



FUNeMINDS Podcast. The Story of a Costa Rican Adventure. Episode 68 with guest Richard Blank.

Richard relocated to Costa Rica when he was 27 to help with a call center that he now owns. He restores American pinball machines and vintage rockola jukeboxes



FUNeMINDS Podcast will be featuring comedians, present and past athletes, musicians and anyone we feel has a positive uplifting attitude and is a positive example.



Hosted by Lynn Biss and co-host Edward Biss.

Join our adventure each week as funeminds brings you guests from all walks of life. We are an eclectic podcast with so much to say in a fun filled way and we always get the point out there.



Our audience is anyone who wants to see and or listen to an interesting, uplifting, funny, crazy sometimes dramatic take on people, places, and things or the life and times we live in.

Our audience is anyone who wants to listen to a humorous, interesting set of people from all walks of life.

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Lynn Biss

As the host of FuneMinds, I'm dedicated to creating engaging content that sparks curiosity and fuels conversations.



LYNNE B

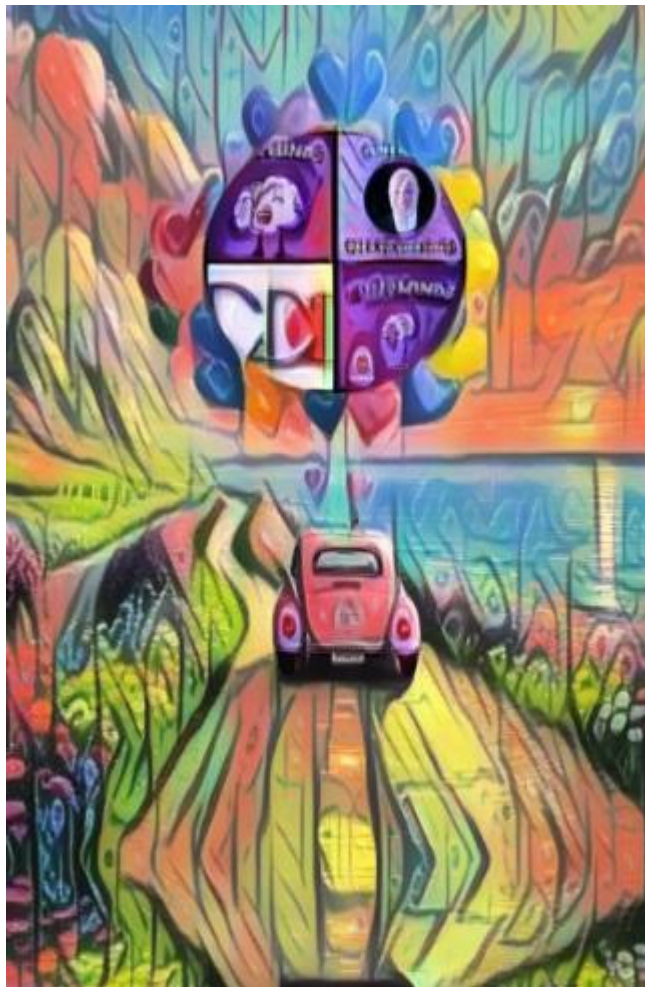
My mission? Elevating the listener experience and hitting that 100,000 mark on Spotify! With a passion for storytelling and a keen ear for quality, I'm excited to build a thriving community of engaged listeners.

Join me on this journey of growth and discovery as we connect with listeners and foster meaningful dialogues. Open to collaboration opportunities! If you share the excitement for podcasting or would like to be a guest on our show, let's connect. Together, we can drive engagement, hit our milestones, and unlock exciting sponsorship ventures.



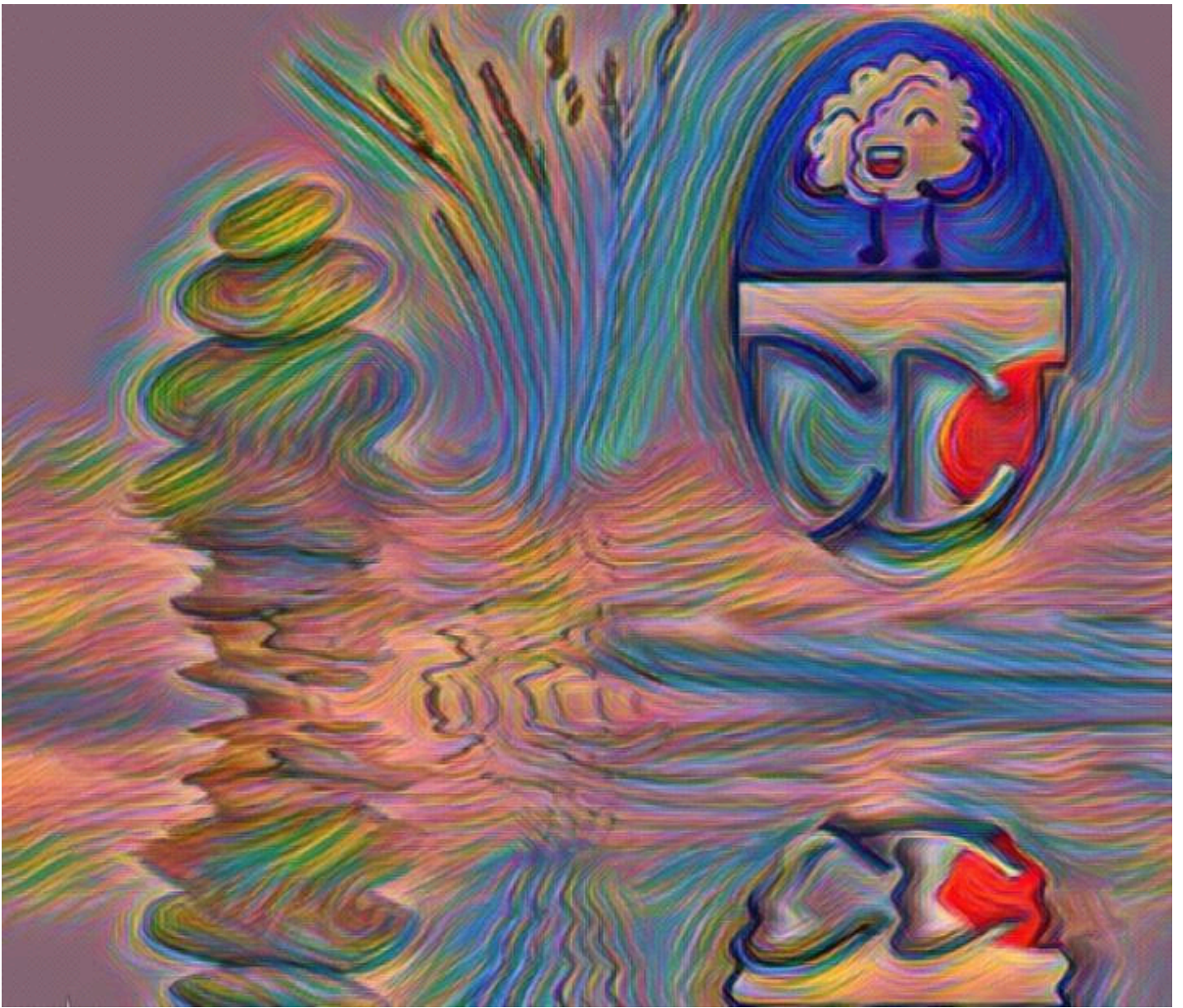
EDWARD BISS

Connect with me today to be part of this exhilarating journey!



Conflict Resolution and Compromise

Without a doubt. Are we cursing? Are we yelling? Are we calming down? Are we sleeping on it? Are we apologizing the next day? Are we saving Christmas and Thanksgiving dinners? Are we taking things into consideration? Are we being humble? Are we willing to prioritize? My goodness gracious, people are so ultimatum based and one and done and giving you options where there's nobody wins.

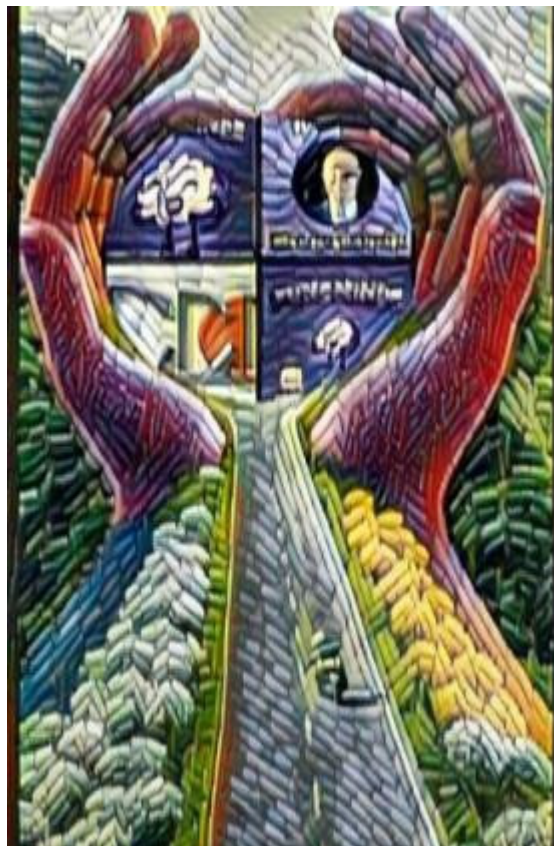


Yeah, that's what I mean. In my life, I'm CFO of a manufacturing company, so I had a lot of meetings where you had to come to the table and you know, when you come to the table, you both want to walk away with a smile on your face. Somebody's going to have a smile, but it's not really the smile that they want to have. It's a lot of compromise. Life is compromised. So you do the best job that you can. You make the best deal that you can. You put yourself out there to get another day's work done. feed another male, help another family, and make sure that everybody in some way has something that they can take back with them and be happy about.



Authenticity and Integrity in Business

And so if people are willing to slow down, live in the now, go back and forth and be spontaneous like the genius Robin Williams, Then you'll be a painting. You won't be a print. And you won't cut the bomb and do your job and do the things that you two have seen Hollywood show with the Wolf of Wall Street and Glen Ross and Boiler Room. Sure, those places exist. But there's also a ton of people that earn an excellent living by retaining a client, getting an upsell, getting a referral, not compromising their ethics to earn a living. There's some incredibly talented people that are out there.



A Passionate Love for Pinball Machines and Animals

Do you play them? I play them. I caress them and I speak to them. you call them ladies how are you this morning lady remember steven king christine i'd marry him if i could but i'm already married but um well look at it this way he's the same way with his pinball machines as i am with my animals So it's the same love I talk to birds and mice and everything else. It's a serious passion.



Marketability Through Language Learning

Guys, all the world was a stage. And also just through process of elimination, I was the only one out of my friends that could do it. So if anything or nothing, I was making myself marketable. Absolutely. I felt there was a lot of positive reinforcement from the Latino

community. I was building upon my vocabulary. Eddie, you just got to sit down and study the grammar for six months. That's really good deal. And then once you have that, the rest is vocab. And it was just something like riding a bike. Once you learn it, you never forget it.



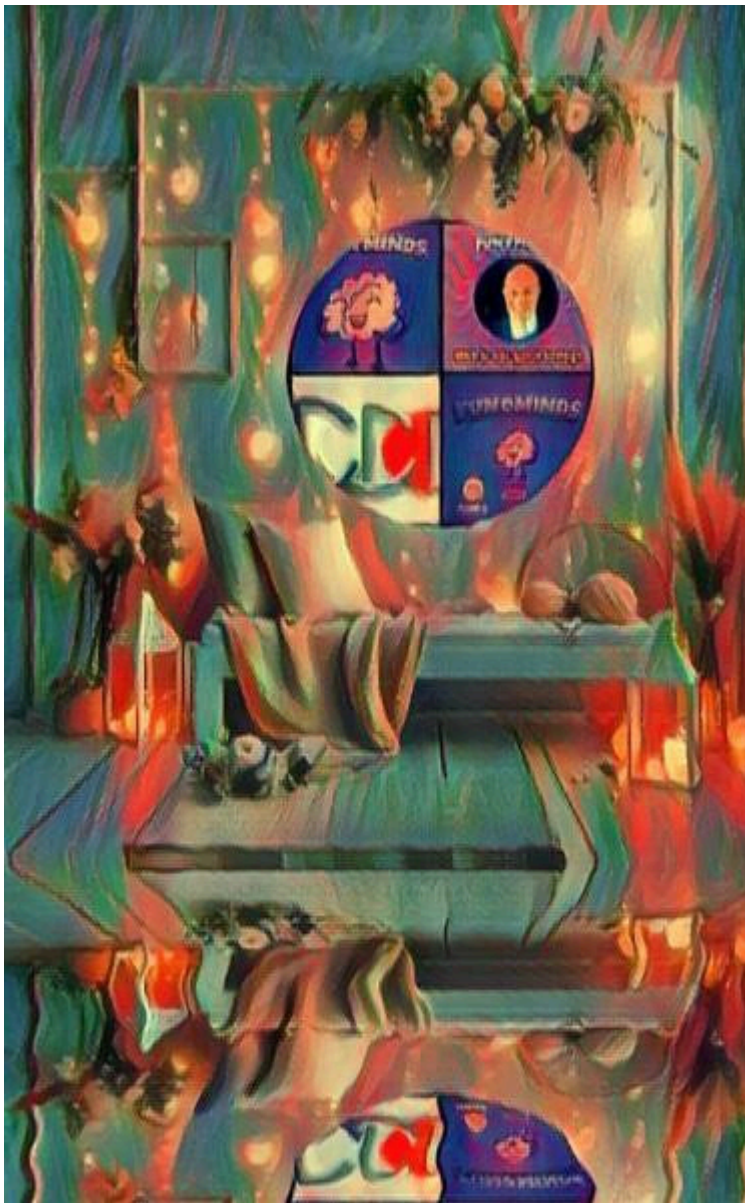
Paying It Forward: Finding Satisfaction Beyond Wealth

But you chain. And you can't be hard on yourself when you're seven. And things are different now. And as much as money seems like it's great, but when you have it, it is great. But then again, like for me, I pay it forward. I get more satisfaction seeing somebody crack a code, shed some skin, and get to another level than I do earning \$100. Why? Because I can only eat so many dinners. What else am I gonna do? So now it's for me to, as I mentioned before, give it to others.

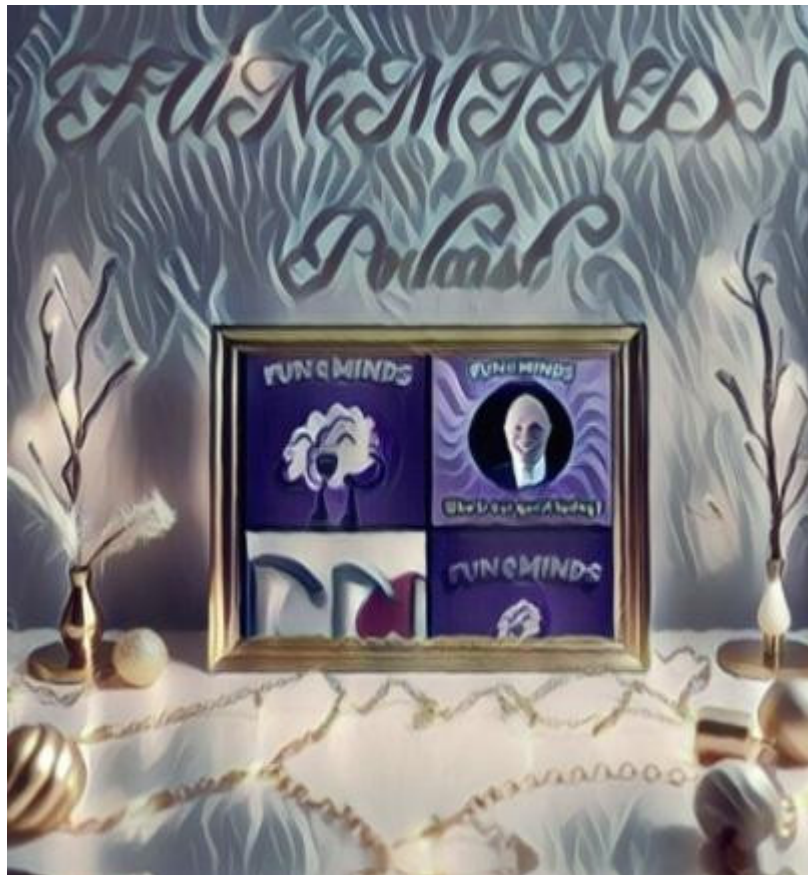


Generational Differences in Work Ethics

Well... I don't know what kind of business structure Costa Rica has, because I never studied, you know, what they do. When I saw a call center, I thought, you know, this is like, so this man has to be so interesting. Like, I wouldn't think of a call center in Costa Rica, you know what I mean? So I'm thinking, like, here's America. America that's now full of kids that can't think outside the box, that really aren't going to go two miles for you, they'll hang up. If they don't understand something, they're going to hang up.



And then when you call back, someone will say, oh, you must have got, it must have been a disconnect, you know, I'm sorry, blah, blah, blah. You know, so the turnover, I'm thinking, I'm comparing like the United States, the turnover in a call center in the United States is tremendous. Yes. Because they don't care because it's kids that, you know, the older people, yes, they're going to do what they need to do.

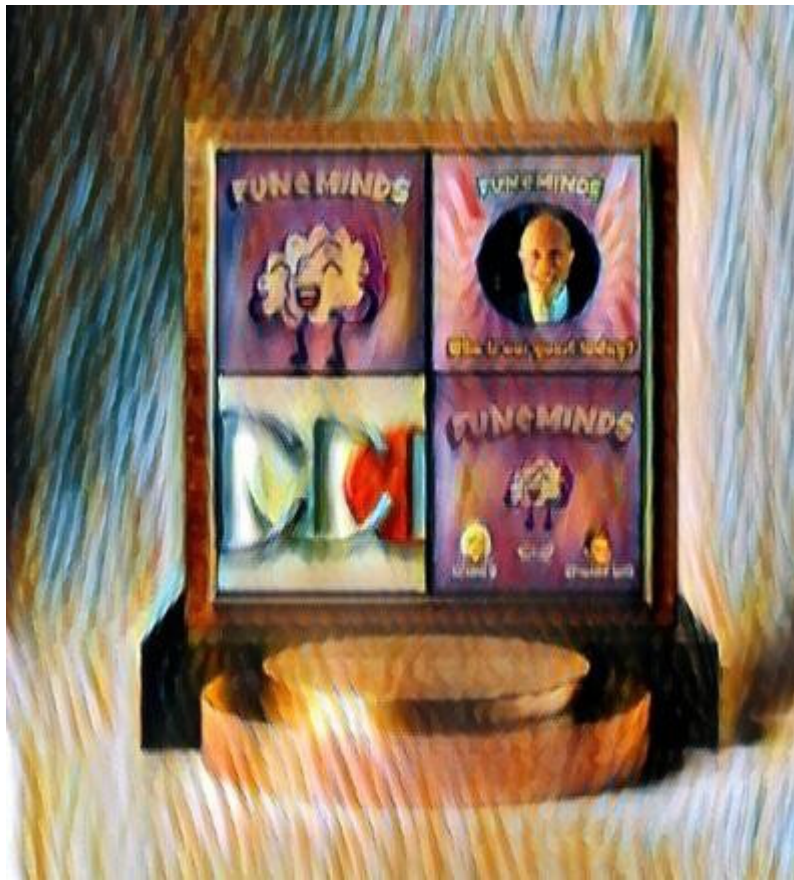


Personalized Sales Approach and Its Benefits

But Lynn, you brought up an amazing point. I can cold call, close you if that's what you want me to do. But no, Lynn. It's building a pipeline. It's selling for time. It's selling for information. It's respecting boundaries and protocols a company. Maybe. Maybe. Instead of doing 100 phone calls a day, you do about 80, so you can spend a little time doing some due diligence on a LinkedIn profile. Or a website, so I can custom make your voicemail, email, or when I call your company, I could say, hey, Lynn, how you doing? Eddie around, so it's like I already know with whom I'm speaking. So at least your first 30 seconds, you can jump clouds. And if you happen to hang up on me, I have romantic deaths because I can do funny minds podcast. Lynn, how are you? How's Eddie doing? Richard Blank, Costa Rica's call center. We're good. Thanks. Click. Jumped another cloud. Why? My momentum. I did nothing wrong. I didn't compromise.

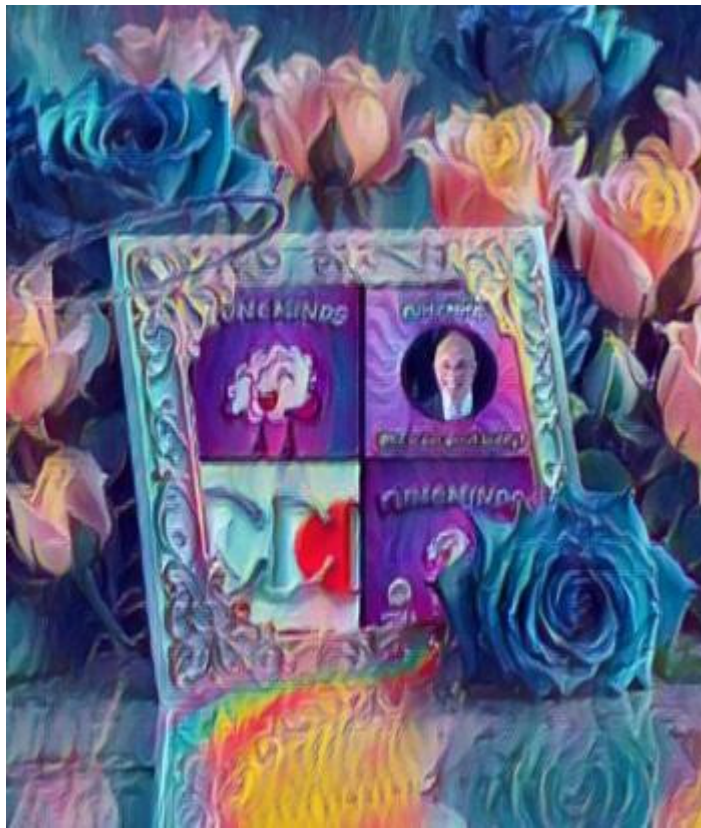


All I did was company name Spike introduced myself, positive escalation. You do that 100 times a day. Don't be surprised if you don't triple your numbers. Your contact ratio will go down because you're going to be speaking longer with more people. So your metrics are going to be off by 20%. Increased production, less people contact, longer talk times. It's beautiful, see? Don't compare me to Billy. I'm doing things differently. He's rushing. You and I... Ladies don't run. Lynn, I'll open the door for you. You take your time. There's no rush.



Opposites Attract: A Cultural Connection

And so I've had people impress me with so many things, but I literally had this woman that is sharing her life. Like my Pac-Man and Kimball is as foreign to her as seeing Guanabana in Costa Rica. And so you're plotting these two amazing worlds. They were coming together and there was no judgment. I mean, obviously we're as opposite and different as the day is long, but we found- That's good. Opposites attract. Well, this one did because we found ourselves so interested in one another and every day it's sharing.



FUNeMINDS Podcast, Lynn Biss, 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, trend, trending



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.



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.



Hired bassist Garry Gary Beers of INXS.



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.

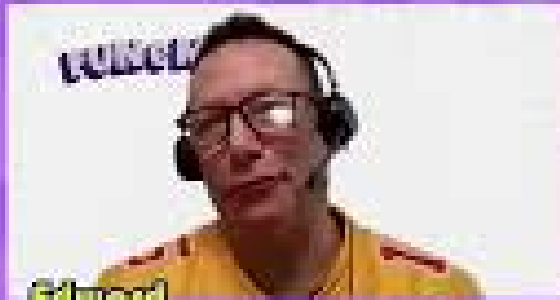
<https://costaricascallcenter.com/en/outbound-bpo-campaigns/>

Richard Blank



Costa Rica's Call Center

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