

◆ SEPTEMBER 2017 ◆

NEWSLETTER



Happy  
**LABOR  
DAY**



**MONDAY,  
SEPTEMBER 4**

**COMING SOON!** Open Enrollment for United Healthcare plans will be in early September!

Remember: ALL employees are required to choose a plan or waive their benefits. This is the **ONLY** time employees can enroll in a healthcare plan or make changes to their existing plan without a qualifying event.



### In this issue...

- Top System
- Employee of the Month
- Manager's Column
- Jumpstart Update
- Safety Tips
- Makotek Social Media

Suggestions or something to share for next month's issue? Email us at [MakotekSocial@gmail.com](mailto:MakotekSocial@gmail.com)

# September 2017

## System of the Month **Columbia, SC**



**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 region

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

The Columbia system has overcome so much in the last 6-7 months. Changes can be extremely hard to get through but our office banded together and got through recent changes as a team. We, as a whole, support one another and lend a helping hand when needed. Thanks to these fine technicians we were awarded System of the Month for all our hard work and dedication. Way to go, team!! ~Brittany Warner GM

**Employee of the Month**  
Call Center  
**Johnathon Nauling**  
Orlando, FL



This is Johnathon's third time winning this year. Johnathon continues to rise to the top of the leaderboard every month. Glad to have him as a part of our team.  
~Steve Dilly, GM

**Employee of the Month**  
CPE Collections  
**Mike Elliott**  
Orlando, FL



Mike Elliott is a consistent performer and an outstanding equipment collector. In the month of July Mike retrieved 922 pieces of equipment!  
~Rick Mullins, GM

**Employee of the Month**  
Midwest  
**Patrick Beane**  
Columbus, OH



Congratulations Patrick! Your continued hard work and dedication to your team and customers is noticed and appreciated! Keep up the good work!  
~Scott Smith, GM

**Employee of the Month**  
East  
**Gary Martin**  
Raleigh, NC



Gary's success stems from his meticulous attention to detail and production statistics. He is a pleasure to work with and takes every opportunity to help new team members succeed.  
~Tim Faircloth, GM

# Makotek Manager's Column

## Guide to Success

---



*Rick Mullins*  
General Manager  
Orlando

### WORK ORDERS: KNOW BEFORE YOU GO

Being familiar with all the info on the work order will prevent you from hesitating at the door and make the customer feel more comfortable making their payment.

### YOUR DEMEANOR IS KEY

Make sure you smile and greet the customer with a pleasant tone of voice.

No customer wants to pay someone who looks miserable and seems like they hate their job.

Customers will respond in kind to a pleasant and friendly demeanor.

Attitude and communication are key factors to our success.

# Jumpstart Updates

## ERROR CHECKING

New error checking features minimize input errors by techs when processing a credit card or EFT. On credit cards, the card type is shown so they can visually see whether it is a VISA, MC, AMEX, etc. Each required field is marked with an asterisk \*. If the tech misses a required field they will get a pop-up error message telling them so.

AT&T 83% 11:04 AM

Charge Information

WorkOrder# 211603623

Account# 188964111

Payment Type\* CC ▾

Customer Name\*

Credit Card #\* 4640 1393 4567 8521 **VISA**

Pin

Expiration Day\* Month 04 ▾

Year 2020 ▾

Payment Type\*

Customer Name\*

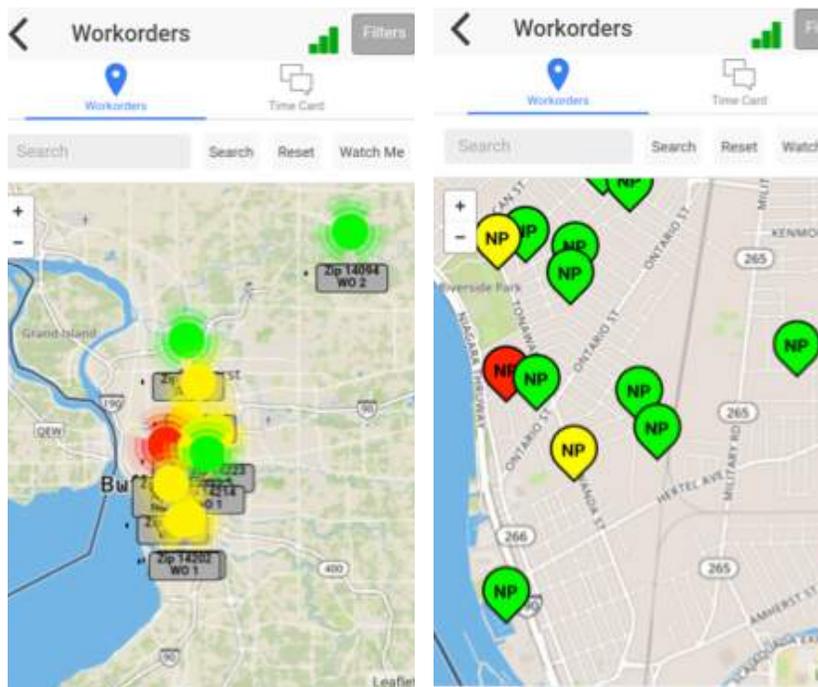
Credit Card #\* 4640 1

Pin

Expiration Day\* Mont

Year

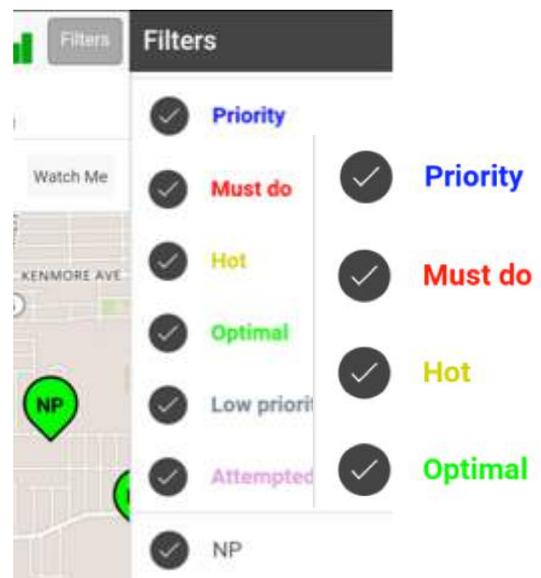
Amount \$\*



## NEW COLOR SCHEME

The color scheme of the bubbles was changed to help the tech focus on better routing and productivity. Instead of basing the colors on schedule date, several different parameters were used to determine the bubble colors.

These parameters include customer's length of service, if we have collected from them previously, how much equipment they have, how many attempts have been made, and many more. The manager can explain to the tech in greater detail how this process works.



# AVOIDING TEXTING & DRIVING!

While behind the wheel, it is important not to be distracted. Be constantly aware of your actions and the actions of other drivers.



Download an app that prevents you from texting while driving!



Turn your phone on silent or out of reach!



Texting while driving may be against your state's laws!

After viewing the following statistics on texting while driving, you may think twice before you participate in the act:

- Text messaging makes a crash up to 23 times more likely to happen
- 34 percent of drivers have admitted to texting while driving
- Experts say texting while driving is a leading factor in accidents
- One in five drivers text while driving

**DRIVE SAFE!!!**



# TOP PHOTOS

OF THE MONTH

MAKO SHARK IN JERSEY?!!!

