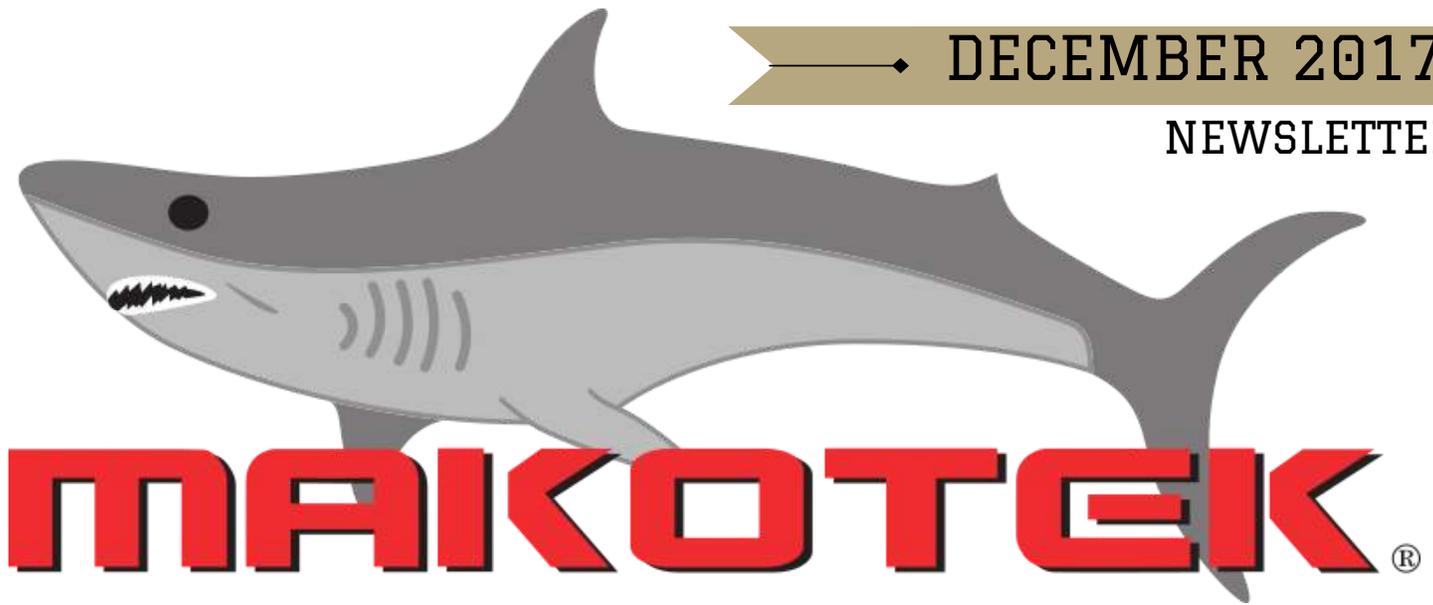


◆ DECEMBER 2017 ◆

NEWSLETTER



In this issue...

- Top System
- Employees of the Month
- Manager's Column
- Jumpstart Update
- Winter Health Myths
- Makotek Social Media

Important Announcements

Have something important to share? Email us any photos, announcements, etc. and we will feature it in the upcoming newsletter or on the social media channels!

Email us at MakotekSocial@gmail.com

December 2017

System of the Month Charlotte, NC



Becoming the General Manager of Makotek's Charlotte office 6 months ago has been an honor. It has allowed me to achieve what I set out to accomplish, which was to reach my 6-month goal of becoming Makotek's Office of the Month for the first time.

I wish to thank my staff for their hard work and dedication in following my direction during our growth as an office.

To all my fellow GM's, each of us relies on one another for success and yes, set your goals high and each of you can obtain them. Lastly, I am proud to say I have the best staff anyone could ask for, Non-pay Field Collectors and Equipment Recovery combined. Thank you for all that you do! ~Bill Sturman, GM

Congratulations to this month's winners!

The rankings include all techs with a ranking based on a combination of saves, money collected, disconnects, equipment recovered, and hours worked. Awards go to the Top Tech, in each of three regions.

Congratulations to all the winners! Please review the list and let your managers know any feedback to improve future rankings. The standard has been set and everyone can look forward to new challengers next month.

Employee of the Month
Call Center
Justin Key
Orlando, FL



Justin is no stranger to this award & continues to deliver huge results for our team. He is a true professional & takes pride in what he does for Makotek day in & day out.
~ Steve Dilly, GM

Employee of the Month
CPE Collections
Calvon Cole
Fayetteville, NC



Calvon Cole works harder each week to surpass his goals. He is a multiple winner. Great job Calvon!
~Jerry D. Gouveia, GM

Employee of the Month
Midwest
James Matt Stefan
Cleveland, OH



James has had the most Field Saves in the company 2 months in a row. He's always willing to help train new techs & shows his leadership skills daily.
~Tim Dodd, GM

Employee of the Month
East
Travis Davis
Raleigh, NC



Travis has been part of our team for nearly 4 years & has shown constant improvement along the way. He's developed into a payment machine!
~ Tim Faircloth, GM

Makotek Manager's Column



How to Deal with Difficult Customers

by Rick McDougal
General Manager, Florence, SC

In our line of work, we can choose from a wide range of responses when dealing with customers. How we deal with these situations is extremely important.

1. Make a script and follow it

Keep in mind that we aren't generally meeting customers under the best of circumstances. They can be upset about losing their services, upset with Spectrum. Always remain calm and have a pleasant attitude.

2. Listen

I've found that most difficult situations can be defused simply by letting the customer speak. Often we're the only contact they have with the company, and that puts us in a position to take the brunt of the customer's anger. Simply being courteous while allowing them to vent has calmed most situations I've faced.

3. Be Professional

Always act professionally and you'll never put yourself in a position to fail. Remember you represent not only yourself, but Makotek and Spectrum. Treat customers as you would like to be treated if you were in their situation.

Jumpstart Updates

Logout, Reboot, Login

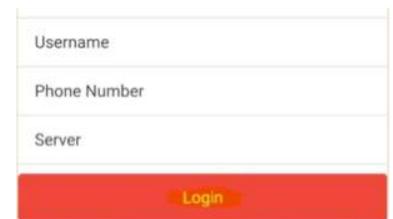
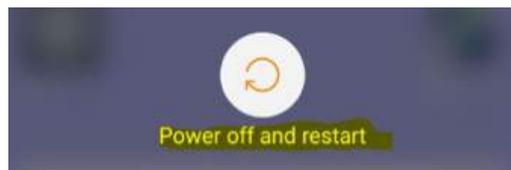


Smartphones are, in fact, mini-computers.

Occasionally a computer will freeze and it seems no matter what you do the only thing that works is to shut down the computer and restart it. This is called rebooting. Shutting down the program and restarting will often bring it back to normal operation. The same is true with smartphones and their apps.

The solution to at least 90% of the problems a tech experiences with Jumpstart is simply to reboot the smartphone.

Some users often have several apps running at the same time and the phone has trouble keeping up with it all. Closing unnecessary apps while working with Jumpstart helps minimize this situation. For optimal results, it is recommended at the beginning or end of the work day to logout of Jumpstart and reboot the device. It clears the phone's cache, closes all apps, and refreshes the connection with the wireless provider.



Daily logging out of Jumpstart, rebooting the device, and logging back in will help to avoid much frustration and only takes 3 - 5 minutes.

Winter Health Myths: True or False?

1. Vitamin C prevents colds — true or false?

2. Overcast winter days lead to depression — true or false?

3. You need just as much sunscreen as you do in the summer — true or false?

4. Winter is the best time of the year for allergy sufferers — true or false?

5. You should not exercise in cold temperatures — true or false?

6. The chilly winter air will make you sick — true or false?

1. False - Every winter it's commonplace to see ads touting the benefits of taking a Vitamin C supplement to either ward off a cold or to shorten its length, but unfortunately there is no consistent evidence backing up the claims. The Recommended Dietary Allowance for men is 90 mg and 75 mg for women per day, but consuming a mass amount at the start of a cold won't prevent or treat it.

2. False - Mixed with frosty temps, dreary winter days can really put a damper on your mood, but don't point the finger at the weather if you're feeling a bit of the "winter blues." Busy schedules, tight end-of-the-year deadlines, family stress and worries about holiday spending are more likely culprits for why you're feeling less than joyous during winter.

3. True - Overcast skies seem like the perfect buffer between your skin and the sun's harmful rays, but the opposite is actually true. The Earth's surface is closer to the sun during the winter months which means we're exposed to more damaging rays than in the summer. To add to it, the Skin Cancer Foundation reports that ice and snow can reflect up to 80 percent of the sun's harmful UV rays, which means we get exposed twice.

4. False - Even though harsh temps can cause outside foliage to become dormant, winter can exacerbate indoor allergies. In the winter, everyone is spending more time indoors, including pets and their dander, windows and doors are opened a lot less frequently causing air quality to go down, and some household molds thrive in the warmer temps your heater provides. If you seem to get a lingering cold every winter, allergies may be the true culprit.

5. False - Although this makes for a great excuse to curl up under a warm blanket with a warm beverage instead of working out, it's not true. According to research, cold temperatures actually increase speed, which in turn help you burn more calories in less time.

6. False - This is probably the biggest winter health myth out there, and, after all, it is called the common "cold," but lower temperatures won't make you sick. Colds and the flu are caused by coming in contact with bacteria or viruses, so cold air alone won't cause you to feel under the weather. Cold air will increase mucus secretions though, which act as prime vehicles for virus transfer, and since the cold, dry air of winter allows these viruses to stick around a little longer in the air, the window of time to accidentally breathe them in after someone coughs or sneezes increases.



HAPPY 1 YEAR
ANNIVERSARY!!!



TOP PHOTOS

OF THE MONTH

