

APRIL 2019

MAKOTEK NEWS

Official Newsletter of Makotek Inc.



MONTH STORIES

02 Manager's Column

03 Jumpstart Updates

04 System of the Month

05 Employees of the Month

06 Top Photos

07 Computer Safety



It's Time for April Showers!

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



MANAGER'S COLUMN

RICK MULLINS, GENERAL MANAGER, ORLANDO, FL



Dealing with a Difficult Customer

Have you ever had to deal with a difficult customer? I have and found these tips to be a big help.

When you get to a customer's door and they are obviously angry, first explain to them why you are there.

Allow them to vent and listen carefully to understand why they are angry. stomer, (cars, motorcycles, sports etc.).

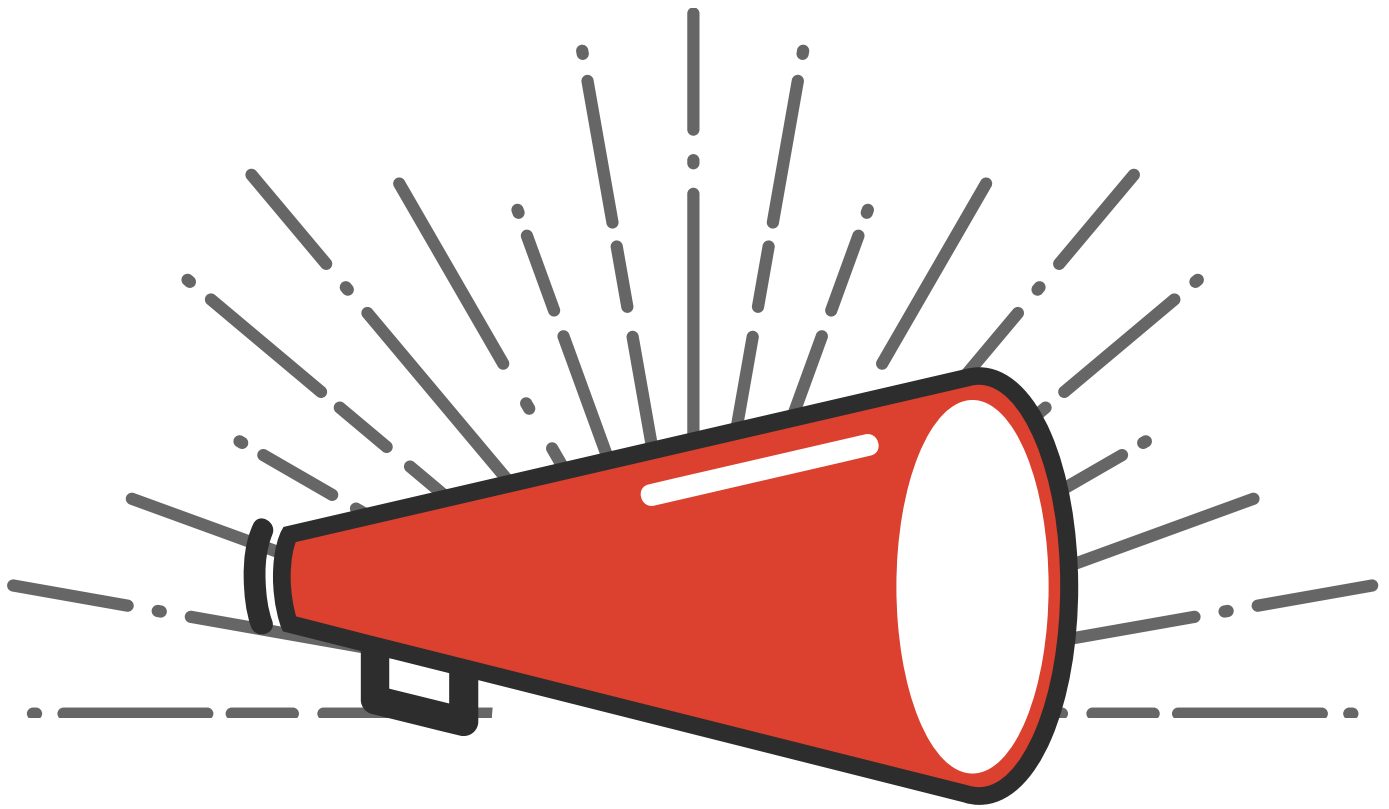
While you are listening, find something that draws your interest and perhaps something you have in common with the customer, (cars, motorcycles, sports etc.).

"Sometimes...their anger is just out of frustration and not directed towards you."

Find a pause, and share a story with them about your common interest. This will allow them to feel more comfortable with you and calm down enough to listen to how you can help them with their bill.

Sometimes when people get into situations involving money and falling behind, their anger is just out of frustration and not directed towards you, but you just happened to be at their door looking for a payment.

But keep in mind: if they remain irate, give them your info and leave before the situation escalates.



JUMPSTART NEW SERVER UPDATE

The new server currently has eight Makotek systems deployed. Hopefully, by the time you are reading this update the rest of the systems will be deployed as well.

There have been a few bugs and hiccups but overall the new server is performing much better than the old one and there have been and will continue to be changes in configuration in order to further improve performance.

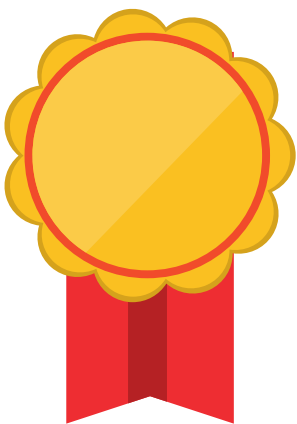
**WE EXPECT TO HAVE ALL THE SYSTEMS ON THIS
NEW SERVER AS SOON AS POSSIBLE.**

SYSTEM OF THE MONTH

Raleigh, North Carolina



The team stayed focused and kept the numbers up during a challenging month. Both the ER and Non-Pay teams exceeded expectations and benchmarks to keep us at the top of the charts. The hard work and dedication never ceases to amaze me. We look forward to seeing what we can accomplish now that the time has changed. Great work! ~Tim Faircloth, GM



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. 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 - EVAN HORRIGAN



CPE COLLECTIONS - STEVEN NOVAK



EAST - JASON GOODRICH



MIDWEST - MARK DODSON

CALL CENTER - EVAN HORRIGAN

Congratulations, Evan, on back to back wins and continuing to improve every day. It's a complete pleasure to have you on our team and we look forward to your continued success.

~ Steve Dilly, GM

CPE COLLECTIONS - STEVEN NOVAK

Steve Novak is off to a fast start. He has been with Makotek for only 2 months and is already setting high marks for all of our ER technicians. His hard work is truly paying off for him and he is a great asset to our Cleveland office. Keep up the great work Steve and we will continue to see you at the top each month.

~ Tim Dodd, GM

EAST - JASON GOODRICH

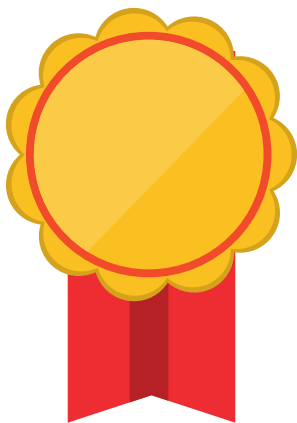
Jason is back in the winner's circle. He is now a four-time Tech of the Month Award winner. Jason works hard to deliver the best results possible. He has also helped his fellow employees perform better.

~ Darryl Marquart, GM

MIDWEST - MARK DODSON

Congratulations to Mark Dodson on Employee of the Month - Midwest. Mark works the outer areas of our Region which can be a challenge, but he is successful because of his commitment to the job and to the team! Way to go, Mark, keep up the good work!

~ Scott Smith, GM





Top Posts!

FROM MAKOTEK SOCIAL MEDIA



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Send your photos to MakotekSocial@gmail.com to be featured!



8 Safe Driving Tips this Spring



1: Watch for potholes

Extreme winter weather can break down the roads. Heavy rain and snow melt can make them hard to fully see. Keep a safe distance from the drivers ahead of you and use your brakes gently.

2: Slow down for spring showers

Did you know the roads are most slippery when it first begins to rain? That's because the rain is mixing with the oil and grease on the road and hasn't washed away yet. Make sure to increase your driving distance to avoid an accident.

3: Watch for animals on the move

Spring is when animals come out of hibernation or begin their mating season. Remember, deer are most active at dawn and dusk.

4: Watch for pedestrians on the move

With temperatures on the rise, more people are participating in outdoor activities. Use caution in neighborhoods and when approaching crosswalks and give pedestrians the right of way.

5: Share the road with motorcycles

Because of their speed and size, motorcycles may quickly come in and out of your blind spots. Always take a second look for them and keep a safe following distance to avoid an accident.

6: Maintain proper tire pressure

During the winter months, tires lose air due to the cold temperatures. Warmer temperatures can cause the tires to be overinflated. Both can make for increased wear and poor handling.

7: Inspect your tires

Adequate tire tread is important in wet weather because the tread helps move water away from the tires. As it wears away, you lose traction. Change your tires as needed.

8: Pay attention to construction zones

Be attentive - workers and equipment may enter the roadway at any moment. Understand and follow all road signs. Make safe lane changes and always remember to slow down - you could save a life.