

MARCH 2019

MAKOTEK NEWS

Official Newsletter of Makotek Inc.



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HAPPY ST PATRICK'S DAY

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

DARRYL MARQUART, GENERAL MANAGER, ROCHESTER, NY

Key to Success: Customer Contact



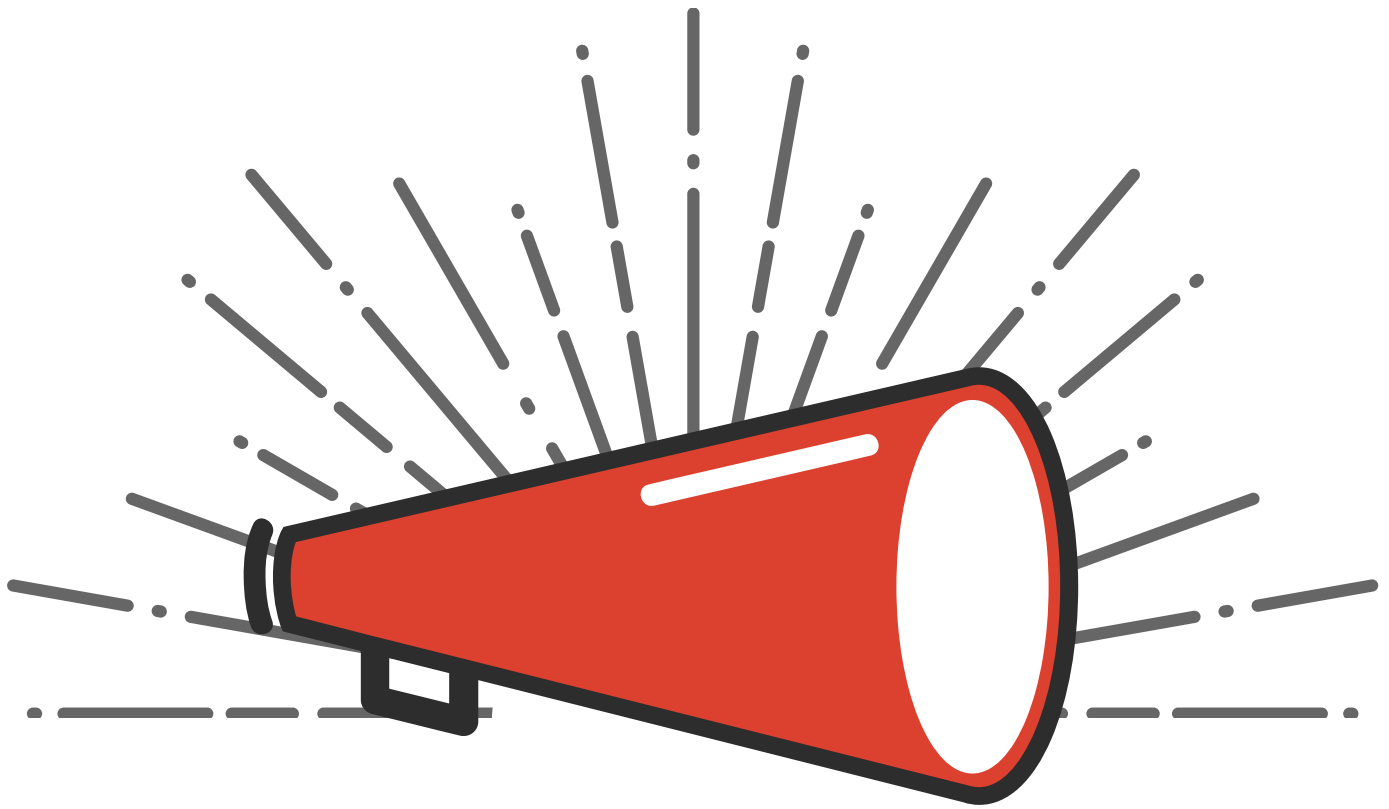
"Managers can help identify areas of concern and direct the technician to the proper location."

The key to being successful is customer contact, being in the right place at the right time. This can be difficult as you all know. Sometimes we need multiple attempts to meet the customer.

This can be overwhelming to technicians not knowing where they have and haven't been. Managers can help solve the puzzle. We can quickly identify the areas of concern and direct the technician to the proper location.

With this help, the technician now only has to focus on a section of their work each day. They can make multiple stops at each house, increasing the probability of customer contact. This also insures that all of the work assigned to the field was worked thoroughly.

Technicians that follow these directions will usually be the most productive. I have used this technique in our system for the past month or so, and since starting this process, we have been able to drastically reduce the number of jobs that haven't been worked properly.



COMING SOON

JUMPSTART UPDATES

For many months, the servers we use have had a tendency to bog down several times throughout the day, requiring several reboots of the servers.

We are working on a new server which should eliminate the need for frequent restarts. It is currently being tested with one system to work through any bugs before we apply the new server to all systems.

**WE EXPECT TO HAVE ALL THE SYSTEMS ON THIS
NEW SERVER WITHIN A FEW WEEKS.**

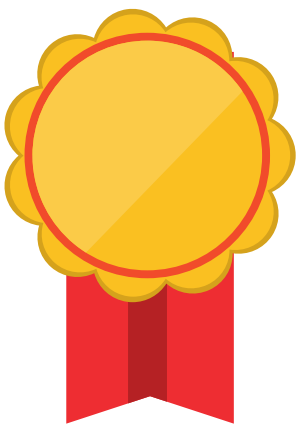
SYSTEM OF THE MONTH

Fayetteville, North Carolina



The Fayetteville team has done it again! Led by Jerry Gouveia, the team performs solidly in spite of the inclement weather the Carolinas have experienced this winter.

Congratulations! Hard work and dedication always pays off. ~Jerry Gouveia, 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 - JUSTIN KEYE



CPE COLLECTIONS - SHAWN SKEETE



EAST - SHANNON PARLER



MIDWEST - DARRYL ANGEL

CALL CENTER - JUSTIN KEYE

Justin has been a part of our team for approximately 2 and 1/2 years and is no stranger to this award. Justin is a stand up employee and throws up great results week in and week out. Proud to have Justin on our team. Congratulations, Justin!

~ Steve Dilly, GM

CPE COLLECTIONS - SHAWN SKEETE

Shawn has earned this award multiple times. He maintains a great attitude and is a team player. Once again, congratulations Shawn!

~ Rick Mullins, GM

MIDWEST - DARRYL ANGEL

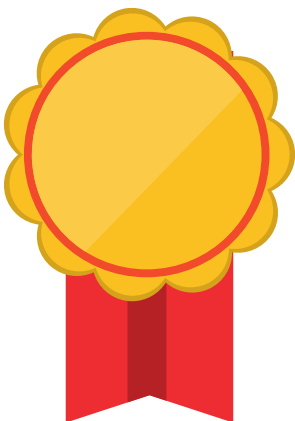
Congratulations to Darryl Angel ("DJ") on Employee of the Month - Midwest. DJ is always the first tech in each morning and helps out any way he can. He is a team player, consistent performer, and works hard trying to save the customer. Way to go, DJ, keep up the good work!

~ Scott Smith, GM

EAST - SHANNON PARLER

Shannon Parler has been with us for almost five years and this will be his first Tech of the Month Award. Shannon started out as an ER tech and moved up to non-pay a couple of years ago and has dominated the scene since. His background in sales and bubbly personality has helped him to secure payments and train new hires. He keeps the morale up and keeps techs motivated daily. Congratulations Shannon from the whole 010 team!! You deserve it!

~Brittany Warner, GM





Top Posts!

FROM MAKOTEK SOCIAL MEDIA



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* Top 9 Safe * Computing Tips

1: Patch, Patch, Patch!

Always update your software to have the latest security settings.

2: Install protective software

Consider a good antivirus software for peace of mind.

3: Choose strong passwords

Use a combination of letters, numbers, and special characters. Make each password unique and do not use the same password for all of your sites.

4: Back up on a regular basis

Backing up regularly will protect you from the unexpected. Consider using an external hard drive to back up your computer and smart phone.

5: Control access to your machine

Don't leave your computer logged on in a public area. Never leave passwords stuck to your computer!

6: Use email and the internet safely

Ignore unsolicited emails. Use caution with attachments, links, and forms in emails that come from someone you don't know.

7: Use secure connections

When connected to the internet, your data can be vulnerable. Make sure you are on a secure network when dealing with sensitive information like banking or online purchases.

8: Protect sensitive data

Permanently remove unnecessary sensitive data files from your computer if you don't need them anymore.

9: Use desktop firewalls

Mac and Windows computers use basic desktop firewalls to protect your files from being scanned. Make sure they are properly configured.

