

## 扶輪基金會主委文告



問題，問題，問題。在我造訪世界各地的扶輪社員時，最常被問到的兩個主題是扶輪網站及我們基金會的獎助金。很可能你以前也有過這些類似的問題以及更多有關捐款、積點轉移、扶輪社及地區報告、扶輪社發票，及扶輪社職員變動等等。如果你不知道到哪找答案，扶輪支援中心 (Rotary Support Center) 便是諮詢的對象。

扶輪支援中心是扶輪社員、捐獻者、辦事員等都可容易使用的第一個諮詢點，可以英文、法文及西班牙文來回答問題。營運時間是星期一到星期五早上 8 時到下午 5 時（美國中央時區）。您可以打免付費電話 1-866-976-8279 到支援中心。電子郵件請寄至 [rotarysupportcenter@rotary.org](mailto:rotarysupportcenter@rotary.org)，會在一個工作日內回覆。

支援中心平均每個月接到 3,500 通電話。其中約 1,500 名來電者是希望轉接至某個特定的人士或扶輪部門，讓我們複雜的組織更容易提供服務。每個月平均回覆 7,000 封電子郵件。

成立才 8 年的扶輪支援中心獲得通訊連結中心領導地位之 Benchmark Portal 評選為傑出中心。傑出中心獎是客戶服務及支援產業最具聲望的獎項之一。獲得這項殊榮的中心要兼具效率及效用，在服務產業中，提供頂級服務且整體成本與其他中心相比較低。

扶輪支援中心小組也包括一位訪客服務及參觀計畫協調人，為想要參觀扶輪世界總部的人安排參觀行程及大型團體會議。扶輪每年的訪客人數驚人。你計畫來芝加哥地區嗎？你可以寄電子郵件至 [visitors@rotary.org](mailto:visitors@rotary.org) 申請參觀。或許我們會在扶輪世界總部相遇。

我確信各位將會同意，本中心確已從滿意客戶獲得優良品質 96% 的高分。

A handwritten signature in black ink that reads "Paul A. Netzel". The signature is fluid and cursive.

**Paul A. Netzel** 尼采爾  
基金會保管委員會主委

還有問題嗎？請告訴我。電子郵件地址為  
[paul.netzel@rotary.org](mailto:paul.netzel@rotary.org)。

## MESSAGE FROM THE FOUNDATION CHAIR



Questions, questions, questions. Two topics I am frequently asked about during my visits with Rotarians around the world relate to Rotary's website and our Foundation's grants. Quite likely you have had these questions and more, about things such as donor contributions, point transfers, club and district reports, club invoices, and club officer changes, to name a few. If you don't know where to find the answer, Rotary's Support Center is the place to start.

The Rotary Support Center is an easily accessible first point of contact for Rotarians, donors, staff, and others to help answer questions in English, French, and Spanish. Business hours are 8 a.m. to 5 p.m. Central Time, Monday through Friday. You can reach the Support Center toll-free at 1-866-976-8279 (1-866-9ROTARY). Email inquiries to [rotarysupportcenter@rotary.org](mailto:rotarysupportcenter@rotary.org) will be responded to within one business day.

The Support Center averages 3,500 calls per month. This includes about 1,500 callers who want to be directed to a specific person or Rotary department, allowing easier access within our complex organization. On average, 7,000 emails are responded to each month.

With only an eight-year history, the Rotary Support Center has been certified as a Center of Excellence by Benchmark Portal, the industry leader in contact center benchmarking. The Center of Excellence recognition is one of the most prestigious awards in the customer service and support industry. This distinction requires that a center be both efficient and effective, providing service that is of superior quality with lower overall costs compared with other centers in the service industry.

The Rotary Support Center team also includes a Visitor Services and Tour Program coordinator to schedule tours and large group meetings for those who want to visit Rotary headquarters. Rotary has a surprising number of visitors each year. Are you planning a visit to the Chicago area? You can request a tour by sending an email to [visitors@rotary.org](mailto:visitors@rotary.org). Perhaps our paths will cross at One Rotary Center!

I am confident you will agree with the 96 percent quality score the center has received from satisfied customers.

A handwritten signature in black ink that reads "Paul A. Netzel". The signature is fluid and cursive.

**Paul A. Netzel**

FOUNDATION TRUSTEE CHAIR

**Do you still have a question?  
I want to hear it. Email me at  
[paul.netzel@rotary.org](mailto:paul.netzel@rotary.org).**