

OCTOBER 2019

MAKOTEK NEWS

Official Newsletter of Makotek Inc.



MONTH STORIES

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HAPPY HALLOWEEN!

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



"We need to stress the importance of sticking to the game plan and not go off chasing 'the golden egg'"

MANAGER'S COLUMN

MIGUEL ALVARADO, GM, ALBANY, NY

How to Be Successful: Hit Every Door & Walk Away with Something

Let's face it, we've ALL experienced the 3 D's at one point or another:

Distracted, Discouraged, Disengaged

That's why process is needed especially in the field collector position. It's so important to stick to the game plan and not go off chasing "the golden egg" because we believe a very attractive work order will result in payment or equipment. What's a very attractive work order you might ask? Simply put, one that has a low balance or a boat load of equipment.

The formula needs to be the "Swagga-gorean" theorem. Yes, swagga, because it's my process and I like to believe I possess ample amounts of it. The "Swagga-gorean" theorem states:

$$\text{(Mgmt. Direction + Valid Attempts) + (Organization + Follow Up) = \$RESOLUTION\$}$$

We must follow the direction of the manager with an emphasis on doors with 0 to 1 attempt. Daily grind should always be in the attempts made; VALID attempts! Minimum expectation is 5 per hour. Knowing this, count your number of work orders before hitting the field and divide that by the hours you are scheduled for. If it's below 5, you know you must work faster. If it's at 5 or more, well, congratulations, because other techs want to be in your position

The key is in the validity of the attempt. I tell my team "a tagged door might give you one more," as in office saves. It's an extension of you, so use it! It's also essential to organize your routes and potential payments or equipment recovery. You know your area best. Talk with your manager about best times to hit different areas to set you up for success. Organize your payments and equipment recovery pickups. I give my team money trackers so they can physically see where they are from a completion, appointment, and partial payment point of view.

Lastly, follow up because the money will not chase you. Call back or visit customers at times agreed upon. We have one shot to restore. If not the money is out the door. If you want to keep it simple:

Increased attempts --> Increased likelihood of making contact --> Increased likelihood of getting a resolution

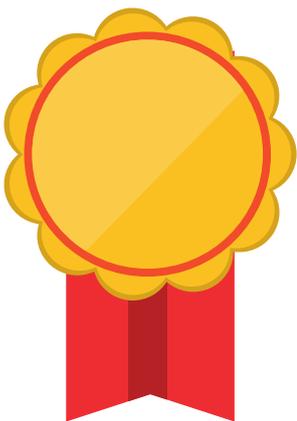
ASSUME resolution for everyone! Utilize the top down method: total due, past due, partial, then equipment. The 3 D's will always find you at your weakest moment, but this career is like baseball. To get into the hall of fame all you need to do is go 1 for 3 your whole career. Here we need you to go 1 for 6!

SYSTEM OF THE MONTH

Cleveland, OH



I am very proud of our techs in the Cleveland office. There is no secret to their success, just hard work and consistent door knocking every day. We have a great group of Non Pay and ER guys that challenge and compete with each other every week. It's great to see the positive atmosphere in the office with them helping one another and that they truly care for each other. Keep up the great work, guys, I really appreciate all your efforts.
~Tim Dodd 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 - BENJAMIN SMITH



CPE COLLECTIONS - JAWONTEE OLDS



EAST - JUSTIN HOLBROOK



MIDWEST - JAMES STEFAN

CALL CENTER - BENJAMIN SMITH, LONGWOOD, FL

Ben has been with the company for about 2½ years and it's unbelievable to say that this is the first time he has won this award. Ben instills one of the most polished professional personalities that I have had the opportunity to work with. Ben is our “go-to guy” that is always eager to help with whatever is needed. Ben also helps with the training of most of the new employees that we bring aboard and does an excellent job. Thanks Ben! ~Steve Dilly GM

CPE COLLECTIONS - JAWONTEE OLDS, CHARLOTTE, NC

There are so many employees that have taken the top spot as ER Tech of the Month within the company. Jawontee Olds is one of those guys. Not only has he achieved ER Top Tech for August 2019, he has earned it 5 times since joining Makotek. He is the guy you never have to question if he is out working. He dedicates his efforts to being one of the best, if not the best, box collector in the company. Having Jawontee as an industry leader in collections and in my office is what every manager envisions. Thank you, Jawontee. ~ Bill Sturman GM

EAST - JUSTIN HOLBROOK, CHARLOTTE, NC

Having some of the most productive Non-Pay collectors in my office is a blessing. Justin Holbrook has been such an asset to our company since joining the company 3 years ago. He is continually in the top tier of techs in collections and has earned this award for his first time this August. I couldn't be more proud of his determination and dedication! Great job, Justin. You are an inspiration to all. ~ Bill Sturman, GM

MIDWEST - JAMES STEFAN, CLEVELAND, OH

James is back in the rankings and at the top once again. This is his 7th top tech award overall. He continues to be consistent every week with payments, equipment and closing work orders. Keep up the great work, James. ~ Tim Dodd, GM





Top Posts!

FROM MAKOTEK SOCIAL MEDIA



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7 WAYS TO REDUCE

STRESS AT WORK

FOCUS ON WHAT YOU CAN CONTROL

You know what your job tasks are. Break the larger tasks into smaller, more manageable steps.

USE YOUR RESOURCES

If things don't go as planned, don't solely rely on yourself. Ask for help when you need it.

TAKE A BREAK

To release stress, take a short break. Taking a walk or talking out your work situation with another person may give you a new perspective.



EAT A HEALTHY DIET

A healthy diet rich in whole foods and lean protein may reduce stress. Lots of caffeine, alcohol, and sugar can increase feelings of stress.

SLOW DOWN

Think things through before you act and begin with a result in mind.

MAKE A LIST TO MANAGE YOUR TIME

Take your task list and separate out what is top priority today, and what can be done later. Ask your manager to help you prioritize



SEPARATE WORK LIFE FROM HOME LIFE

If you can, avoid taking your work home with you. Taking time to decompress at home can help you manage your stress.

