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NEWS RELEASE

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FOR IMMEDIATE RELEASE - January 11, 2011

BUFFALO GROVE, ILL. – January 11, 2010 **QCSS, a rapidly growing, Call Center and Telemarketing Firm, is proud to celebrate its twentieth year in business.**

Catherine Karabetsos (CEO) and Karin Hall (CSO) launched QCSS, Quality Customer Service & Sales, in February of 1991 out of an office located in Hall's home. QCSS began as an outsourced sell-by-phone business model with a niche in the cosmetic industry, their biggest client at the time being Marilyn Miglin, a Chicago based Fragrance and Cosmetics Company.

Now, twenty years later, QCSS has done business with many reputable companies, including Anixter, Videojet, Marketing Innovators, IBM, CMIT Solution Franchises and CraftBilt Manufacturing Company. In 1997, QCSS moved out of the virtual / at home office space into a traditional office in Buffalo Grove to accommodate their rapidly growing clientele base. In 2011, QCSS is looking forward to finding an additional state-of-the-art facility to call home for an expected 150 new staff members.

Catherine Karabetsos, Co-Founder and CEO of QCSS stated, "As we approach 20 years, I look forward to greatness for our business, our community, state and country-we have found success during very difficult times and have proven we are strong enough to overcome the unthinkable. We have rallied to embrace all the challenges that have taken place over the past 2 decades, in addition to innovation happening at the speed of light. We have learned to adapt, adjust, embrace and challenge ourselves on a daily basis. I am so proud to be a part of this incredible time for QCSS, and we will continue to grow our business by nurturing one relationship at a time".

Over the last twenty years QCSS has been named *Call Center Magazine's* "Call Center of the Year" and *Money Magazine's* "Small Business of the Year". In addition, QCSS received the Entrepreneurial Success Award for Illinois Governor's Business Awards.

"2011 will prove to be a year of innovation to accommodate our clients in meeting their sales and customer's service challenges as well as helping them realize their goals in our new location," stated Hall, CSO of QCSS. "We anticipate much success and unprecedented growth with our go-to-market sales strategies. Our experienced team will now be able to take our contact center best practices to the next level".

To learn more about QCSS, please visit www.qcssinc.com

QCSS, Quality Customer Service and Sales, **generates revenue opportunities** for companies who want to increase the **efficiency** and **effectiveness** of their sales and marketing efforts whether inbound customer service, answering services, or outbound lead generation and appointment setting. As a **leader and innovator** in the sales and marketing industry for nearly 20 years, QCSS provides clients with a **dedicated team** of telephone sales representatives, a quality assurance staff, and the best inbound/outbound calling technology on the market.