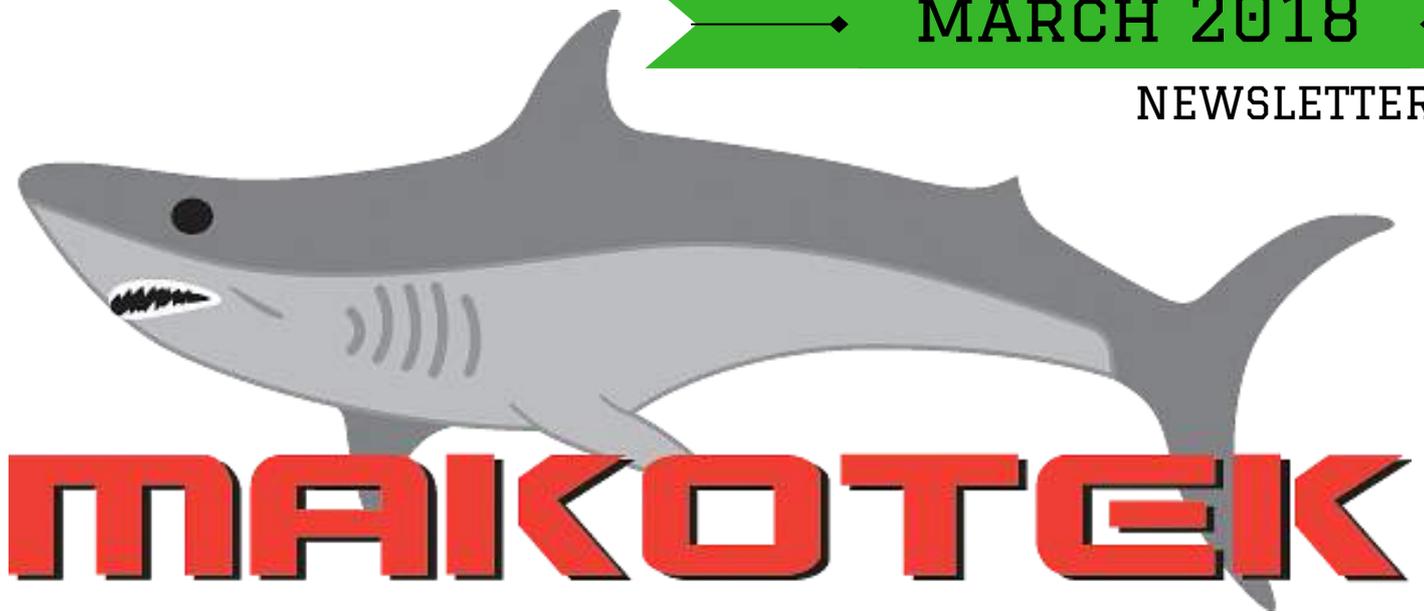


MARCH 2018

NEWSLETTER



*Happy St.
Patrick's Day*



IN THIS ISSUE

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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

Central Florida



ORLANDO TEAM



COCOA TEAM

Congratulations to the Central Florida team on achieving System of the Month for March 2018. All the credit goes to our team, without their hard work and loyalty we would've never made top system. Great job team!!!

~Rick Mullins and Kevin Craft, GMs

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.

Employees of the Month

Call Center

Nick Blanzole
Longwood, FL



Nick is a first-time winner and has been an asset to our team. I'm sure we will see his name on this award again many times in the future. Congratulations Nick, glad to have you on our team.
~ Steve Dilly, GM

CPE Collections

Troy Turner
Orlando, FL



Troy is one of the biggest motivators in the office. He gives me 110% week in and week out, and it looks like it paid off. Congratulations Troy!
~ Rick Mullins, GM

Midwest

James Stefan
Cleveland, OH



James is once again the top tech for the month. He has led the company in Field Saves month after month. His consistency is the key to his success. Keep up the great work James.
~Tim Dodd, GM

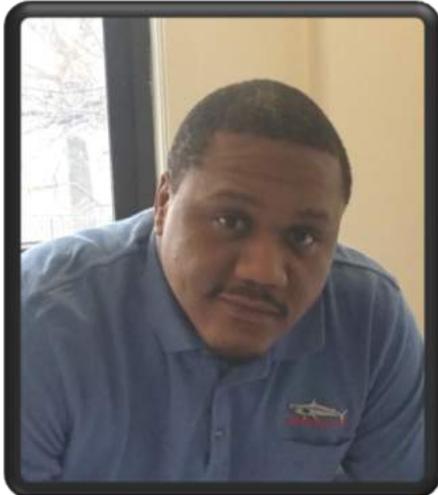
East

Davontae Harris
Orlando, FL



Davontae has been with us from the start for the Orlando system. The first ER employee of the month in Orlando and now the first NP employee of the month in Orlando. Congratulations Davontae!
~ Rick Mullins, GM

Makotek Manager's Column



Kwamme Rabsatt
GM - New York City, NY

Makotek App Training:

Makotek's Jumpstart App is an invaluable tool meant to help techs route and process work orders. This app maximizes productivity while minimizing paperwork. The company site has a great video tutorial on how to utilize the Makotek App. The tutorial gives a step-by-step process on how to access specific work orders and how to use the information to answer customer inquiries, as well as how to properly close out jobs.

www.youtube.com/watch?v=T2L7-n91Mh4



Utilizing Training Resources

Makotek's interactive website <http://www.makotek.net> has a few key resources that every tech should use.

New Employee Orientation:

The first tutorial found through the company site is a must for new employees. Some of the topics covered are maintaining a professional attitude and appearance, the best times and methods to make contact with customers, and some of the rules we must follow to ensure customer quality and assurance.

www.youtube.com/watch?v=GpZw0AJqePY&t=1s

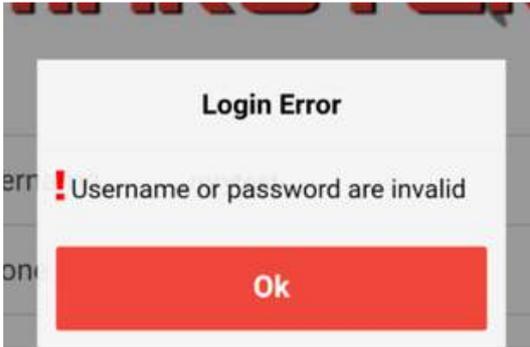
Collections 101:

This tutorial is essential to maximize the amount of contacts made in a timely manner. This job is a numbers game. The more customers a tech can make contact with, the more productive they can be. This video also gives a snapshot of what a tech may face in a typical day, as well as many customer objections and how to face them. This tutorial provides the tools for the excellent customer service that makes Makotek an industry leader.

www.youtube.com/watch?v=_vPIzvxDLd0

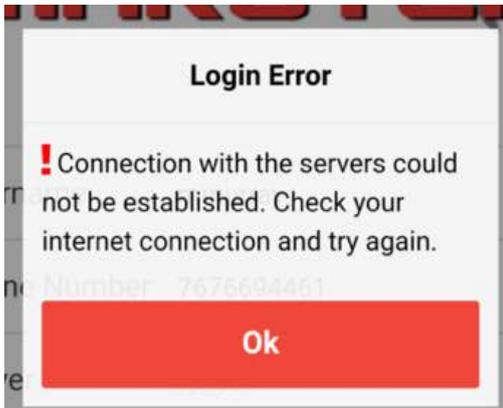


Troubleshooting Common Issues



Invalid username or password

This pop-up means that you entered something wrong. Don't let the device auto-complete but type it in manually, watching carefully the letters and numbers that you type.



Failed connection with servers

This pop-up lets you know you aren't reaching the server. Is the signal weak? Open a browser and see if you can connect to the internet. Try changing locations - even a few feet can make a difference. Reboot the device and let it reconnect and then try again.

Note: You can also get this message if the server is unreachable. If that is the case, check to see if other co-workers are having this issue, if they are then call support.

Other common issues

- Going days or weeks without rebooting the device. Techs have reported that their completions or attempts are "not going through." Reboot the device even if rebooted the previous day or the same morning. This should fully reconnect you to the data channel.
- The phone has maxed out the memory. Shutdown other apps that may be running. You may also need to uninstall apps you don't really need.

Check these before calling support:

Human Error, Wireless Signal, Rebooting the Device, and Low Memory

When you call for support, describe exactly what you are experiencing, screenshots if possible, etc. You may be asked to reboot the device and even uninstall and reinstall the app to get you up and running.



TOP PHOTOS

OF THE MONTH



MAKOTEK
MANAGER'S COLUMN
"PRODUCTIVITY TIPS"



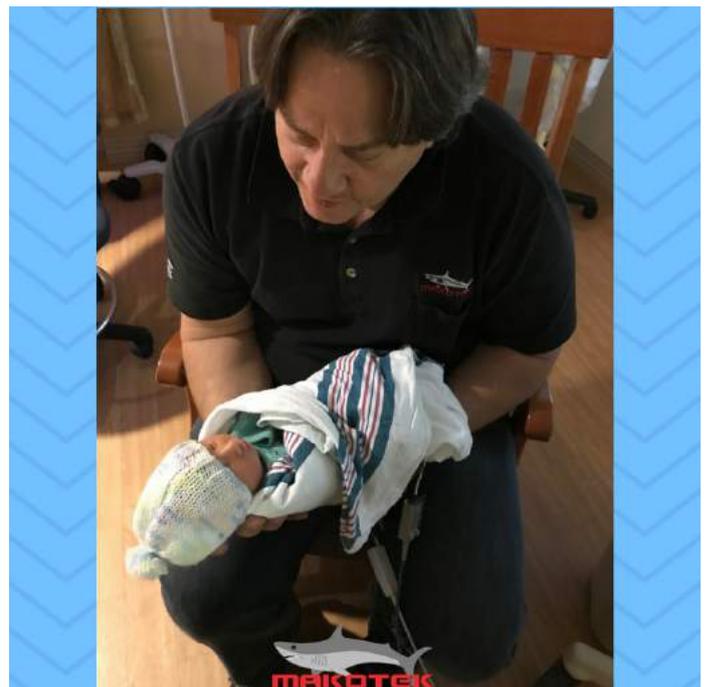
MATT LEIDOLPH
GENERAL MANAGER
AKRON, OH



MAKOTEK
EMPLOYEE
ASSISTANCE
PROGRAM



CONTACT AN EAP COUNSELOR
CALL: 1-800-531-0200
EMAIL: INQUIRIES@CHARLESNECHTEM.COM



PROFESSIONALISM IN THE WORKPLACE

What is professionalism and how can you show it in the workplace? Professionalism is more than competence. It goes beyond being good at what you do. It has to do with how you come across as you interact with others. One key component is what you say (and don't say!) at work.

Things Not to Say in the Workplace

- Complaints about your boss
- Complaints about coworkers
- Saying something "isn't your job"
- Gossip and rumors
- Personal information
- Anything that belittles or makes light of a job
- Rude comments and questions
- Debating politics or religion

