



Do you need a receptionist?

Do your phones ring forever?

Does your receptionist need help?

We can help. Your customers deserve the best,
fastest response possible.
You deserve the additional revenue.



Why should I use an answering service?

- If you currently use an answering machine or voice mail, you can now have your firm represented by a live, award-winning professional operator. Your customers may utilize your answering machine or voice mail, but ask yourself how do you respond to machines and recordings? How much business are you losing out on?
- If you have a part time receptionist, or your wife, daughter or friend covers your phones, we can still help, if she or he gets more than one call at a time or needs to step away for just a minute. By using the feature Call Forwarding Busy and Don't Answer, we can be there to cover you 24/7.
- You are a professional and don't truly produce income unless you are doing what you do best. We are professionals. Let us do what we do best. We can quote prices, gather basic information, return calls to customers and answer bothersome disruptive questions.
- We can also be your disaster recovery site. We are there to cover your phones during bad weather, bouts of the flu, vacations, unforeseen emergencies, or even the occasional really heavy day when you just can't keep up.
- We are seeing the smart, aggressive companies move back into the area of customer service. We as a nation have become spoiled with 24-hour availability of the Internet, banking, shopping and eating in both fast foods and sit down restaurants. In order to make your business stand out in the crowd, you need only be able to respond with a quick courteous greeting and assure the caller that you are truly someone who cares about them.
- Call us and let's discuss how we can make you more productive, increase your profit margin and increase your level of customer satisfaction.

Why should I use Answer Midwest?

Reliability - We have been in continuous operation since 1946.

Quality - We hire and train to provide you only the best award-winning professional operators to greet your callers with a live voice every time. Our operators set the professional, caring tone you want for that first impression.

Improved Customer Response - The world has adjusted to machines, but many people "hate them." Provide your customers a professional attendant from their very first call.

Proven Service - We have won the ATSI Award of Excellence for Customer Service the last seven years in a row. We are proud and participating members of ATSI. Visit ATSI's Web site for more information at www.atsi.org/MemberBenefits.

Flexible Services - We can do as much or as little as you need. We "build to fit" your business and personal requirements.

Appointment Scheduling - We can even schedule your appointments and provide you and your crew access from anywhere at any time.

Detailed Record Keeping - We keep detailed records of each call and the subsequent message, including an audible recording of each call for seven years. In short, we keep track of how well you perform to meet the needs of your customer.

The Ultimate Disaster Recovery - We prepare so you don't have to. We have critical spares equipment packages, our own battery and natural gas propane electric generator. We'll be there when you can't.

We Can Meet Your Needs - Since our inception in 1946 we have handled an estimated 51million calls. With this type of track record we can take care of you.

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