



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!

In this issue...

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- Jumpstart Update
- Managers Meeting

Suggestions for next month's issue? Email us at
MakotekSocial@gmail.com

June 2017

System of the Month West New York



Buffalo

Through thick and thin, this group continues to push to make the most out of each day. I am humbled by their drive and determination. -Byron Windsor, GM Buffalo

A great group of employees that work hard every day. I am proud of each and every one of you. -Darryl Marquart, GM Rochester



Rochester

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 regions

Congratulations to all the winners! Please review the list and let your managers know of any feedback to improve future rankings.

Employee of the Month
Call Center
Jonathan Naulings
Orlando, FL



Jonathan started out with us as a part time employee and recently became a full-time call rep for our team. He has always produced great results, so it's great to see him win this.
-Steve Dilly, GM

Employee of the Month
ER Collections
Davontae Harris
Orlando, FL



Davontae has been with us a little over a month now. He is a hard worker and a terrific addition. I'm looking forward to working with him in the months to come.
~ Rick Mullins, GM

Employee of the Month
Midwest
Myron Stalter
Columbus, OH



Myron always goes the extra mile to help the customer. His hard work and willingness to help others is much appreciated and helps make the Columbus office run smoothly.
~ Scott Smith, GM

Employee of the Month
East
Gary Martin
Raleigh, NC



For the 2nd month, Gary has shown he has what it takes to be the most efficient field collector. Gary is a rare breed who sets goals, strategically plans, and doesn't give up until he surpasses those goals.
~ Tim Faircloth, GM

Makotek Manager's Column



Tim Faircloth

General Manager, Raleigh, NC

PROFESSIONALISM

Makotek is a premier national provider of non-pay customer retention and equipment recovery services. We've earned a reputation as a trusted partner to our clients by delivering exceptional results through focused management and continuous process improvement. In our quest for **continuous improvement**, let's discuss the importance of professionalism.

DRESS THE PART. A field collector's appearance has a substantial effect on production. Every time we go to work, we must be clean cut, pressed, and professional. The dress code must always be observed. (See your employee handbook.) We are representing both Makotek and Spectrum, and must dress the part. Don't forget your vehicle is an extension of yourself! The customer will notice right away a dirty car without Spectrum magnets.

PLEASANT ATTITUDE. As professionals, we've got to keep the right attitudes and a smile on our face, no matter what. Smiles make the customer feel more comfortable and increase our chance of a payment or recovering equipment.

CLEAR COMMUNICATION. As field collectors, we need to speak loud enough and clearly so the customer can understand. Make eye contact and smile. If you present yourself with professionalism, the customers will take you at face value. Before you go to the field, look in the mirror and ask yourself, "Would I pay that person?"



TOP PHOTOS

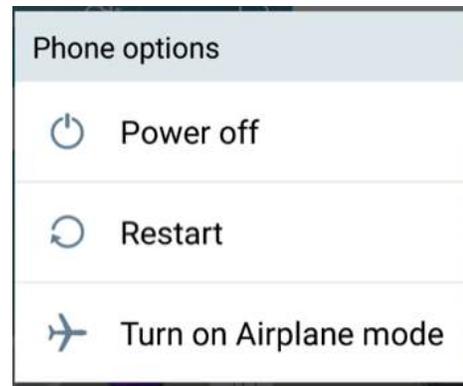
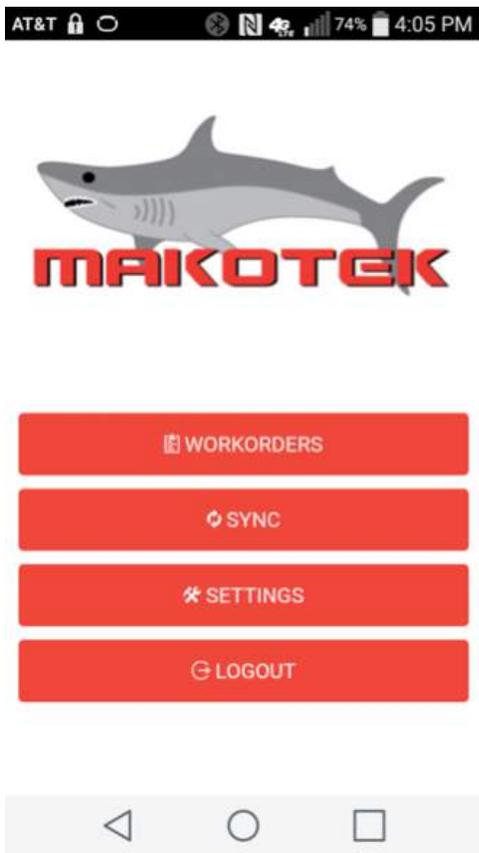
OF THE MONTH



Jumpstart Tips

The single most important process to keep your app running as smoothly as possible is to do the following 2 things at the end of the day:

1) Logout of Jumpstart and 2) Restart the device.



Restarting your device clears the cache and refreshes your phone, much in the same way rebooting a computer refreshes it.

By logging out each day and restarting your phone you begin the next workday with clean data. If you don't take these two steps, the app will eventually "freeze" up.

A good motto to adopt is "When in doubt, REBOOT."

MANAGERS MEETING

Makotek managers recently came together for training and professional development in Orlando, Florida. We kicked off the meeting by creating a **Makotek Memories & Accomplishments Wall**. Managers covered a wall with their reflections and thoughts on working at Makotek, and we wanted to share some of these with the rest of our team!

What Makotek stands for...

A company dedicated to its employees. Striving for excellence.

What I'm most proud of...

Seeing the development of a new employee from beginning to end.

Why I'm proud to work for Makotek...

In 37 years in cable, I've had experience dealing with various contractors. Makotek is a cut above the rest.

Why my team is successful...

My team knows they're a team. They're never alone & always have support from management down to their coworker sitting next to them.

My team's way of working...

Hard work
Beat the doors
Make contact
Get payments
No excuses

MANAGERS MEETING



Managers in Orlando, FL



Professional Development



Dispatch & Call Center, Orlando, FL