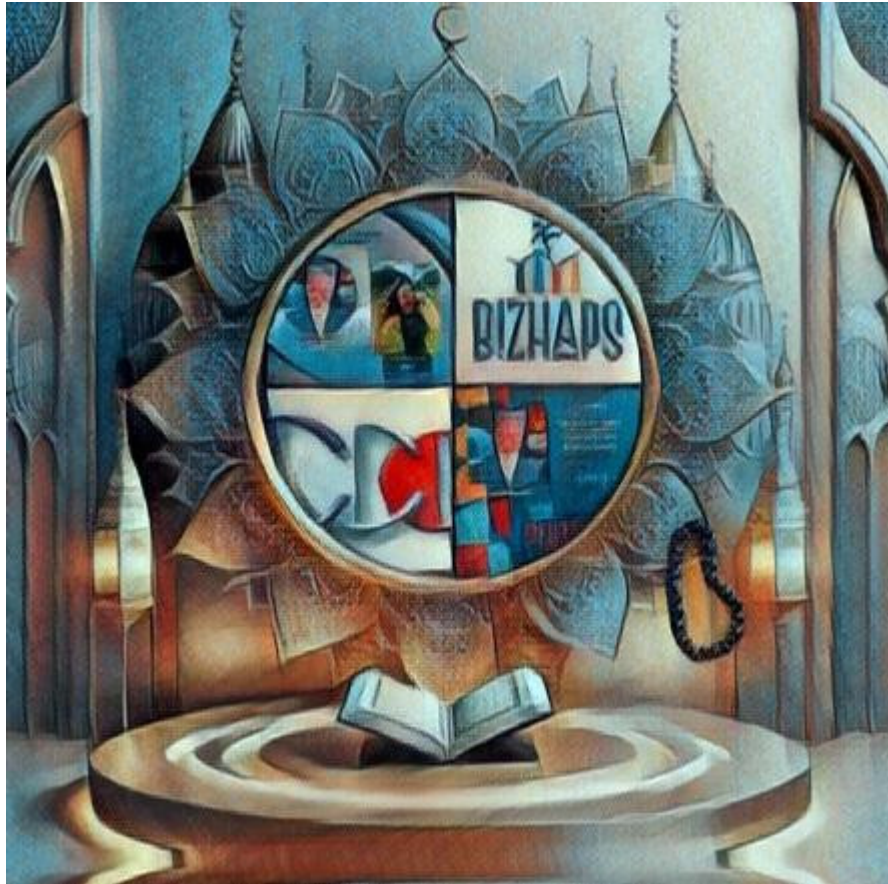
little did I know that this individual might have been in this situation before and so they extended some empathy got out there and pushed with me and I can also take the jokes and the jabs that's what it's all about it only gives you more Foundation more bonding and a funny story to talk about during cocktails oh oh yes yes I knew this in business if you can make yourself vulnerable hble my good friend Anna it makes you powerful and that was one of the days I shed some skin and actually grew as a person I love this phrase that you just said if you can make yourself vulnerable vulnerable it makes you powerful because yes we're not robots



I can see how that was a great bonding moment with your client still client to this day he's like hey what's up gas man I'm like thanks okay of course call me the gas man so uh that's just how it goes that's awesome and yeah I mean my biggest takeaway is yes you're doing business with your clients but you're also a human being and if they can see that it builds trust with them well I literally danced in the rain and they saw it and they saw what happened



when the chips were down and a client's there and times's a ticking what do you do well you step up to the plate you do what you think is best and and you can laugh a minute because if you can laugh it lets off so much Steam and I went from like a 10 to a two and I took that eight and I used that to push my car but uh it's not the point the point is we're not perfect we don't b a thousand



I think if you get a scar and you're proud of it or if there is an experience that you grew from it then it only makes you better person and so I'm more than happy to talk to you and your tens of thousands of amazing fans and spilling my guts I'm letting you know that it happened to me and it may me today you tomorrow so just be prepared you know some of these things do come up and uh when you do it just capture it drink life enjoy it and then you get to get on Anna's amazing show and tell your story about it fantastic thanks so much for that so Richard who do you serve and how can those people find you well I got a huge Facebook fan page of 137,000 local Costa Rican tikos



once this goes live you have so much new fans but it also gives your audience a chance a grasp of the business process Outsourcing industry in Central America North of Panama south of Nicaragua only Democratic Society in Central America no standing army so we have a 95% literacy rate in education Amazon HP Intel oror here and we're known for ecotourism so it's a great place to be and I've been here the last 24 years that's awesome thank you so much to Our Guest Richard blank for coming in and sharing his story about how in a suit and out of gas he pushes car in the rain and even his client help there great bonding moment.



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://costaricacallcenter.com/en/outbound-bpo-campaigns/>



Ana Gonzalez, Bizhaps Podcast, Richard Blank, Costa Rica's Call Center, Outsourcing, Telemarketing Call Centre, BPO, Nearshore Contact Center, Sales, Entrepreneur, B2B, Business, Podcast, Gamification, Leadership, Marketing, CX, Guest, Money, B2C education, BPO trainer, call centre, contact centre, contact center



#AnaGonzalez #BizhapsPodcast #RichardBlank #CostaRica #CallCenter #Outsourcing
#Telemarketing #BPO #Sales #Entrepreneur #B2B #Business #Podcast #Gamification #CEO

Richard Blank



Costa Rica's Call Center



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