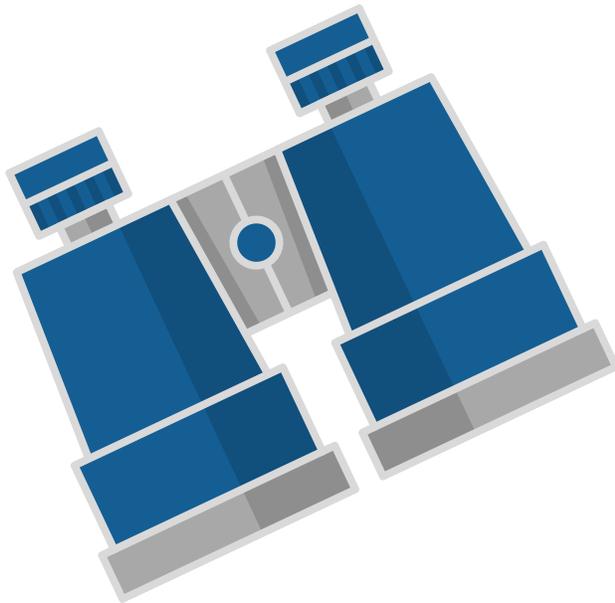


◆ AUGUST 2018 ◆

NEWSLETTER



Makotek Social Media Scavenger Hunt



The Makotek Social Media
Summer Scavenger Hunt is
August 20 - August 24
More details on page 6!

In this issue...

- Top System
- Employees of the Month
- Manager's Column
- Jumpstart Update
- Makotek Social Media
- Summer Scavenger Hunt
- Heat Illnesses

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

System of the Month **Akron, Ohio**



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.

I would like to acknowledge the Akron, OH offices for being named the System of the Month for the third month in a row. I couldn't be more proud of this crew and the hard work and dedication that they put forward on a daily basis. They have all implemented the phrase "Don't make excuses, get RESULTS" and their perseverance has shown time and time again. Great work Team and Congratulations!!! ~Matt Leidolph GM

Employees of the Month

Employee of the Month
Call Center
Ashley Candelaria
Longwood, FL



Ashley joined our team earlier this year and hit the ground running. Ashley has a superior work ethic and is determined to be at the top each week. Glad to have Ashley on our team.
~ Steve Dilly, GM

Employee of the Month
CPE Collections
Shawn Skeete
Southwest Ohio



This is Shawn's fourth award. I'm sure there will be more! He is very compassionate and shows this each time he wins by thinking of his coworkers. He helps them with pointers so they can win next time.
~ Rick Mullins, GM

Employee of the Month
Midwest
Donald Shepherd
Columbus, OH



Congrats to Don on his second Employee of the Month! Don continues to do a great job working to save customers and is always willing to pick up extra work, all with great attitude! We're fortunate to have him on the team!
~Scott Smith, GM

Employee of the Month
East
Javier Rossy
Western NY



Javier is one of WNY's top collectors and has the potential to be among the best. He always has a great attitude and is willing to help whenever needed. Congratulations Javier!
~ Byron Windsor, GM

Makotek Manager's Column

Face-to-Face Resolution with Customers

by John Delaney
General Manager, Binghamton, NY



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Why it is so important to have a resolution when you meet face-to-face with a customer?

This will be your one and only time to make something happen. Most of the time the customer will try to get rid of you as fast as they can without giving you anything.

You want to retain the customer by collecting money or getting a UB in good faith to come back. UB is an unbillable of a lesser amount that you need with a follow up to come back later.

If the customer states they will pay the office be sure to inform them there is no service fee when paying you. If they pay over the phone with Spectrum they will tack on a service fee. If you cannot resolve the account with a UB or saving the customer, you want to do your best at recovering the equipment.

Remember, we do not go in the home for the equipment. Most customers are now aware that you are trying to resolve their account. They will most likely not answer the door again. Therefore, it is better to obtain the equipment while you are at the door on your first face-to-face.

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Jumpstart Updates



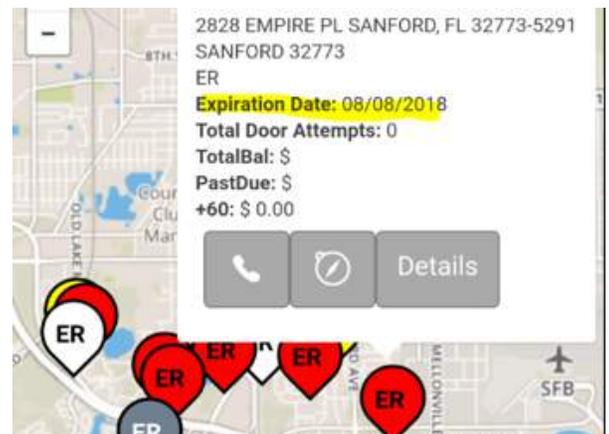
Recent App Update

In July, Jumpstart released a new version of the app in order to fix a few bugs.

ER Work Order Expiration Date

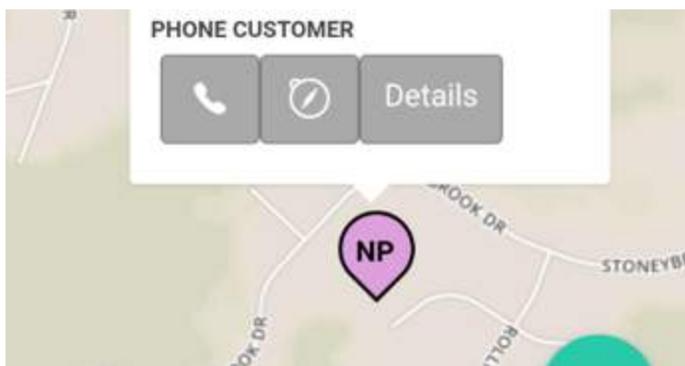
The previous version of the app showed Equipment Recovery work orders expiring long after the work order actually expired.

The new release fixes that with the proper calculations of the expiration date based on whether the work order originated from a voluntary disconnect or a non-pay disconnect.



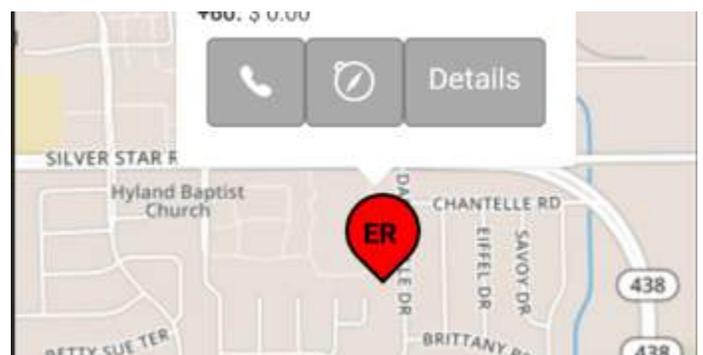
Attempt Coloring

When a tech submits a field attempt on a work order it should turn purple immediately. That way the tech can see at a glance which work orders he or she has made attempts one. The previous version was not consistently changing color correctly.



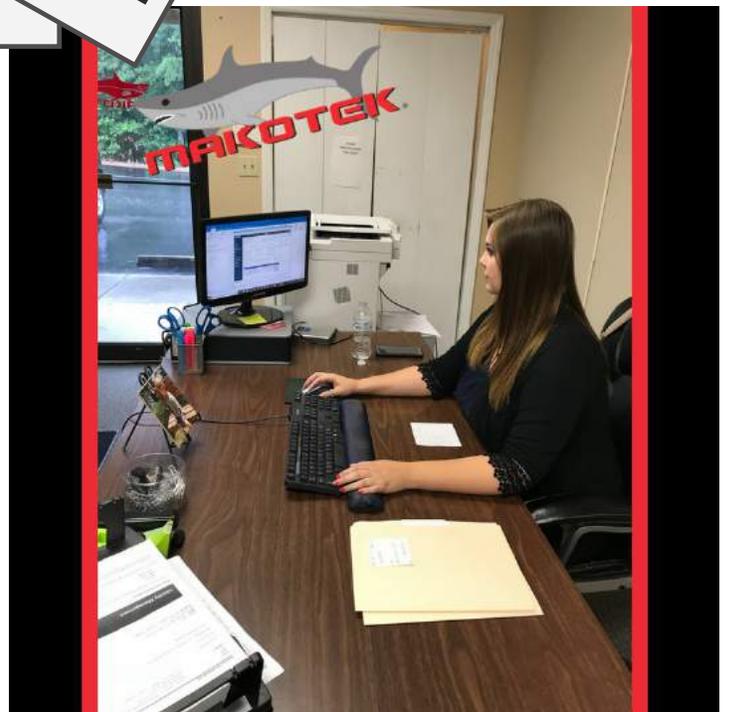
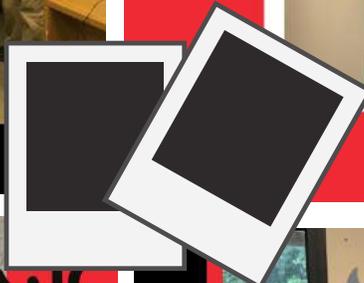
Follow-Up Coloring

The new version has been fixed so that if a follow-up is scheduled on a work order, the bubble will turn red on the day of the scheduled follow-up.

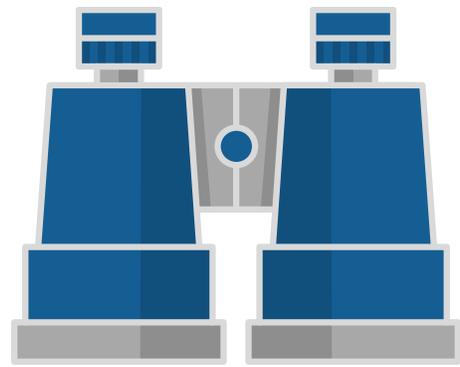


TOP PHOTOS

OF THE MONTH



SUMMER SCAVENGER HUNT



How the Social Media Scavenger Hunt Works:



**Monday,
August 20
to
Friday,
August 24**

#1 Make sure you're following Makotek on Facebook (and Twitter & Instagram)!

#2 Every day at 7 a.m. the Scavenger Hunt item of the day will be posted on the Makotek Facebook page..

#3 Get a photo with that item during the day—you must be in the photo!

#4 Come back to the original post on the Makotek Facebook page and POST YOUR PHOTO IN THE COMMENTS ON THAT POST. Post your picture each day BEFORE MIDNIGHT.

Individual Prizes

	90+ Employees	50-89 Employees	Less than 50 Employees
	Participate	Participate	Participate
First Place	1 @ \$150	1 @ \$150	1 @ \$150
Second Place	3 @ \$75	2 @ \$75	1 @ \$75
Third Place	4 @ \$50	3 @ \$50	1 @ \$50

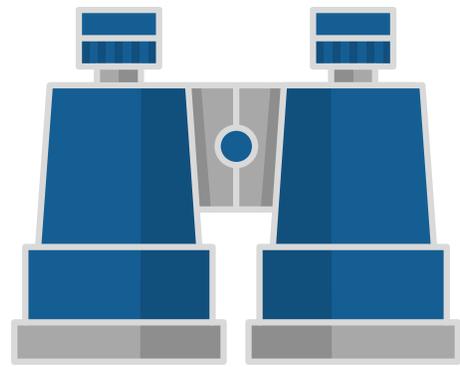
System Prize

*more participation=
more prizes!*

Office celebration awarded to system with highest rate of participation.

See next page for complete rules about prizes and judging.

SUMMER SCAVENGER HUNT



A Few Quick Rules...

NO PHOTOSHOPPING OR PHOTO EDITING. This is a new rule! We want the contest to be as easy and fair as possible.

PHOTOS MUST BE TAKEN DURING THE CONTEST, ON THE DAY EACH ITEM IS POSTED. Please do not use photos that were taken at an earlier date. (Obviously, there's no way for us to know for sure when your photos were taken but we ask that you please respect this rule, to make the contest as fair as possible.)

All Makotek employees can participate in the Makotek Scavenger Hunt, managers included.

Be safe. Do not take photos while driving, etc. Employees who take photos while doing so will be disqualified.

Jdges can disqualify photos that are considered inappropriate or not in the spirit of the Makotek Scavenger Hunt.

Judging & Prizes

Make sure you participate and post a photo of all five items during the Scavenger Hunt.

Creativity counts! Individual winners will be selected by Anthros Inc.'s social media team and judged on the quality and creativity of photos.

System Prize will go to the location that has the highest rate of employee participation. The winning system will receive \$300 to plan the celebration of their choice.

For the System Prize, the following systems will be grouped together and counted as one system for the purposes of judging: 10 & 11 // 15 & 30 // 21, 22, 25. All other systems will be counted individually.

Questions? Email us at makoteksocial@gmail.com



Recognizing and Preventing Heat Illnesses

Summer is in full swing and it's another hot one this season. Review the information on common heat illnesses and how to prevent them from happening.

Heat Cramps

- Heat cramps usually affect the legs or abdominal muscles, often after physical activity. Excessive sweating reduces salt levels and can result in cramping muscles.
- Get into shade
- Drink cold water or a sports drink
- Stretch the cramping muscles
- Seek medical attention if cramps last more than one hour

Prevention

- Drink plenty of water
- Wear loose, light clothing and a hat
- Replace salt loss from sweating with juice or a sports drink
- Wear sunscreen
- Pace yourself!

Heat Exhaustion

Heat exhaustion feels like the flu, such as severe thirst, fatigue, headaches, nausea, vomiting, profuse sweating, pale skin, rapid pulse.

- Seek shade
- Drink cold water or a sports drink
- Apply cold towels or take a cool shower if possible

