

## AWARD WINNING SERVICE



### *Outstanding Service Earns National Award Michigan Message Center Wins ATSI Award of Excellence*

Michigan Message Center has earned the exclusive 2009 Award of Excellence for the thirteenth consecutive year. The award is presented annually by the Association of TeleServices International (ATSI), the industry's trade association for providers of telecommunications and call center services including telephone answering services. Michigan Message Center was presented with the award at ATSI's 2009 Annual Convention held in Pittsburg.

Independent judges are contracted by ATSI to evaluate message services throughout the United States over a six-month period. The criterion for scoring includes courtesy, response time, accuracy and overall service to their clients. If the company scores 80% or better in ALL categories, they are presented with the coveted Award of Excellence.

"Participating in the Award of Excellence program and winning of the award shows the commitment and dedication of Michigan Message Center toward achieving Service Excellence in their business", states ATSI President Dennis O'Hara.

The Association of TeleServices International was founded in 1942 as a national trade association representing call centers. ATSI encompasses companies across the United States offering specialized and enhanced operator based services including: call centers, contact centers, inbound telemarketing, and internet service providers.

Now a thirteen-time winner Michigan Message Center has earned the Diamond Award for thirteen years of excellent service. This distinctive award is only held by one other business in the nation. ATSI extends its congratulations to the staff of Michigan Message Center on their proven quality of service to their clients.

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