ETI Call Center – Lufkin, Texas

Owner: *Effective Teleservices, Inc. ◆ Mr. A.C. (Chuck) Smith ◆ (936) 633-9333*

Effective Teleservices, Inc. was interested in opening a call center to expand their current operations. Since Mr. Smith had worked with Langston Construction, Inc. on a construction project for his church, he sought Langston's assistance in finding an existing building to remodel. Langston Construction, Inc. identified several properties meeting ETI's specifications and developed design schematics and budgets. Once ETI secured their location, Langston Construction, Inc. had less than 45 days to finalize their design, complete construction, and open the call center for business.

The project consisted of remodeling a 40,000 square foot vacant grocery store to include 29,000 square feet for call agent cubicles, meeting and training rooms, and human resource offices, 3,500 square feet for an employee break room, fitness room, vending, restrooms and showers, and 7,500 square feet for executive offices and computer networking. A new single ply roof was also installed. With the experience and cooperation of Langston Construction's staff and subcontractors, ETI officially opened on April 5, 2004, 43 days after commencement of construction.