



## The Day & Night Podcast. A Zoom meeting invitation with Matthew Tompkns and CEO Richard Blank.

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.

**DAY & NIGHT  
PODCAST**  
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**Richard Blank**  
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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.





Mastering Phone Conversations Like a Boxer



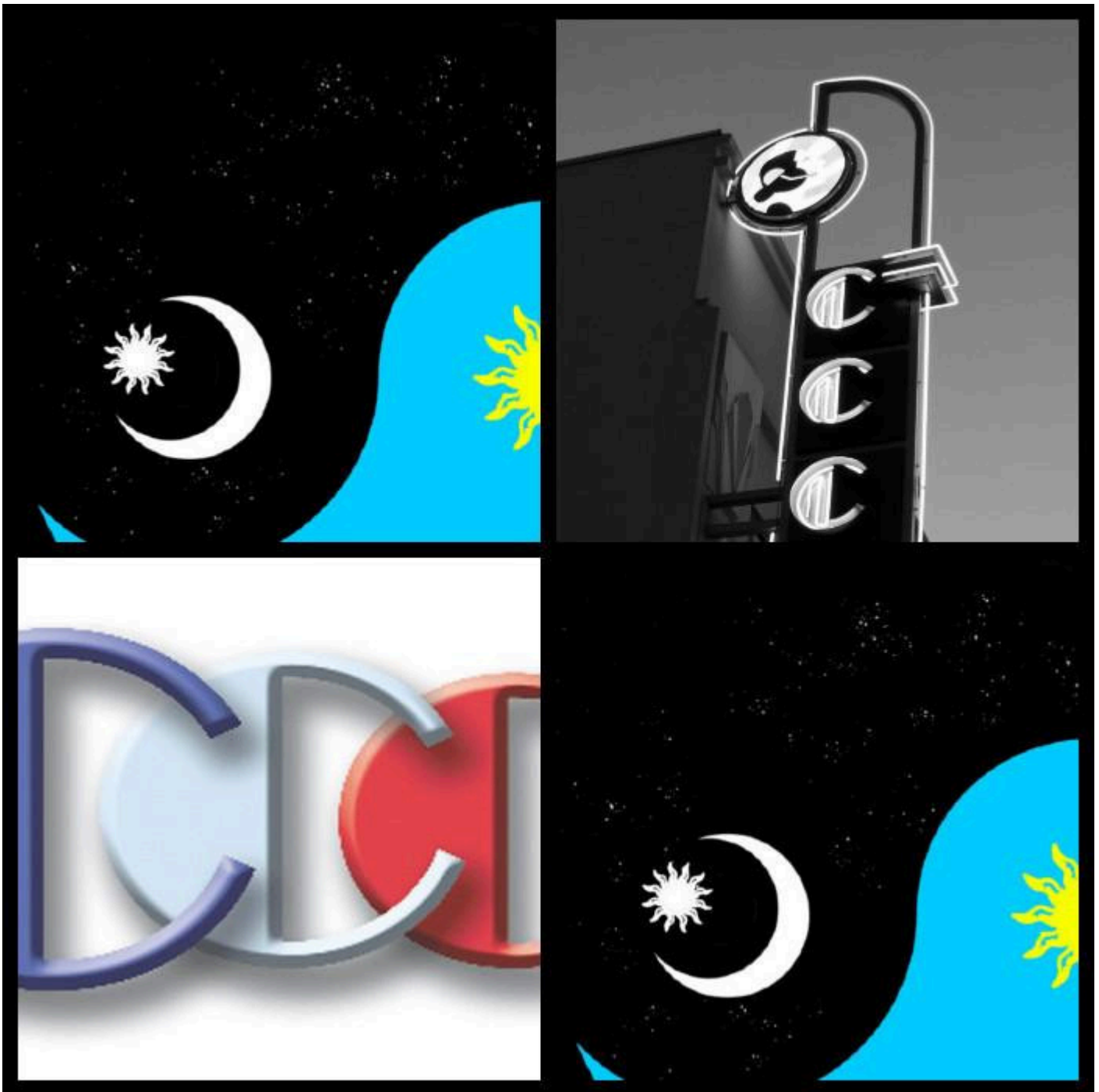
And if you think, my friend, that you're gonna do a 10-minute call without them even answering, man, you're just walking through a desert with no oasis. I like 30-second checkpoints. A 10-minute call to me, Matthew, is 20 30-second phone calls. I buy 30 seconds

of time. Don't tell me boxers don't change their style, lose their steam, get stronger, weaker in different rounds. I think angry Betty in the first two minutes could be sweet at the end, sweet in the beginning, angry at the end.



And who knows what goes on in that crazy middle. But you and I are going to keep some distance and we're going to gauge and we're going to keep judging what's working, what's not working. And I'm going to tie it down by making sure it makes sense to Matthew. It sounds good, right? Thanking them for that. And you know, the beauty of it is they're gonna say that you're one of the nicest people they ever spoke to on the phone. And you should be hearing that about 80% of the calls, regardless of the outcome. And then you know that you're doing things correctly. And that's how you get promoted because you're not mucking up and angling and turning in bad numbers.





It's pure. And they'll start using your calls Matthew, in training sessions as an example for others. And do me a favor, take the compliment. I know that you've risen before in other endeavors, but if this is something new for you and you rise fast like I did, because I didn't fall into traps, I was pure.



### Passion for Collecting Pinball Machines and Jukeboxes

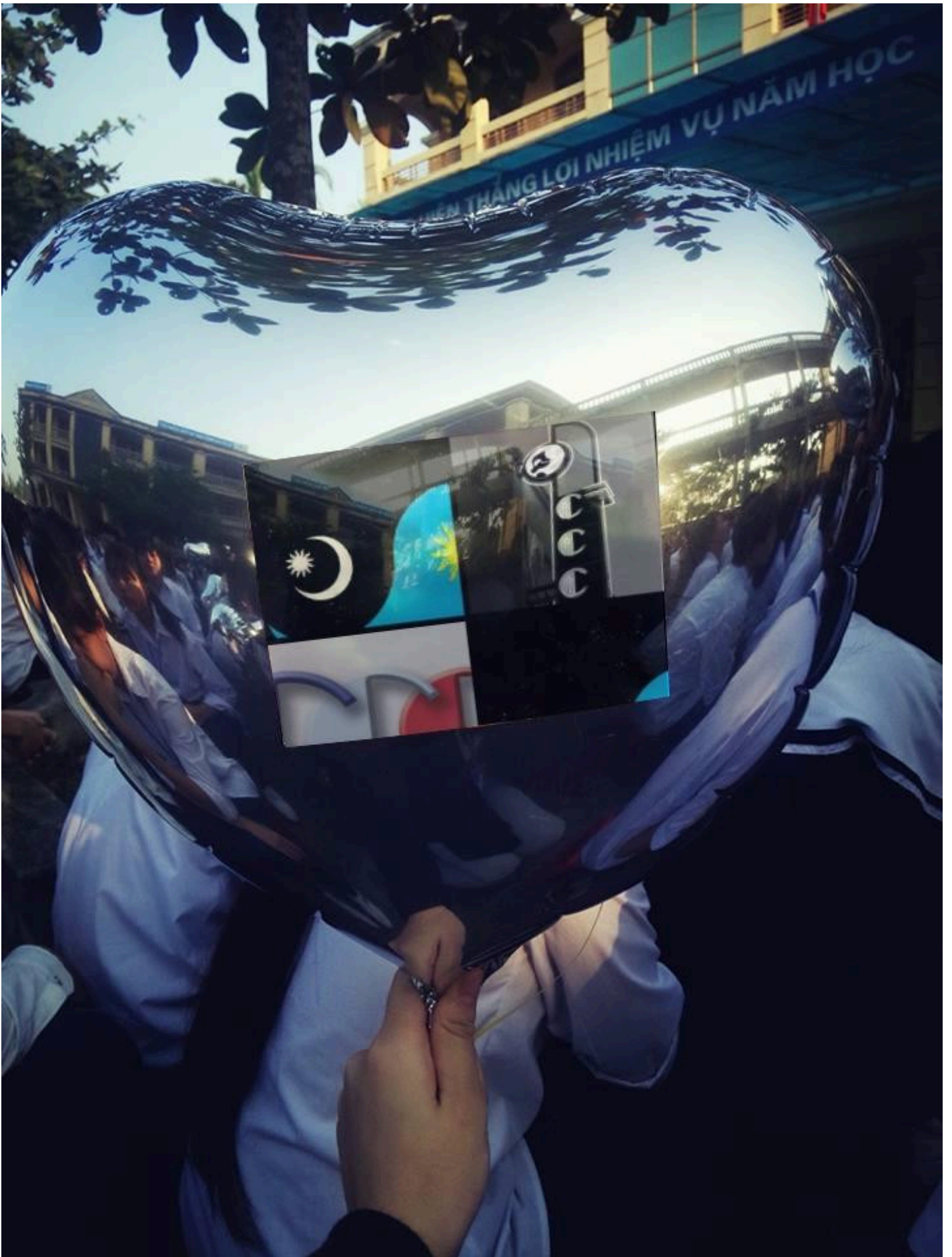
You know, I'm a collector of classic pinball machines. Do you remember the old retro arcades with Pac-Man and pinball? Yes, yes indeed. Five bucks would have to last you a whole weekend. Good old days. I loved it and I'm a collector. Behind me is a beautiful 1961 Ricola Regis. I own five other jukeboxes and I collect pinball machines.





My oldest one's a 1970 Bally's Camelot, and the newest is a 94 Last Action Hero, Data East. I have everything in between. And I love the restoration and the play fields, especially the ones from the 70s and earlier, because it's painted wood. And the marquees are beautiful. And you're gonna call me crazy, just like the movie Christine with Stephen King, I believe that these machines have electromagnetic energy.





Do you know how many people fell in love in front of this jukebox in the 60s, 70s and 80s, 90s or wherever? But especially when she pressed me. It's a beautiful thing. It's a memory. And so



when they're in my possession, my favorite thing is to clean them and to look up different products that can keep them restored and watch the wood.



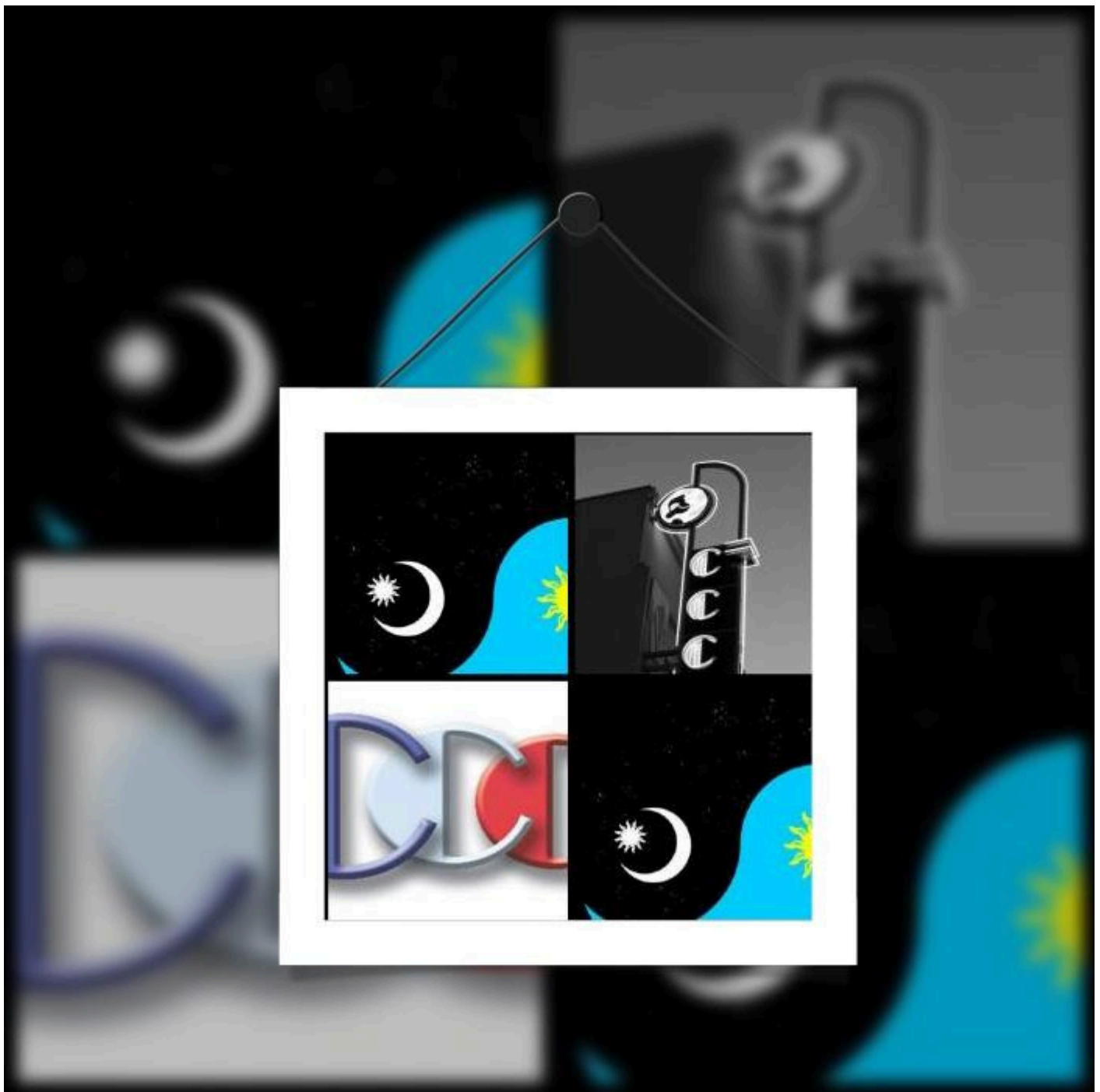
### Fortune Favors the Brave

And I just want your audience to be bold and brave. You know the expression, you know, fortune favors the brave. And if you have a desire and you get these people that give you this reinforcement, you might need to take that chance. The worst thing ever is to live with regret. Be very responsible with your family and finances. But remember, 40 hours is part-time, 80 hours is a full-time gig.



And if you can find the time to squeeze in there like you and I did this weekend, because we have very good time management in between our parties and fun, we still found it important enough, interesting enough to be here today And that's another lesson. It's a self-wrap to share with your audience. It just doesn't have to be during business hours. The people that really go above and beyond are the ones that find ways to meet in the middle.





### The Secret to Success: Dedicated Practice and Perseverance

That's all right. And as I say, certain things go through stages. I had certain checkpoints. So I knew I was doing the right thing and I was getting reinforcement, getting better at it. You know what the real secret is? And I think you get it. It's the dedicated practice. If you really want to win something, you just don't put in the average time like in school or like in work. It's the extra of learning, doing, preparing. And that's how you win and go the distance. And I realized that I might not be the smartest, Definitely not the best looking, but there's a very, very good chance by default, I could be the last man standing. And that's the Philly way. We have all of our champions in all different mediums and verticals, just doesn't have to be in boxing and in athletics. We have our Philly pride. And we back it up and we step up. And if we're not doing it right, our friends are gonna call the balls and the strikes and tease you or grill you about it. The

one thing we don't do is stop. I've never really seen that crash and burn. I've seen us maybe lose our focus and direction and start to swing it in that way, but the heart never goes away.



#### Leadership and Trust: Lessons from 'The Warriors'

And that's the stuff you can't do with money or threats or fear or leverage. These are the people that decide to stand and rise and walk with you. And there are many ways. And here's the skinny. It's not the time when you meet in boy's town on that field to duke it out. There's a hundred wins that you had before that to get the people to show up to go with you. Kind of like the movie, *The Warriors*. Oh, my favorite movie of all time. Yeah, *The Warriors*. Those were specifically chosen warriors to go see Cyrus and go to that event. And so you can't think and see today. You have to realize the army, the mindset, the preparation and dedication that got you to that point. And the older you get, the more you see it because you see the patterns and you have the luxury of track records. But if you happen to be young, then give the benefit of the doubt and have faith in. And that's a nice thing to have. You may be disappointed from time to time, But I'd rather win more on having faith in people than not betting at all. And that's just the way that ball bounces, G. And I've learned that the hard way from time to time.





## Financial Insights for Moving Abroad

So I'm going to kind of jump back to Costa Rica. So as far as the, like I'm retired military. So if I was to decide to move, I don't know how that would work as far as with retired pay and disability and Was it a big change as far as income-wise, moving from the state to Costa Rica? That's a very good question. How did you adjust that? I was in a very specific circumstances. My company is inscribed in the United States. I'm paying US taxes and I do banking there, but I also have a bona fide residency. So I was tax exempt for well over \$100,000. And it's very nice because you have certain business expenses and plus, you know, living abroad, you

know, your first hundred grand is tax free. And that's a wonderful thing. And the cost of living here, depending on how you want to live, is about a third of the states.





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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Richard Blank



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