

MAY 2019

# MAKOTEK NEWS

Official Newsletter of Makotek Inc.



## MONTH STORIES

**02** Manager's Column

**03** System of the Month

**04** Employees of the Month

**05** Top Photos

**06** Creating a Positive Work Environment



*Mother's Day is May 12!*

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](mailto:MakotekSocial@gmail.com)



# MANAGER'S COLUMN

MATT LEIDOLPH, GENERAL MANAGER, AKRON, OH

## Tips for Using the CCM App



The first half of April was a busy one with the rollout of CCM throughout Makotek. Most of the feedback from collectors has been positive.

*"This is a new program and it will take a learning process to use it."*

I stress to my techs that if they feel stuck, don't be afraid to ask a coworker or manager for help. Chances are we already had this question and can quickly counsel you on how to work that part of the app. This is a new program and it will take a learning process to use it. We are all here to help each other out.

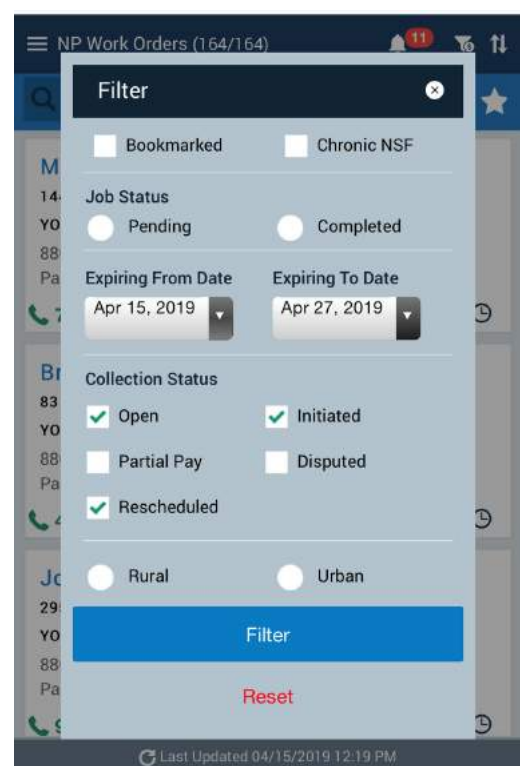
Techs should learn the following CCM "lingo" when it comes to filtering work:

**Open** - a job that you have not attempted or disposed yet. In other words, nothing has been done with this work order yet.

**Initiated** - a job that has been attempted and possibly disposed.

**Rescheduled** - a work order for which the tech has set up a follow-up appointment with the customer to return.

A great way for techs to filter their work is to use these classifications along with expiration dates that your managers give you. By using these dates and checking for Open, Initiated, and Rescheduled boxes, collectors will see only open work orders on their devices.



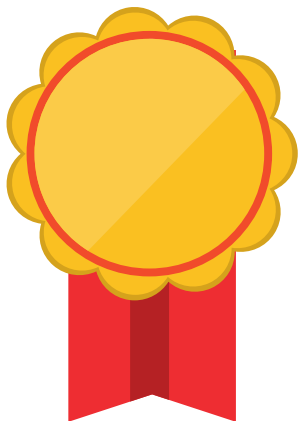
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# SYSTEM OF THE MONTH

## Central New York



In Central New York, we take a lot of pride in our work. We continue to challenge ourselves to improve on what was once our best. There isn't a goal we cannot surpass or record we cannot obliterate! Our teams are driven by passionate leaders that paint a very clear picture of what success looks like. Our managers John Delaney, Miguel Alvarado, and Mark Dodd all have teams that are drenched in the "WE CAN DO IT SPIRIT," a vibe that no one can deny. This is why we are the most improved system, this is why we break records, and this is why we are number one! ~ Central NY GMs



*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



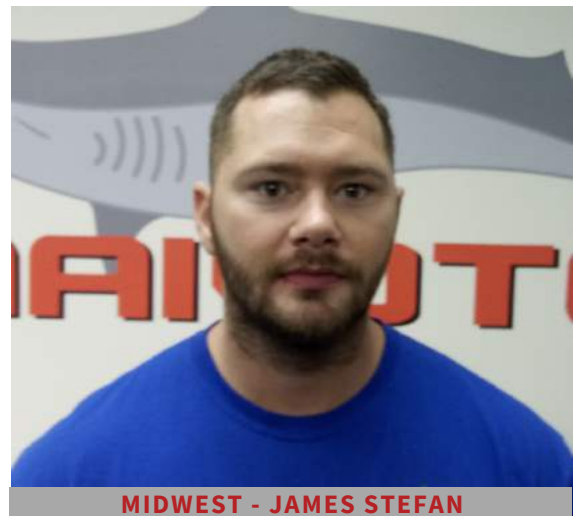
**CALL CENTER - JUSTIN KEYE**



**CPE COLLECTIONS - SHAWN SKEETE**



**EAST - JASON GOODRICH**



**MIDWEST - JAMES STEFAN**

## **CALL CENTER - JUSTIN KEYE**

Justin has been with Makotek for 3 years and is no stranger to this award. It's GREAT to see Justin back at the top. Congratulations, Justin, and thank you for your continued professionalism.

~ Steve Dilly, GM

## **CPE COLLECTIONS - SHAWN SKEETE**

Once again, Shawn has led the pack as top CPE Recovery Employee. Shawn approaches the job without any distractions to his focus. He has a strong work ethic and is very conscientious in convincing the customers to turn over their equipment. Outstanding job, Shawn!

~ Rick Mullins, GM

## **EAST - JASON GOODRICH**

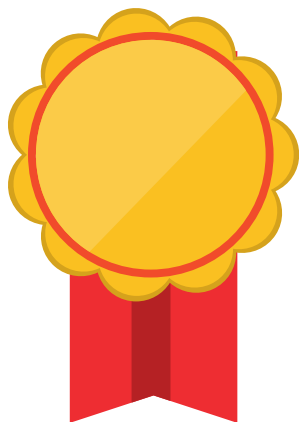
Jason is back in the spotlight this month. He continues to deliver outstanding results and does a great job of working with the customers to retain their service. Great job again!

~ Darryl Marquart, GM

## **MIDWEST - JAMES STEFAN**

James Stefan is back on top again. This is his 4th Top Tech Award. He continues to lead the company month in and month out with saves and takes pride in his service to the customers. Keep up the great work, James!

~ Tim Dodd, GM







# Top Posts!

FROM MAKOTEK SOCIAL MEDIA



FAYETTEVILLE, NC



**SHANNON  
PARLER**  
COLUMBIA, SC



CHARLOTTE, NC

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# Top 5 Tips for Creating a Positive Work Environment

1

## Maintain Open Communication

Communication can allow operations to run smoothly. Keeping communication open with your manager and coworkers can increase company morale.

## Be Appreciative

Get into the habit of saying thank you. Say thank you to anyone who helps you or make your job easier, in small or large ways.

The gesture does not have to be anything bigger than a sincere, specific thank you.

2

3

## Be Open to New Ideas

Change happens, and not all change is bad. New ideas should be given a chance and evaluated with an open mind. Provide thoughtful feedback, try to understand what positive effect the changes might have, then make your best effort to implement the new idea.

## Listen Actively

Active listening means being deeply engaged in and attentive to what the speaker is saying. It requires more listening than talking. Your goal is to truly understand the speaker's perspective regardless of whether you agree and communicate that understanding back to the speaker.

4

5

## Have Confidence in Your Team

Confidence is contagious. Having confidence in your coworkers enhances their performance and has an impact on team expectations. When success is expected of us, we don't find excuses for not getting the work done.

