

JUNE 2019

MAKOTEK NEWS

Official Newsletter of Makotek Inc.



MONTH STORIES

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Summer is here!

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

JASON CICATKO, SUPERVISOR, CLEVELAND/ERIE, OH



Processing Equipment Recoveries

Equipment is not only important to techs, it's also important to Makotek and our Client. Following the correct procedure will ensure the equipment recovery process is completed correctly.

"Taking the appropriate steps will ensure the process and documentation are correct."

- Always keep the equipment in a secure and dry location free from the elements of weather.
- Always verify the serial number to confirm you have the correct piece of equipment on the work order.
- Know the difference between various pieces of equipment such as DVR, HD & Modems and the codes they are associated with for identification in your app and the office.

- Equipment models and types change frequently so it's important to stay updated and informed. If you do not know, ask your manager, supervisor or veteran technician.
- Sending the wrong equipment through has financial effects not only on the company, but also on the technician as well.

Taking the appropriate steps will ensure that the process and documentation are correct. This will streamline your office turn-in for you and your manager or supervisor.

One great feature of the CCM app is that you're required to input the last five digits of the serial number to ensure you have the correct piece of equipment. Another advantage is CCM gives you the make and model of each piece of equipment in question which helps you inform the customer on the pieces of equipment for pick up.

SYSTEM OF THE MONTH

Central Florida



The Central Florida team consists of a crew based in Orlando and a crew based in Cocoa. Under the leadership of Rick Mullins, GM and Jim Lyons, Supervisor Cocoa, they have achieved the System of the Month. Congratulations to the Team!



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 - MICHAEL SHEPHERD



EAST - DAVID BUTLER



MIDWEST - JAMES STEFAN

CALL CENTER - NATASHA ZEPHYR, LONGWOOD, FL

Congratulations, Natasha, for winning top rep of the month. Also thank you for your dedication and all your hard work and striving to do better every day.

~ Steve Dilly, GM

CPE COLLECTIONS - MICHAEL SHEPHERD, ORLANDO, FL

Congratulations Mike, your hard work has paid off again. His consistency, hard work, and dedication is what makes him Orlando's top ER! Keep up the good work.

~ Rick Mullins, GM

EAST - DAVID BUTLER, ORLANDO, FL

David Butler has been with us for over a year, and he has one of our most challenging routes. I can always count on him to help in a pinch. His hard work and dedication has certainly paid off. Keep up the great work!

~ Rick Mullins, GM

MIDWEST - JAMES STEFAN, CLEVELAND, OH

Back to Back top tech awards again for James. His consistency continues to show every month with the most Saves by tech in the company. He continues to set the standard and look for him to be there every month. Keep up the great work James!

~ Tim Dodd, GM





Top Posts!

FROM MAKOTEK SOCIAL MEDIA

Congratulations!



MAKOTEK



Albany, NY

BUFFALO, NY



MAKOTEK



WEST NEW YORK

MAKOTEK

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ACTIVE LISTENING TIPS

Active Listening means being deeply engaged in and attentive to what the speaker is saying. It requires far more listening than talking. Your goal as an active listener is to truly understand the speaker's perspective (regardless of whether you agree) and to communicate that understanding back to the speaker so that he or she can confirm the accuracy of your understanding.

DO

- * Listen more than you talk.
- * Let the speaker finish before you respond.
- * Ask open-ended questions.
- * Remain attentive to what's being said.
- * Be aware of your own biases.
- * Manage your own emotions.
- * Be attentive to ideas and problem-solving opportunities.
- * Give verbal and nonverbal messages that you are listening.
- * Listen for both feelings and content.

DON'T

- * Dominate the conversation.
- * Interrupt.
- * Finish the speaker's sentences.
- * Jump to conclusions.
- * Respond with blaming or accusatory language.
- * Become argumentative.
- * Demonstrate impatience or multitask.
- * Mentally compose your responses about what to say next.
- * Listen with biases or shut out new ideas.