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En route to the Annual Call Center Exhibition in New Orleans, a group of business leaders from South Korea tour Metro's Call Center.
Photos by Gayle Anderson

South Korean Business Leaders Tour Metro Call Center

(June 22, 2010) In a program designed to inform as well as welcome visitors intent upon discovery of Call Center practices world-wide, Gail M. Harvey, Director, Customer Relations, and Alonzo Williams, Communications Manager, played host, June 14, to 21 visitors from Korean Call Center Management (KCCM). En route to the Annual Call Center Exhibition in New Orleans, the group visited Metro's Call Center and four other call centers in Los Angeles.

The presentation opened with a greeting from Lynda Bybee, DEO, Community Relations and Warren Morse, DEO, Customer Communications. Chief Operating Officer Lonnie Mitchell welcomed the group and told of his time in South Korea while stationed there as a Naval Officer.

Other Metro staff who greeted the group included Grace Hong, who spoke to them in Korean, Isaac Lim, and Media Relations Manager Rick Jager.

Harvey was impressed with the group's interpreter, who translated the reports and discussions in real-



COO Lonnie Mitchell welcomes visitors.

time directly into the head-sets worn by the visitors, who did not speak English. "He was really good," said Harvey. He was amazing."



Discussions were interpreted in real-time for visitors wearing head sets.

The visitors were from a diverse group of banks, telecommunication, insurance, security and several other companies and represented various positions from team leaders to company presidents. "They were all very interested in how we do our Transit Call Center business since most of them are in revenue generating operations," said Harvey.



The tour included up-close view of ergonomic workstations.

The KCCM group, led by Baeky Rhee, Professor/PhD., has made a practice of visiting different cities to learn about various call center operations in the United States before attending the International Customer Management Institution (ICMI) annual conference.

Both Harvey and Williams are members of the ICMI, which is hosting this year's conference in New Orleans.



Visitors from the Korean Call Center Management enjoy welcome and staff presentations, above, before touring the call center, below.



"After the presentation, they were very interested and had many questions regarding various aspects of our operation such as workforce management, training and technology components," said Williams.

"I think they most enjoyed listening to the calls, seeing the Call Center Management System we use and then actually walking around the Call Center to see the features and equipment we provide agents. They were very impressed with the design and layout of the call center and the ergonomic workstations."

-- from Gail Harvey
Director, Customer Relations