

AUGUST 2019

MAKOTEK NEWS

Official Newsletter of Makotek Inc.



MONTH STORIES

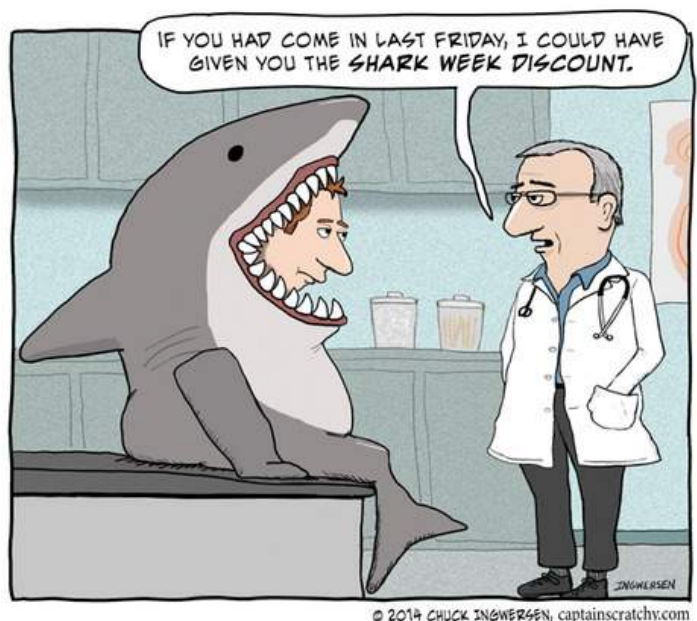
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Happy Shark Week!

July 28 - August 3

Have something important to share? Email us photos, announcements, etc. and we will feature it in the upcoming newsletter or on social media! Email us at MakotekSocial@gmail.com



MANAGER'S COLUMN

W. DAVID WILSON, GENERAL MANAGER, SOUTHWEST OH

Keeping the Focus



"Always reiterate the importance of resolving this TODAY."

To be successful as a technician, it's important to keep control of the conversation. You can do this by focusing the conversation on one thing at a time. When the subscriber is given too many choices, confusion results, and the stop takes too long. Start with, "How do you want to take care of the balance TODAY?" With a short pause, offer "I can turn your equipment back on TODAY." Keep questions simple and direct but open-ended in a way that the subscriber can't easily answer with a yes or no. Always reiterate the importance of resolving this TODAY.

Next, if you're met with resistance on receiving the payment TODAY, you always have the option of setting up a future appointment to resolve the payment. If this occurs, add into your schedule an appointment with this address as a reminder so an alarm will go off an hour before the payment needs to be picked up. Always ask for a number to reach the subscriber on the appointment date and then call that number stating, "... this way Sir/Ma'am you will have the number from which I will be calling." This justifies the need for the subscriber's phone number.

As a last resort, once you have a definitive answer that the subscriber is unable to pay today and unable to pay in the near future, change your focus to getting the equipment. Say "I am required to pick up the equipment at this point." The phrase "am required to" can be replaced by "need to" or "must" but never change to less assertive words that ask for permission from the subscriber – such as "can I" or "may I." Never be rude at the door but be assertive. Be helpful by saying "Please gather the equipment and I will remove the equipment from your account TODAY to avoid further billing".

Remember:

- 1. Always introduce yourself**
- 2. Focus on getting the payment TODAY**
- 3. Focus on getting an appointment TODAY for a future payment within the work order time frame**
- 4. Focus on getting the equipment TODAY**

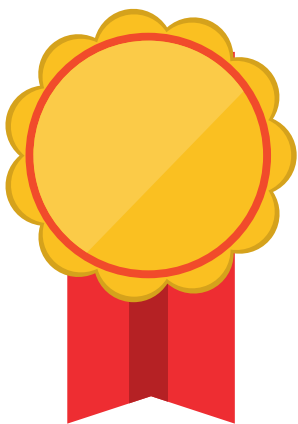
SYSTEM OF THE MONTH

Charlotte, North Carolina



California has “The Beverly Hillbillies” but North Carolina has “The Charlotte Sharks.” The Charlotte team has achieved Most Improved Office of the Month three times in the past 11 months. This accomplishment is due to the hard work of an incredible staff. I could not be more proud of my team. Great job from both the CPE Techs and Non-Pay Techs. Let’s go for a fourth title!

~Bill Sturman, 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 - NATASHA ZEPHYR



CPE COLLECTIONS - PATRICK GALLAGHER



EAST - JASON GOODRICH



MIDWEST - GLENN FULLERTON

CALL CENTER - NATASHA ZEPHYR, LONGWOOD, FL

Natasha is a back-to-back winner from May and now June. She continues to work hard and deliver great results for our team. We are proud to have Natasha on our team. Congratulations, Natasha!

~ Steve Dilly, GM

CPE COLLECTIONS - PATRICK GALLAGHER, CLEVELAND, OH

Patrick Gallagher has earned back-to-back top ER tech awards: this is his third overall. He continues to set the standard for production and efficiency every week for all to follow. Keep up the great work, Patrick.

~ Tim Dodd, GM

EAST - JASON GOODRICH, ROCHESTER, NY

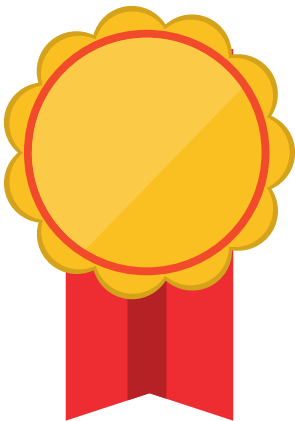
Once again Jason has risen to the top of the rankings. Jason continues to lead the team in WNY. Jason has great communication skills and always tries to do his best. Congratulations again, Jason!

~ Darryl Marquart, GM

MIDWEST - GLENN FULLERTON, CLEVELAND, OH

Glenn is one of our most consistent techs in the company every week. His work ethic is an example for all to follow. Great to see Glenn at the top of the leader board. Well deserved. Keep up the great work, Glenn.

~ Tim Dodd, GM





Top Posts!

FROM MAKOTEK SOCIAL MEDIA



#JerrySelfie



#TBT



FOLLOW US!



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

Makotek Summer Scavenger Hunt

AUGUST 26-30, 2019

New Rules! More Prizes!



Clues posted daily on Facebook @MakotekInc

JUDGES' CHOICE

Most Creative & Most Makotek Team Pride Awards: \$75 awarded to one winner in each category.

INDIVIDUAL PRIZES

90+ Employees Participate

50-89 Employees Participate

< 50 Employees Participate

12 winners @ \$50

8 winners @ \$50

5 winners @ \$50

**Individual winners selected randomly via drawing. See rules for details.*

SYSTEM PRIZE

\$300 office celebration awarded to the system with the highest rate of participation.

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Makotek Scavenger Hunt: The Fine Print

PRIZES

Winners Announced Week of September 2nd!

JUDGES' CHOICE PRIZES

- Judges' Choice Prize winners will be chosen by the Anthros social media team and will be based on the overall effort shown throughout the contest. There are 2 categories: Most Creative and Most Makotek Team Pride. One individual winner will be selected for each category.

INDIVIDUAL PRIZES

- Winners of the individual prizes will be randomly selected in a drawing.
- Each day you participate counts as one entry. If you participate one day, you get one entry. If you participate all five days, you get five entries. The more days you participate, the greater your chance of winning. (Though you can only get one entry per day and don't need to submit more than one photo per day.)
- The total number of winners drawn will be based on the number of employees that participate. More participation means more winners!

SYSTEM PRIZES

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

HOW IT WORKS

#1 Make sure you're following Makotek Inc. on Facebook (and don't forget to follow us on Twitter & Instagram too)!

#2 The Scavenger Hunt Item of the Day will be posted on Makotek's Facebook page every day at 7 a.m.

#3 Snap a photo with that item during the day—you must be in the photo!—then post that photo as a comment on the original post from that day. Post your picture each day before midnight.

THE FINE PRINT

- No photoshopping or photo editing. We want the contest to be simple, easy and fair. Take a photo, post your photo, that's how it works.
- Do not enter photos that were taken at an earlier date. Photos must be taken during the contest, on the day each item is posted. (There's no way for us to know for sure when your photos were taken but please respect this rule and the spirit of the contest, to make it fair for everyone.)
- Be safe. Do not take photos while driving, etc. Employees who do so will be disqualified.
- We will delete and disqualify photos that are not in the spirit of the Makotek Scavenger Hunt.

QUESTIONS? EMAIL US AT MAKOTEKSOCIAL@GMAIL.COM