



Listen Up Español Honored at Call Center World Gala with Gold and Bronze Medals

Leading Bilingual Call Center (www.listenupespanol.com) Takes the Best in Americas Awards Podium with Three Medals

Portland, ME (July 10, 2012) – Contact Center World Announces Listen Up Español as the Gold medal winner for Best Direct Response Campaign, Bronze Medal Winner for Best Community Spirit, and names Crystian Teran as Best Sales Professional with a Bronze Medal at the 2012 Best in Americas Awards Gala.

Rocking out with the best in the Contact Center World at the World Famous Hard Rock Live concert venue in Orlando, Florida, Listen Up Español competed with other contact center companies to be named as the Best in Americas 2012.

Listen Up Español was honored as a gold medal winner for Best Direct Response Campaign. This distinction set Listen Up Español apart from their contenders, among which were MassMutual, The Kroger Company, and FedEx to name a few. Winners were recognized at a gala dinner with nominees, delegates, special guests, and the international team from Contact Center World. Entertainer Marveless Mark was the Master of Ceremonies at the event which was an amazing finale to a week-long conference.

“It is an honor to be recognized for our direct response campaigns, community spirit, and especially have one of our own agents recognized for his great work as a sales professional,” said Tony Ricciardi, Co-founder of Listen Up Español. “I hope these medals and wins will inspire our agents and management to work towards a gold medal every day. We look forward to sharing our best practices with other industry professionals and are excited to learn about ways to improve our services and management.”

These gold and bronze medals from the Contact Center World are in addition to Listen Up Español’s Top 50 Teleservices Agencies recognition in 2010, 2011, and 2012 by Customer Interaction Solutions Magazine.

About Contact Center World

Our mission is to provide world class research, conferences, awards, networking opportunities and information on best practices in the contact center world. Contact Center World launched in 1999 and is The Global Association for Contact Center Best Practices and Networking. Today, Contact Center World has over 129,301 corporate ‘individual’ members have joined the association’s website ‘ContactCenterWorld.com’. We are passionate in the way we support charities and our community. We run charity auctions at our conferences (we have donated to children’s and medical charities in the U.S.

and Finland and donated money in 2011 to animal rescue, children, and the Red Cross operating in Japan. We also sponsor Pro MMA fighters in Thunder Bay, Canada.

About Listen Up Español

Listen Up Español is the leading bilingual call center for the U.S. Hispanic market. Headquartered in Portland, Maine and operating in Hermosillo, Mexico, the company employs over 800 native Spanish-speaking agents and provides companies with teleservices to reach the U.S. Hispanic market with optimum results.

Listen Up Español offers direct response, non-profit and corporate clients a broad range of call center services from inbound and outbound sales, customer service, and lead generation to Spanish campaign planning, scripting and advertising production services. With a focus on measurement, training and a sales psychology, Listen Up Español has the experience to turn customer interaction into revenue. For more information about Listen Up Español, please visit <http://www.listenupespanol.com>.

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