

# The Collector Chronicle

NORTH AMERICAN RECOVERY

May 2016

Utah, Colorado, Idaho, & Ohio's  
Collection Authority

## LAST MONTH'S LUCKY WINNER

The lucky winner of our client prize for April is Evergreen Pediatrics. They have been using our agency for eight years! We will be sending Darlene a \$100 gift card to P.F. Chang's. Enjoy!



## THIS MONTH'S PRIZE

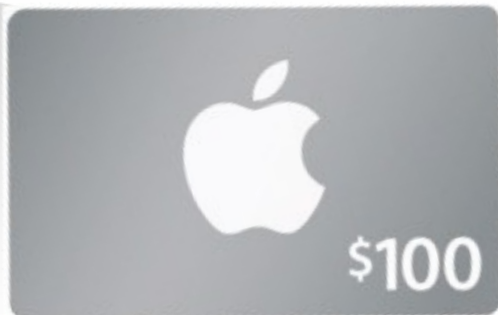
This month we will be giving away a \$100 gift card to Apple!

Each client who sends new accounts during May will have their name entered into a drawing. At the end of the month we will draw a name, and if it's yours, you'll win the prize.

**Don't miss out on your chance to win.**

***Send new accounts in May!***

***Good luck!!***



## WHAT'S THE BIG DEAL?

**BY DAVID J. SAXTON**

President, NORTH AMERICAN RECOVERY

*"What's the big deal? Thirty people work here. It's not going to cause a problem if I call in sick. They'll be just fine without me."* Ever thought this? Know anyone who has? It's a fairly common way of thinking. I must confess, when I got my first "real" job at 18, I thought the same thing. However, being on the other side of those calls for more than 23 years has given me a different perspective.

Don't get me wrong, I'm not trying to "guilt" anyone into not calling out when they need to — especially if you're sick or have an emergency. I have a life outside of the office too, and things do come up that trump work. I don't expect anyone to put their job before the health and safety of themselves or their family. Having said that, I must also say that it does matter when an employee unexpectedly calls out, and it is a problem.

Let's talk about why. But before we do, let me clarify who I'm talking about: small businesses, companies with fewer than 50 employees. I'm not talking about large companies with hundreds of employees. When a large company has one or two people out, it's not a big deal. But it's another story for a small company. Every successful small business has to be

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lean and efficient, with fine-tuned processes and procedures. As such, every employee performs a substantial amount of work each day. When one member of the team is out, a LOT of work goes undone. But there is an even bigger problem: the tasks that must be completed every day. When an employee with some of these "must be completed" responsibilities calls out, someone else has to pick up the slack.

However, one person can only do so much. That's the problem. Each employee already performs at their maximum capacity. When they're asked to double up, they have to stay late and work extra hours. If people call out too often, it causes problems with morale and can eventually lead to unwanted turnover.

I know what you're thinking, "What about when someone has scheduled time off? They are still out of the office. Doesn't that cause the same problem?" No, it doesn't. Because the business can plan for it. A supervisor will shift things around several days in advance and "work ahead." Since they know of the absence in advance, they prepare and are able to stay on top of everything. It's only a

problem when someone unexpectedly calls out. It doesn't matter why they are out; the fact remains that their work must still be done by someone.

So, it does matter when you call out. You will be missed. Your employer needs you; they count on you, and they aren't as strong without you. Another term for this is "job security". And that's a good thing, right?

## ABOUT THE AUTHOR



David J. Saxton is the President, CEO and owner of North American Recovery, a third-party collection agency founded in 1993 and headquartered in Salt Lake City, Utah. Dave and his 54 full-time employees provide debt-collection services to more than 3,000 businesses in 37 states. Dave enjoys writing, the great outdoors, sports cars, motorcycles, and spending time with his wife of 26 years, Shelley, and their two daughters, Jordan and Breeanne.

Dave would love your feedback and comments.

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*The Collector Chronicle* is published by NORTH AMERICAN RECOVERY for prospective and current clients. The editor, Chelsi Dall, welcomes questions or comments.

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