

→ AUGUST 2017

NEWSLETTER



**SUMMER
SCAVENGER
HUNT STARTS
MONDAY,
AUGUST 21**

Important Announcements

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!

In this issue...

- Top System
- Employee of the Month
- Manager's Column
- Jumpstart Update
- Makotek Social Media
- Cultivating Contentment
- Summer Scavenger Hunt

Suggestions for next month's issue? Email us at
MakotekSocial@gmail.com

August 2017

System of the Month **Erie, PA**



The Erie techs are always sharing ideas with each other and they are always in friendly competitions to keep motivated. The teamwork and camaraderie in the Erie office is our recipe for success. Each tech also has an excellent work ethic combined with great communication skills. Thanks for the continued hard work, guys! ~ Chris Ottaway, GM

Congratulations to this month's winners!

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 region

Congratulations to all the winners! Please review the list and let your managers know of any feedback to improve future rankings.

Employee of the Month
Call Center
Johnathon Nauling
Orlando, FL



This is Johnathon's second time winning this year. Johnathon continues to strive to be at the top every week. Glad to have him as a part of our team.
~Steve Dilly, GM

Employee of the Month
CPE Collections
Calvon Cole
Fayetteville, NC



Calvon works hard each week to reach his goals. He is June's Employee of the Month-ER, but also is Makotek's #1 ranked collector for the month.
~Jerry Gouveia, GM

Employee of the Month
Midwest
Patrick Beane
Columbus, OH



Congratulations to Patrick for once again being Employee of the Month! Patrick works hard and does all he can to support the office and the customers.
~Scott Smith, GM

Employee of the Month
East
Javier Rossy
Buffalo, NY



Javier has been one of our top collectors since day one. He always comes in with a great attitude and is a true team player. He is a great trainer and is always willing to help.
~Byron Windsor, GM

Makotek Manager's Column

First Impressions



John Delaney
General Manager
Central New York

Making a good first impression is vital to the success you have working for Makotek.

Look in the mirror before the start of your shift. Is your shirt tucked in, hair neat, face shaved, pants and shirt clean? Is your badge visible to the customer?

Does your car or truck look clean with your signs showing? Can the customer read your door tags? Would you give the person you see your money?

Once you make contact with the customer greet them. "Hello I'm _____. I'm here on behalf of Spectrum Cable. I'd like to help you get your services restored. All I need is a small payment. I can take cash, check or credit card."

Listen to customers thoughtfully and without interrupting. Provide responses that answer their questions. Never blow them off. Developing a professional relationship with clients is how we make repeat customers.

Attitude and communication are key factors to our success.

Jumpstart Updates

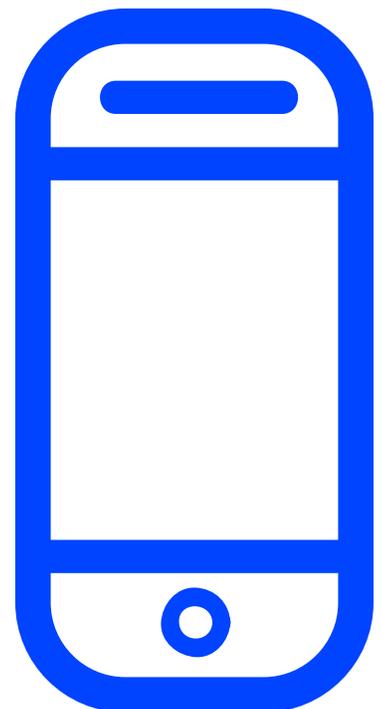
We have successfully launched the integration between Jumpstart and CSG in our NYC system as well as five RCH systems. The techs are loving it!

When a tech in the field collects an EFT or Credit Card payment and submits it through Jumpstart via the CC/EFT message they no longer have to wait several minutes before receiving a confirmation number for a credit card or approval message for an EFT.

Also included in this update is more advanced error checking, which has minimized tech input errors. There is also a button now that gives techs the option to apply the payment to a different account such as in the case of an RMS account or a National account.

Coming Soon!

- Coming soon is a rework of the bubble colors and filters that are based on several parameters rather than just schedule date.
- The update will offer better visuals to assist the tech in his or her route, and the tech will be able to see at a glance which work orders have been attempted today, for example.
- Also coming soon is the integration between Jumpstart and ICOMS.



Cultivating Contentment

Invest in Relationships

Surround yourself with happy people. Being around people who are content buoys your own mood. Friends and family help you celebrate life's successes and support you in difficult times. Although it's easy to take friends and family for granted, these relationships need nurturing. Let people know that you appreciate what they do for you or even just that you're glad they're part of your life.

Find Your Purpose

People who strive to meet a goal or fulfill a mission — whether growing a garden, caring for children or finding one's spirituality — are happier than those who don't have such aspirations. Having a goal provides a sense of purpose, bolsters self-esteem and brings people together. Try to align your daily activities with the long-term meaning and purpose of your life.

How to Be Happy: What Science Tells Us

Only 10 percent or so of the variation in people's reports of happiness can be explained by differences in circumstances. The bulk of what determines happiness is due to personality and — most importantly — thoughts and behaviors that can be changed.

People who are happy know that their happiness is the sum of their life choices, and their lives are built on the following pillars: devoting time to family and friends, feeling a sense of purpose, appreciating what they have, and living in the moment.

Express Gratitude

Gratitude is more than saying thank you. It's a sense of wonder, appreciation and, yes, thankfulness for life. It's easy to go through life without recognizing your good fortune. Make a commitment to practice gratitude. Each day identify at least one thing that enriches your life.

Live in the Moment

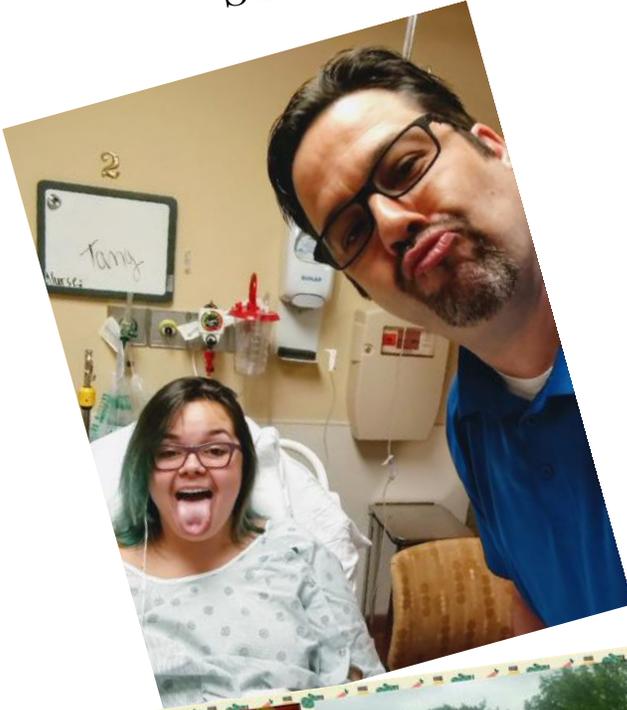
Don't postpone joy waiting for a day when your life is less busy or less stressful. That day may never come. Instead, look for opportunities to savor the small pleasures of everyday life. Focus on the positives in the present moment, instead of dwelling on the past or worrying about the future.





TOP PHOTOS

OF THE MONTH



Summer Scavenger Hunt



Monday,
August 21
to
Friday,
August 25

How the Photo Scavenger Hunt Works

#1 Make sure you're following Makotek Inc. on Facebook (and Twitter & Instagram)!

#2 Visit Makotek Inc.'s Facebook page each day during the Scavenger Hunt to see the Item of the Day. The Scavenger Hunt post will go up each day at 7 a.m.

#3 Get a photo with that item during the day—you must be in the photo!

#4 Come back to the Scavenger Item of Day post on the Makotek Facebook page and post your photo IN THE COMMENTS OF THE POST. Post your picture by midnight on the same day the item is posted. ** For complete rules and details, visit the Makotek Facebook page**

Individual Prizes

	90+ Employees	50-89 Employees	Less than 50 Employees
	Participate	Participate	Participate
First Place	1 @ \$150	1 @ \$150	1 @ \$150
Second Place	3 @ \$75	2 @ \$75	1 @ \$75
Third Place	4 @ \$50	3 @ \$50	1 @ \$50

System Prize

Office celebration awarded to system with highest rate of participation

*more participation=
more prizes!*