



**Member of the
Property Management
Association of Michigan**



PROPERTY MANAGEMENT SERVICES

*A Leader in the
Industry*



Michigan Message Center is the leader in the telephone answering and call center industry. With 24 hour, 7 day-a-week, live operator services, we are able to serve clients and callers both locally and nationally. Having been in business over 40 years, we currently serve 1,600 clients and process approximately 2.5 million calls annually. We are large enough to offer a full range of services, but specialize in serving the small to midsize application.

Our Agents are well trained and dedicated to providing you with exceptional service.

Michigan Message Center has won the coveted "Award of Excellence" from the Association of TeleServices International, an international trade association.

Dispatching Personnel

When it comes time to call out your maintenance personnel, you can be assured that the right people will be called at the right time. You tell us what's an after hours emergency and we'll stick to your list. If you want us to call outside contractors, we can do that too. Our sophisticated equipment will maintain lists of your on-call personnel and allow you to up-date the information via the internet on a daily, weekly or monthly basis.

Increase your Rentals

Let us give your callers rental information. We can help you rent an apartment while your sales team is off for the day. Give us unit floor plans and pricing and we'll explain them to your callers. If you want, we can even send them a rental application, a credit application or any other information you want them to have, by simply pushing a button. When our Agents answer your telephone, it tells your callers that you care.

A Premier Service

- All calls are recorded.
- Generators back-up equipment.
- IT personnel on duty.
- Quality standards in place.
- High ratio of supervisors to agents.
- Owner is active in day-to-day operations.

For additional information call **800-937-5911** or visit us at **www.mmc-net.com**