

JULY 2017  
NEWSLETTER



Happy 4th of July!!!

### *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
- Makotek Social Media
- Jumpstart Update
- Summer Safety Quiz

**KEEP YOUR EYES OPEN FOR  
THE SUMMER SCAVENGER  
HUNT**

**AUG 21-25!!!**

Suggestions for next month's issue? Email us at

[MakotekSocial@gmail.com](mailto:MakotekSocial@gmail.com)

# July 2017

## System of the Month **Erie, PA**



Erie has a team of new techs that have learned the job quickly. Each tech works hard to improve daily and it has shown in the stats over the last few months. These techs work well together and are always helping and sharing ideas with each other. We look forward to getting even better as these techs progress in their career here at Makotek. ~ 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  
**Chelsea Williams**  
Orlando, FL



Chelsea is a multiple time winner and continues to be a leader on our team. Chelsea has great communication skills and always strives for the top. Congratulations, Chelsea!  
~ Steve Dilly, GM

Employee of the Month  
CPE Collections  
**Shawn Skeete**  
Orlando, FL



Shawn once told me, "I never give up on an account until I get their equipment." Let this be a lesson to all our employees. If there is a job on your Jumpstart, don't give up on it until you complete it.  
~ Rick Mullins, GM

Employee of the Month  
Midwest  
**Patrick Beane**  
Columbus, OH



Patrick, your hard work does not go unnoticed. Thank you for all your efforts and always driving to do more and better. Your willingness to help others is much appreciated. Keep up the good work!  
~Scott Smith, GM

Employee of the Month  
East  
**Gary Martin**  
Raleigh, NC



Gary is ranked #1 in the company. He accomplishes this by NEVER missing work and never slowing down. He's always calculating his production and pushing to increase results. He pushes daily to be the best.  
~Tim Faircloth, GM

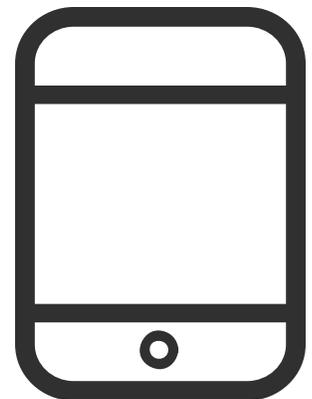
# Makotek Manager's Column

## PREPARING YOUR DAY

- **TURN-IN.** Verify with your manager that your turn-in is correct. Double-check all codes on saves, that your equipment matches up, and that time and mileage are correct.
- **ROUTE PLANNING.** Review your jobs and plan your route for the day, i.e. which accounts you're running, appointments you've set up. Check in with your manager to get feedback on the most efficient and productive routes.
- **ORGANIZATION.** Is your vehicle organized and free of trash?
- **GOAL SETTING.** Everyone should set a weekly goal for number of saves and how many pieces of equipment you will pick up. Set both a weekly and monthly goal.
- **PROFESSIONALISM.** Appearance, attitude, and communication are key factors to our success. Make eye contact and smile. Speak loud enough and clearly so the customer can understand.



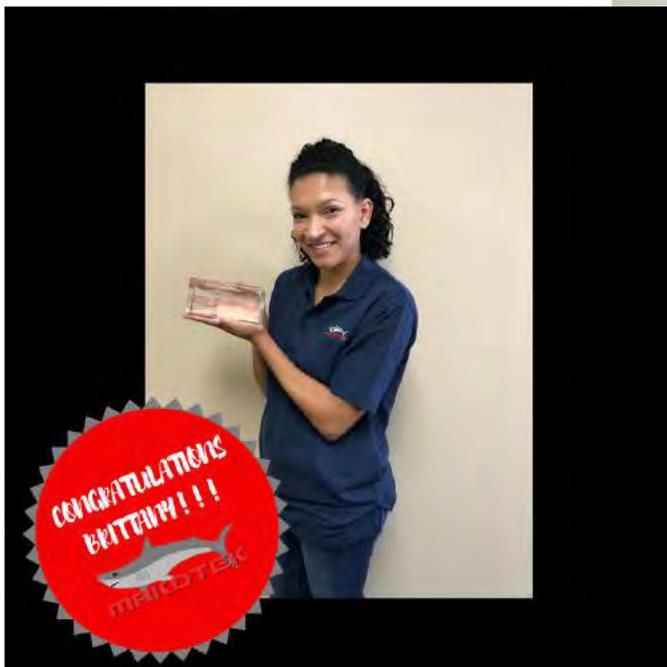
*Tim Dodd*  
General Manager  
Cleveland, OH





# TOP PHOTOS

OF THE MONTH





# Jumpstart Update

We are in the last stages of integrating Charter's billing systems and Jumpstart regarding payments collected from customers in the field.

## What does this mean?

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

This update eliminates the manual processing of the CC/EFT by a dispatcher. The tech will receive the confirmation/approval within seconds.

When a payment of any kind is submitted by the tech through Jumpstart--and if the payment is sufficient to cancel the work order--then work order will be automatically canceled and the payment notated in the account.

If there is an error, the tech will receive an error message and must process the payment through dispatch.

This integration will save techs time and the customer will experience less frustration waiting for techs to provide them with the confirmation/approval for their electronic payment.

# Summer Safety

## Turning Up the Heat: How Sun-Smart Are You?

**TRUE OR FALSE?** TEST YOUR KNOWLEDGE OF SUN-RELATED ILLNESSES BY TAKING THIS QUIZ. ANSWERS ON THE NEXT PAGE.

1. You do not need to use sunscreen if you will be staying in a shaded area.
2. You will get sunburned faster if you are in the water.
3. Disease-causing bacteria grow more rapidly on lukewarm food than cold – and can more readily result in food poisoning.
4. Sun exposure is considered the single greatest risk for developing skin cancer.
5. Skin cancer affects only light-skinned people.
6. The sun's strongest rays occur between 10 a.m. and 4 p.m.
7. If you are in good health and your doctor has not restricted how much fluid you should have, you should drink at least 16 to 32 ounces of water an hour to adequately replace fluids when working in a hot environment.
8. Certain over-the-counter and prescription medications can increase your sensitivity to the sun.

# Summer Safety

## ANSWERS

1. **FALSE:** Ultraviolet rays will still reach you. Also, there is strong evidence that more UV rays are filtering through because of the depletion of the earth's ozone layer.
2. **TRUE:** Water reflects sunlight, so you will get added exposure to your head, shoulders and any other areas that remain uncovered while you are swimming.
3. **TRUE:** The bacteria that cause food poisoning thrive in temperatures between 40 degrees and 140 degrees. Prepared foods are safe in that zone for about two hours. The same foods are considered safe only for one hour if the temperature rises above 90 degrees.
4. **TRUE:** About one million Americans are diagnosed with skin cancer each year and the increasing trend is blamed on exposure to solar rays.
5. **FALSE:** Although skin cancer is more common among light-skinned persons, it is not unheard of in people who have dark complexions.
6. **TRUE:** Stay inside and keep young children out of the sun as much as possible during these times.
7. **TRUE:** Your body sweats to cool itself. The only way to replace those lost fluids is to drink more water.
8. **TRUE:** Even short exposure to the sun can result in burning if combined with certain medications. These include some antibiotics, such as tetracycline; certain diuretics; and some non-steroidal anti-inflammatory drugs, such as ibuprofen, naproxen and ketoprofen.