



customer contact center

PRESS RELEASE

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Old fashioned values win national award for Georgia small business.

Corporate Message Services, Inc. wins ATSI Award of Excellence

Top Ten

Corporate Message Services (CMS), Inc. of Savannah, GA has been honored with the exclusive ATSI 2010 Award of Excellence for the eighth consecutive year. This honor is particularly meaningful for the firm because it makes the 3rd consecutive year that CMS has earned the distinction of having scored in the TOP TEN of international ATSI participants.

Rick and Holley Bensman owners of CMS attribute their win to their staff and their perspective on hiring. "Our philosophy is that we can train employees to use our equipment, to take good messages and to deliver them well. The things that cannot be trained are genuine kindness; common courtesy; and an innate sensitivity towards people from all walks of life. We simply hire "people" people and let them care about our customers, their co-workers and our company."

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 and message delivery. Corporate Message Services, Inc. was presented with the TOP TEN award at ATSI's 2010 Annual Convention held at the Westin Gaslamp Quarter, San Diego, CA.

After six months of intensive testing, an independent panel of judges scored call-handling skills such as courtesy, response time, accuracy and overall service to their clients - the cornerstones of the Call Management Industry. If a company scored 80% or better in ALL categories, they are presented with the coveted Award of Excellence

"The training the agents of ATSI members receive in preparation for professionally handling these test phone calls is the best assurance that an Award of Excellence Winner is a high quality provider of telephone answering services!" says ATSI President Larry Goldenberg.

About CMS

Founded in 1988 CMS has been mastering every nuance of the answering service and call-center industry. CMS provides Receptionist Service, Telephone Answering Service and Call Center Services to approximately 220 companies nationwide. The owners and dedicated staff have worked diligently, proving their expertise through an absolute commitment to a superior customer service experience for each business owner and their callers.