

SEPTEMBER 2019

# MAKOTEK NEWS

Official Newsletter of Makotek Inc.



## MONTH STORIES

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**06** Benefits Open Enrollment



**Fall Begins  
September 23!**

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](mailto:MakotekSocial@gmail.com)



# MANAGER'S COLUMN

ELVIN PEÑA, DIRECTOR OF OPERATIONS

## The Makotek Way!



***"The importance Makotek places on valuing their employees always impressed me."***

Hey there, team! A few weeks ago, Rick informed me I was up for my first shot at the Manager's Column for our monthly newsletter. After careful thought, I saw fit to take this opportunity to share with you why I joined the Makotek team.

I've been in the cable industry for almost 23 years, 13 of which I spent cold calling and knocking on doors as a field collector in NYC. I've spent the last 7 years in management for Time Warner Cable, and later Charter Communications (Spectrum), overseeing field collection vendors across the country.

Managing to the numbers requires special attention to drivers of performance. I often traveled to vendors' offices, conducting "ride-alongs," as well as Q & A sessions with the feet on the ground. This allowed me to better understand

the factors that have an impact on performance and implement processes to drive improvement. While each vendor had unique approaches to successfully manage their business, one vendor always stood out, and that was Makotek.

It was not only Makotek's methodical approach, or valuable analytical insight that made them stand out. It was how they managed their people. The culture of grooming managers to be the best they can be and the importance Makotek places on valuing their employees always impressed me. I've observed the "Makotek Way!" for many years.

From Makotek's leadership to the field collectors producing day-to-day in every system to our call center team, Makotek employees all take pride in what they do.

Makotek's continued success and growth cannot happen without the hard work and dedication of the entire team. I am proud to now be a member of this team and take part in its continued success. I look forward to working closely with many of you as we launch our latest system in West Florida!

***"Clients do not come first. Employees come first.  
If you take care of your employees, they will take care of the clients."  
-Richard Branson***

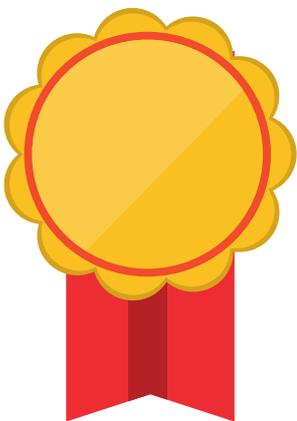
# SYSTEM OF THE MONTH

## New York City, NY



I am extremely proud of the strides my team has made over the last couple of months. Their hard work and perseverance has led to this award and they deserve all the credit in the world. However, now is not the time to rest on our laurels, but to build on this and maintain a culture that breeds excellence for months to come. Congrats, team!

~Kwamme Rabsatt, 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 - CHELSEA WILLIAMS**



**CPE COLLECTIONS - PATRICK GALLAGHER**



**EAST - EDDIE GAINES**



**MIDWEST - ANTHONY WEATHERALL**

## **CALL CENTER - CHELSEA WILLIAMS, LONGWOOD, FL**

Chelsea is a long-term employee and has won this several times in her history with Makotek. It is great to see her back at the top again as Chelsea is very dedicated to the job and a lot of the time comes very close to this award each month. We value her as a great employee and look forward to seeing her at the top many more times. Congratulations, Chelsea!

~ Steve Dilly, GM

## **CPE COLLECTIONS - PATRICK GALLAGHER, CLEVELAND, OH**

This is Patrick's 3rd consecutive top CPE tech. Patrick's numbers speak for themselves and his production and revenue are unmatched company wide. No surprise to see him at the top again. Keep up the great work and we will see you back on top in November, Patrick!

~Tim Dodd, GM

## **EAST - EDDIE GAINES, CHARLOTTE, NC**

Eddie continues to dominate the Charlotte market for saves. He has assisted us by demonstrating his outstanding collections technique and skills for both techs and management from different systems. Congratulations for achieving the Top Non-Pay Tech of the East for July 2019. I am happy to have him on our staff and always glad to honor him for his achievements.

~ Bill Sturman, GM

## **MIDWEST - ANTHONY WEATHERALL, CLEVELAND, OH**

Anthony has been with Makotek for only 3 months and has already shown he has what it takes to be a top performer. His work ethic and consistency every week is paying off for him and is great to see in our office. I look for him to be at the top every month. Very proud of the effort and keep it up, Anthony.

~ Tim Dodd, GM





# Top Posts!

FROM MAKOTEK SOCIAL MEDIA



Raleigh, NC



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Send your photos to [MakotekSocial@gmail.com](mailto:MakotekSocial@gmail.com) to be featured!

# United Healthcare Benefits Open Enrollment **Coming Soon!**

**Open Enrollment Period:** September 5-15, 2019

**Dates of Coverage:** October 1, 2019 - September 30, 2020

**Remember:** No changes will be allowed after the annual enrollment period unless there is a qualifying event. You will not be able to change your plan until September 2020.

**Hear from a United Healthcare representative  
about the plans offered!**

**Florida:** September 5th, 10 a.m.

**East:** September 10th, 10 a.m.

**Midwest:** September 12th, 10 a.m.

## **ACTION REQUIRED FROM ALL EMPLOYEES**

All employees must return a completed **UHC Employment Application and Change Form** to their manager to enroll/re-enroll in a healthcare plan or waive their healthcare benefits.

***\*\* If you take no action, your current plan will be rolled over and you will be billed at the new rates. \*\****