



**Ronald McDonald House, how may I help you?  
Call Experts Connecting Families.**

For 18 years, Call Experts have donated their professional services answering the telephones and connecting our families to their loved ones. When a nurse or doctor calls in the middle of the night, it is Call Experts that make sure the call gets through. The Ronald McDonald House is staffed by a live-in manager during the week, and weekend managers Friday and Saturday nights. It is the confidence in the expert handling of emergencies that help our managers sleep through the night. When a family is in a crisis, they want to talk to a caring person, not a machine, and Call Experts provides the caring person on the other end of the line. When a worried grandmother calls at midnight because she has not heard from her daughter, Call Experts patches the call through. When a family loses their keys, and need help getting into their room, Call Experts page the manager to help them get in the door. From emergency calls to routine questions, Call Experts handles each professionally and caringly. Night after night, they ensure that the right person gets the right message, filtering emergency from routine calls. They are a big part of the operations of *The House That Love Built*, and their contribution is greatly appreciated.

Call Experts is a locally owned and operated total contact center. Call Experts has been providing 24/7 call center and answering services since its founding in 1982. Whether your organization needs complete call management, overflow call management, answering services, a help desk, order taking, or has any other telephone or messaging needs, Call Experts can make it all possible. Call Experts offers complete customization for all of your individual preferences. For more information about Call Experts, please visit <http://www.callexperts.com>, email [info@callexperts.com](mailto:info@callexperts.com), or call 843-724-0000.