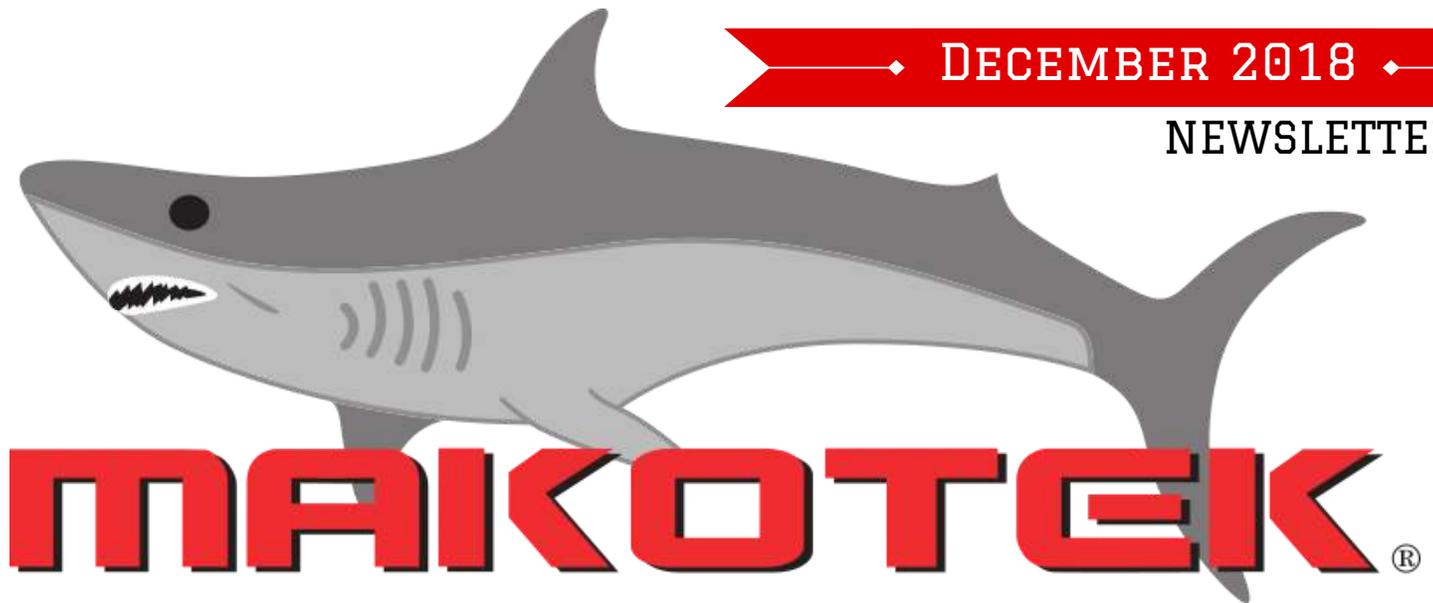


◆ DECEMBER 2018 ◆

NEWSLETTER



Santa Jaws



**Happy Holidays, Team
Makotek!**

In this issue...

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

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 **Fayetteville, NC**



I am proud of our team being recognized as the most improved team in October 2018. We had to overcome many obstacles in September and October due to Hurricanes Florence and Michael. With very little work issued for weeks, our team waited patiently. We finally received a massive amount of work, 1,600 work orders in one day! We are back up to full speed! Great job, guys! ~Jerry D Gouveia, GM

Employees of the Month

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

Ashley Candelaria
Longwood, FL



Ashley has won this award 3 months straight, we are so proud of her and glad to have her on our team. We appreciate all your hard work and dedication. Congratulations!
~ Steve Dilly, GM

Employee of the Month
CPE Collections

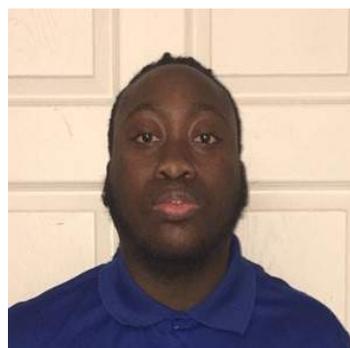
Michael Shepherd
Orlando, FL



Mike Shepherd, again, is one of my hardest working employees. He strives to be the best day-in and day-out...and it shows. Congratulations Mike again for a job well done!
~ Rick Mullins, GM

Employee of the Month
East

John Darby II
Columbia, SC



John is such an asset to our Makotek Family. He has been with us for three years and this is his first Tech of the Month. He has grown so much in the last year and has been an amazing inspiration to new techs with his weekly numbers. Congrats from all of us here in the 010!!
~Brittany Warner, GM

Employee of the Month
Midwest

Steve Looney
Columbus, OH



Congratulations to Steve on Tech of the Month. He has been with Makotek for 10 years and uses his experience to help others. Steve goes above and beyond to try and save the customer. Thanks for all you do, Steve. Great job!
~ Scott Smith, GM

Makotek Manager's Column

Be a Force Multiplier

You can work hard and be very productive, but you are still only one person. Many companies have employees that are one-person machines and assume that makes them more valuable to their company. They would rather keep their methods and techniques – those things that make them exceptional - all to themselves. “If I keep my secrets to myself, I make myself more valuable to the company.”

Remember, your impact towards your office and company is still only the impact of one person. If you share your knowledge to your co-workers, you can become a **force multiplier**, and more valuable as a result.



W. David Wilson
GM Southwest Ohio



“Force Multipliers” are methods, tools or processes that help you amplify your effort. We want to produce more technicians to save more subscribers. In using Force Multipliers, you'll get more done with the same amount of effort while teaching employees to do the job as well as you do.

Force Multiplication will benefit you by making the office more successful. It reduces the feeling of being overwhelmed by the amount of work. Your peers will ask you for help and how to better do the job.

Sharing your techniques with others creates an electrifying atmosphere where everyone is better. The team gets along better, builds relationships, and results in everyone making a difference.

**If you are great at your job, step up and become a Force Multiplier!
Ask your manager to become a trainer. Share what you do best! Ask
other team members to share what they do best.
Be part of building a thriving office that makes everyone more
successful in the process. Give it a try!**





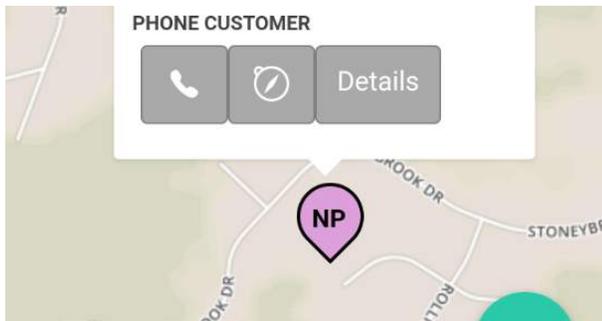
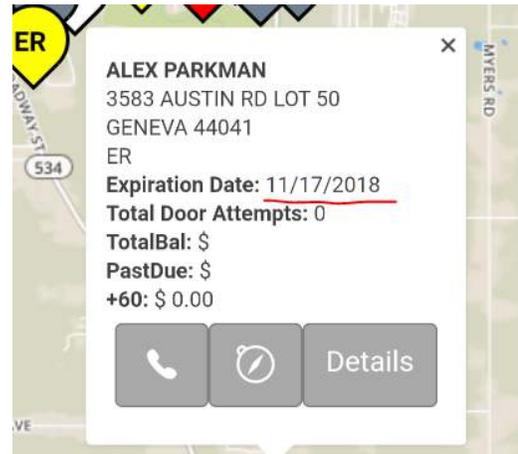
Jumpstart Tips



In July, Jumpstart released a new version of the Jumpstart App to fix a few bugs:

ER work order expiration date

The older version of the app had the expiration date for Equipment Recovery work orders expiring long after the work order was actually expired. The new release has the proper calculations of the expiration date based on whether the work order originated from a voluntary disconnect or a non-pay disconnect.

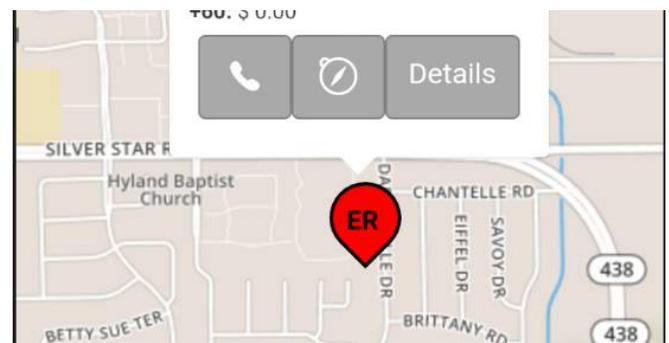


Follow-up coloring

The new version was fixed so that if a follow-up was scheduled on a work order the bubble would turn red on the day of the scheduled follow-up.

Attempt coloring

When a tech submits a field attempt on a work order it should turn purple immediately so the tech can, with a quick look, see for which work orders he or she has made attempts. However, due to Apple's proprietary nature, Jumpstart as been unable to make this happen with iPhones. So, iPhone users will need to re-sync before seeing the attempt turn the bubble purple.



Just changed in the last couple weeks is the numbering method for ER work orders to include the date the work order was created in Jumpstart. Instead of "123456789ER11," that new work order would be "123456789ER1113" if created on **November 13**. This was done to help avoid duplicate work order numbers between systems and within the same system.



CONGRATULATIONS



TOP COLLECTORS



4 TIPS

FOR A SAFE COMMUTE IN WINTER WEATHER



1 Give yourself extra time to reach your destination.



2 Clear off all the snow and ice from the outside of your vehicle.

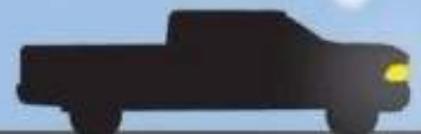
Don't forget mirrors, windows, lights and both windshields.

3 Turn on your vehicle's headlights before getting out on the road.

While we're talking about lights, don't forget to use your turn signals, too.



4 Allow more room between you and the vehicle in front of you.



MAKOTEK