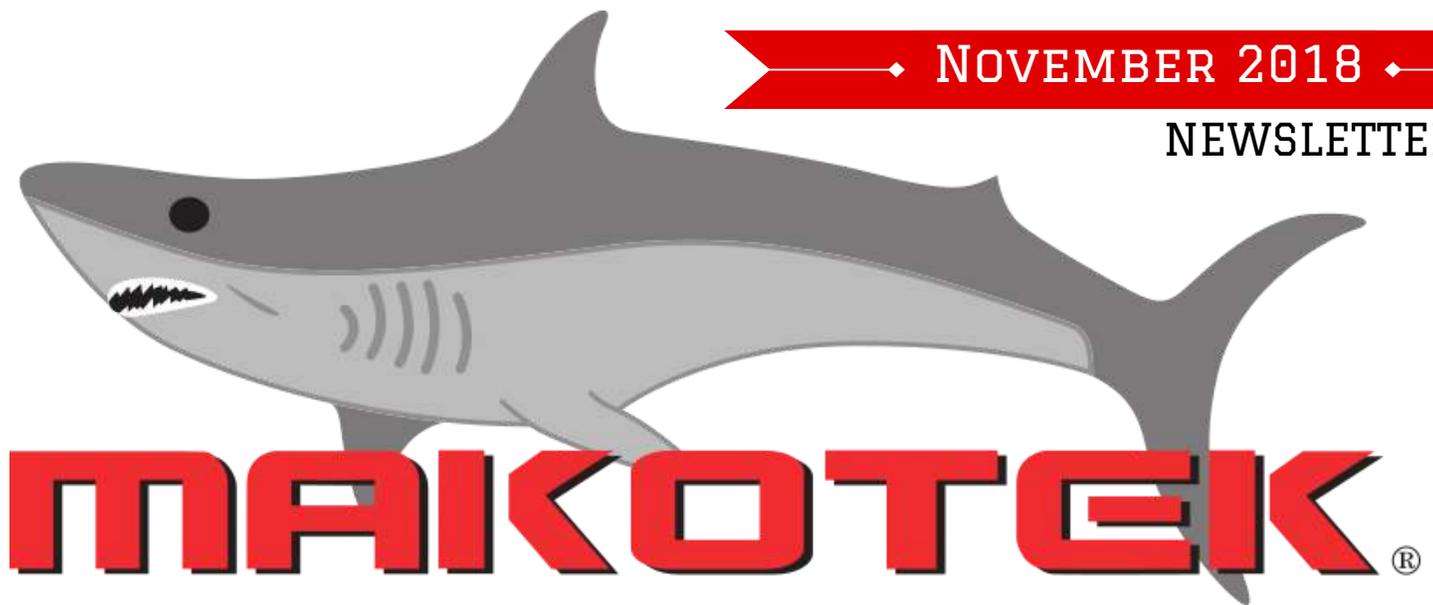


◆ NOVEMBER 2018 ◆

NEWSLETTER



*Veterans
Day*

November 11

**We honor the brave men
and women who served
our country.**

In this issue...

- Top System
- Employees of the Month
- Manager's Column
- Jumpstart Update
- Makotek Social Media
- Veterans Day
- 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 **Central New York**



Led by John Delaney in Binghamton, Miguel Alvarado in Albany, and Mark Dodd in Syracuse, Central New York has earned most improved system of the month for September. System 26 has enjoyed new consistent levels of success. Three great leaders have built three great teams and have infused their staff with energy, focus, and enthusiasm. When great people and leaders get together, they produce great things.

System 26 from Central New York is proof of just that!

~Joe Pasinski, RM

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

Employee of the Month
Call Center

Ashley Candelaria
Longwood, FL



Ashley continues to rise to the top, this is her 3rd time winning this award and has great work ethic which helps with her success.

Congratulations Ashley!
~ Steve Dilly, GM

Employee of the Month
CPE Collections

Michael Shepherd
Orlando, FL



Mike is one of my hardest working employees. He will do anything and go anywhere I ask while giving me 100% effort every time.

Congratulations, Mike, again for a job well done!
~ Rick Mullins, GM

Employee of the Month
East

Gary Martin
Raleigh, NC



Gary has done it again! Under the new ranking rules, he took the bull by the horns & shot to the top. Gary proves that he's among the most productive collectors in the company. Thank you for being a true team player & always keeping a positive attitude. We can't wait to see what you can do next month.

~Tim Faircloth, GM

Employee of the Month
Midwest

Russell Graham
Southwest Ohio



Russell has been with the company for a year & is a multi-time winner. He leads by example & works with the other techs to improve their game at the door as he has trained most of them. He can be counted on to keep the morale up in the office.

~ David Wilson, GM



Jumpstart Tips



The importance of logging attempts cannot be understated. The client expects us to truly work the work orders they provide us in order to maximize our results.

Part of the process is being sure to log every attempt.

Door Attempts

FW – Door contact wrong person

As only the account holder or the spouse constitutes the “responsible party” then this attempt code should be used if contact is made at the door but not with the account holder or spouse.

FP – Door contact w/ RP arrangement

Used when contact is made at the door with the Responsible Party and either a payment is collected or an arrangement is made to come back and collect a payment.

FN – Door hung, no contact

No contact was made and a door tag was left

FW-FC - Door contact wrong person	<input type="radio"/>
FP-FC - Door contact w/ RP arrangement	<input type="radio"/>
FN-FC - Door hung, no contact	<input type="radio"/>

TP-FC - Telephone Contact w/RP arrangement	<input type="radio"/>
TX-FC - Telephone Bad Number	<input type="radio"/>
TN-FC - Telephone Attempt no RP contact	<input type="radio"/>

Telephone Attempts

TP – Telephone contact w/ RP arrangement

Like the corresponding door attempt, the Responsible Party was reached by telephone and either a payment was collected or an arrangement for payment was made.

TX – Telephone Bad Number

The telephone number listed is no longer a correct number to reach the customer

TN – Telephone attempt no RP contact

Unable to reach the Responsible Party by telephone

One of the keys to successful collections is making attempts at various times of the day. You can look at the attempt history for the work order to see the times you have already been there and make another attempt at a different time of day.



TOP PHOTOS

OF THE MONTH

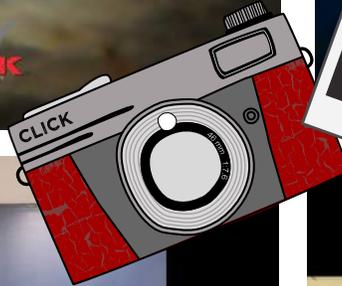
Who do you call?



SHARK ATTACK?



MAKOTEK



CELEBRATION TIME!!

ALBANY, NY



MAKOTEK



Attention

Veterans!

We want to recognize and feature you on social media for **Veterans Day!** Help us spread the word.

Send a military photo and the details of your service to **makoteksocial@gmail.com** by Monday, November 5th.



Why Your Driving Posture Matters



Daily commuting can take a toll on your body. The vehicles we drive are part of the problem. Fortunately, you can alleviate posture-related discomforts with proper adjustment of the driver's seat and mirrors.

1. Support Your Back

Slide your tailbone as close to the seat back as possible. Aim for a two- to three-finger gap between the back of your knees and the front of your seat. If your vehicle doesn't allow for the proper position, a lumbar or back cushion may help.

2. Lift Your Hips

If you can, adjust your "seat pan" (the part you sit on) so that your thighs are supported along their entire length and your knees are slightly lower than your hips. This will increase circulation to your back while opening up your hips.

3. Don't Sit Too Close

You should be able to comfortably reach the pedals and press them through their full range with your entire foot.

4. Get the Right Height

Make sure your seat raises your eye level at least three inches above the steering wheel while allowing sufficient clearance between your head and the roof.

5. Lean Back (A Little)

The angle of your seat back should be a little greater than 90 degrees. At 100 to 110 degrees, the seat will put the least pressure on your back.

6. Use Lumbar Support

If your car has adjustable lumbar support, set it (using both the front-back and up-down controls) so you feel an even pressure from your hips to your shoulders. If your car doesn't have automatic support, a lumbar pillow or even a rolled-up towel can help.

7. Adjust Your Mirrors

Prevent neck strain by making sure your rear-view and side mirrors are properly adjusted; you should be able to see the traffic behind you without having to crane your neck.

8. Take Breaks

Even when you're perfectly situated in the driver's seat, fatigue will inevitably set in. Listen to your body and take periodic breaks.