

JULY 2019

MAKOTEK NEWS

Official Newsletter of Makotek Inc.



MONTH STORIES

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Happy Independence Day!

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

BYRON WINDSOR, GENERAL MANAGER, BUFFALO, NY



Your First 30 Days: What to Expect?

Your new career at Makotek may be unlike anything you've experienced before, but rest assured, with great effort comes great reward.

During your first 30 days you will experience many different situations, from customers not keeping their arrangements to customers flat out refusing to work with you. You may even have difficulty contacting some customers all. This is expected and part of what we do.

Do not be discouraged. You will find the ones we can help. They ARE out there!

A few tips to help you as you're starting out:

- Follow the direction of your manager. They've seen every scenario you can imagine and will tell you which jobs need attention. They will always be ready with help and advice.
- Always verify the serial number to confirm you have the correct piece of equipment on the work order.
- Consult your teammates. Techs who have been in the field and found success can offer tips on which accounts should be targeted to help you reach your goals.
- Work every job. Do not look at a work order and assume what your result will be. You never know what a customer's situation is.
- Do the job. We must make every effort to contact every account. Make door attempts at different times of day, leave door tags and call. The more contact you make, the more successful you will be.
- It will take a little time to fully see the results of your effort. This a marathon and not a sprint. Once you reach your stride there is no limit to your potential!

"It will take time to fully see the results of your effort. This is a marathon and not a sprint."

SYSTEM OF THE MONTH

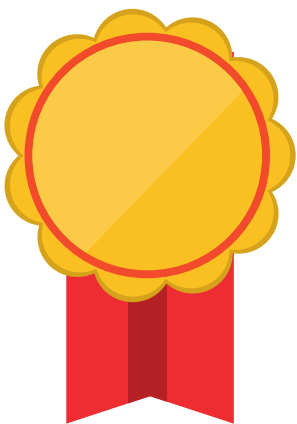
Charlotte, North Carolina



I wish to thank my team for their hard work and efforts that earned us System of the Month. My non-pay team (pictured on the left) has really been focused on their efforts to save as many accounts as they can while being backed up by our CPE team (on the right) collecting post-disconnect equipment in high quantities. Their hard work has really paid off with this achievement!

Here is our office motto: “Flex those muscles and stay focused. Nothing can stop us; if we believe we can achieve it!”
Thank you, Team Charlotte, for all you do!

~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 - JAMES STEFAN

CALL CENTER - NATASHA ZEPHYR, LONGWOOD, FL

Natasha is one dedicated and hardworking individual. She is always focused on the prize and her work ethic is superior. Congratulations, Natasha, keep up the good work.

~ Steve Dilly, GM

CPE COLLECTIONS - PATRICK GALLAGHER, CLEVELAND, OH

Patrick Gallagher is back on top of the rankings again. His ER production is unmatched company wide. He consistently gets results and sets the bar for others in the company and office to follow. Keep up the great work, Patrick.

~ Tim Dodd, GM

EAST - JASON GOODRICH, ROCHESTER, NY

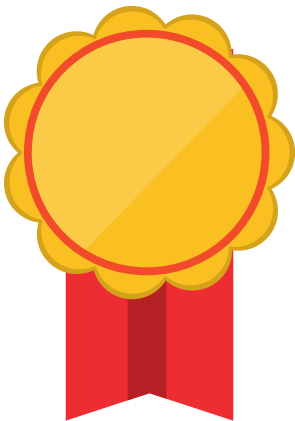
Jason has been with Makotek since 2017. This award will be his 6th tech of the month award. His consistency for delivering impressive results is a testament to the hard work that he puts in. We are very proud to have him as part of the team in Rochester.

~ Darryl Marquart, GM

MIDWEST - JAMES STEFAN, CLEVELAND, OH

This is James' 3rd month in a row winning top tech and his 6th win overall. He continues to lead the way every month in field saves in the company. He takes great pride in customer service skills. Keep up the great work, James!

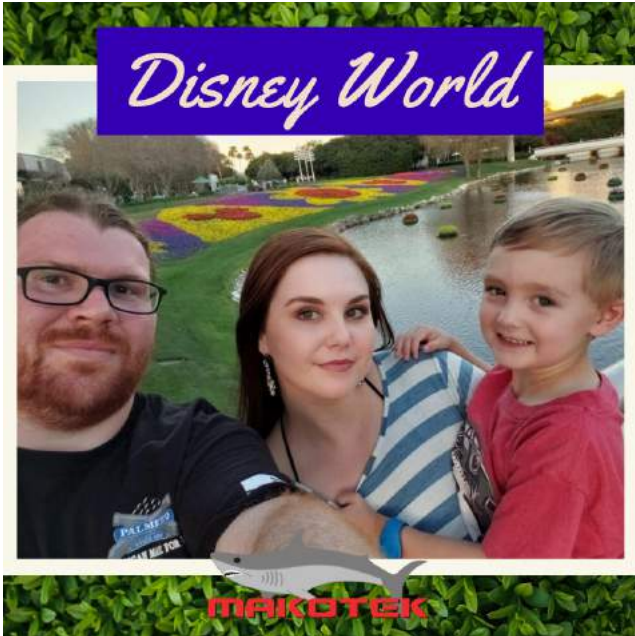
~ Tim Dodd, GM





Top Posts!

FROM MAKOTEK SOCIAL MEDIA



FOLLOW US!



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

Can your vehicle handle the heat?

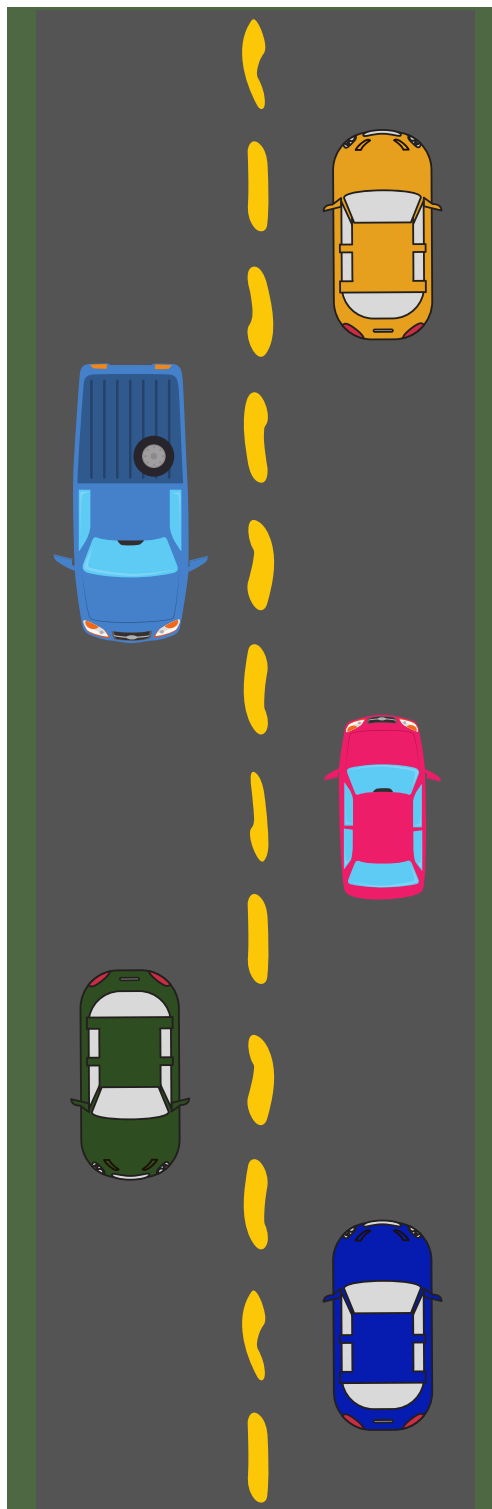
Now that summer is here, it's time to ask yourself, is my car ready for the road in the summer heat?

1) Keep up with scheduled maintenance to prevent summer travel issues.

2) Service your battery. Summer heat breaks down batteries internally and accelerates corrosion.

3) Check your A/C. Make sure there is enough coolant and a clean air filter.

4) Replace your windshield wipers and fluid. Make sure the blades are in top condition.



5) Check your tires. Is there enough tread? Are they inflated to the proper PSI?

6) Check your belts, hoses, and fluids. Replace anything worn out and check if it's time for an oil change.

7) Review your emergency roadside kit. Make sure you have a first-aid kit, jumper cables, phone charger, etc.

