



Increase Retail Sales; Improve Customer Responsiveness

Why would a retailer need an answering service?

*Has your store ever been full of customers while your telephone continues ringing?
Who do you help first?*

Have you ever had potential customers' walk out while you try and help someone on the phone with live customers waiting?

WE GIVE YOU HELP WHEN YOU NEED IT!



Why should I send my telephones to Answer Midwest?

In retail you live and die based on the customer. You spend your time preparing for their arrival - straightening, pricing and setting displays. With all of your preparation, it so often seems that they arrive all at once and at the same time, the phone starts to ring. You can handle helping two or three customers at a time, but what do you do with that telephone call? They may just need directions or ask what time you close.

You begin by calling Answer Midwest to establish your account information. We will work in detail with you to establish the best, most efficient way to handle your calls.

We can supply callers with information such as directions, hours, other locations, specialties, recent shipment arrivals, etc. We can even access your Web site and take a customer's order. We can also gather the specific information callers need so that when you return their call, it will be with the answers they need.

We can send your messages to you in many different ways. Most of our customers use e-mail - or we can send text or voice messages to a cell phone - or you can call in when the rush is over and gather your messages from our operator or voice mail system.

We custom design our services to meet your individual needs. Once we have assigned you an account number, you simply call your telephone service provider and ask them to install the feature "Call Forwarding Busy and Don't Answer." Once installed you are ready to go.

Improve your business now by thinking outside of the box.

This service is available for as little as \$40.00 permonth.

What will I get from Answer Midwest?

Quality - We hire and train to provide 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.

Improved Customer Response - People have adjusted to machines, but "*They hate them.*" Provide your customer a professional response when you need it most.

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 the Web site at www.atsi.org for more information).

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

Reliability - We have been in operation 24/7 since 1946.

More Sales - We allow you to sell to the customer in front of you, yet still respond to the caller.

Order Taking - By using your Web site we can take a customer order, enter the credit card and process it while you are selling face to face. In short, we help you meet the needs of your customers.

We are there when you need help and you only pay for what we do one second at a time.

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