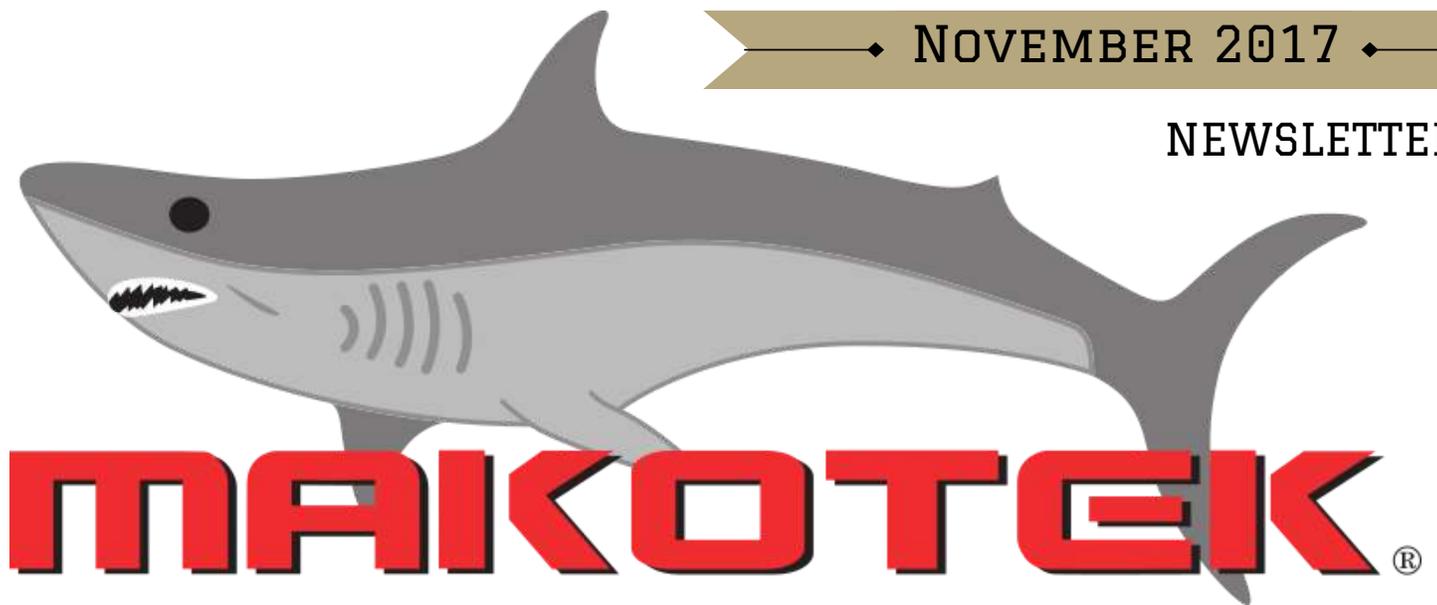


NOVEMBER 2017

NEWSLETTER



### In this issue...

- Top System
- Employees of the Month
- Manager's Column
- Jumpstart Update
- Safety Tips
- Makotek Social Media

### *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!

Suggestions for next month's issue? Email us at

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

# November 2017

## System of the Month



Central New York

The Makotek Central New York system covers a lot of geography in New York State, including Binghamton, Syracuse, Albany and many rural areas. It's been a long time coming for System 26. We cover a good part of upstate NY with many challenges. Things are looking up for our system.

Congratulations CNY team! ~John Delaney, 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 of three regions.

Congratulations to all the winners! 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.

**Employee of the Month**  
Call Center  
**Jung "Jay" Yoon**  
Orlando, FL



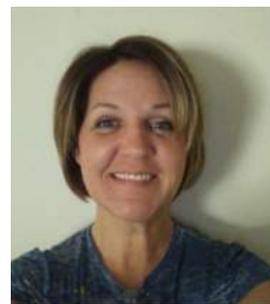
Jung is a first-time winner and definitely deserves it. Jay brings a fun, spirited personality to our team along with years of collection experience!  
~Steve Dilly, GM

**Employee of the Month**  
CPE Collections  
**Calvon Cole**  
Fayetteville, NC



This is Calvon Cole's second time as Top ER Collector for the month and his second time as #1 ranked collector in the company. Great job!  
~Jerry Gouveia, GM

**Employee of the Month**  
Midwest  
**Tenier Greer**  
Cincinnati, OH



Tenier spent the month collecting hundreds of pieces of equipment per week, and she does this with a positive outlook on life. We appreciate all that she does for Makotek.  
~Dave Wilson, GM

**Employee of the Month**  
East  
**Harry Sanders**  
Buffalo, NY



Harry once again claims top spot in the east! Harry is consistently the top producer in our office. He always goes the extra mile to secure a save. We are so proud to have you Harry!  
~Byron Windsor, GM

# Makotek Manager's Column

## Growth with Makotek

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*Darryl Marquart*  
General Manager  
Rochester, NY

In this month's managers column I would like to talk about how my role at Makotek has made me grow.

I started as a field collector about four and a half years ago. From the beginning I noticed the emphasis was put on helping the collectors become more successful.

**There were always tools to increase efficiency, such as:**

- Paperless work orders
- Automated turn-in sheets
- Centralized dispatch
- Prioritized color coded work orders.

Once I became General Manager the challenges became even greater. There were things that challenged me but I always had faith that they could be done. The reward came from doing something outside of my comfort zone and accomplishing the task. Your career at Makotek can be what you make it. If you put in the effort and believe in your abilities, Makotek will give you the opportunity to thrive and become successful.

**Get outside your comfort zone!**

# Jumpstart Updates

## WIRELESS SIGNAL, GPS AND CONNECTIVITY

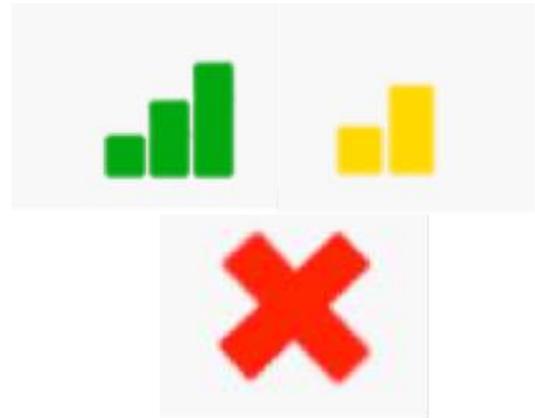
No doubt each of us have experienced dropped calls, delayed text messages, and other issues when using a smartphone. The Jumpstart app uses both wireless technology and GPS technology, and sometimes these can be impaired if the signals are weak at your location.

Signal can be minimized or lost due to trees, buildings, clouds, driving under an overpass, the location of cellular towers and other reasons, so always keep an eye on the device's signal indicator.

If the 4G indicator is lit, that means the the device is currently connected to a data channel and the number of bars indicates the signal strength. If the 4G indicator is NOT lit, that means the device is only connected to a voice channel and data will not immediately go through. If the device show 4G and there are three or more bars then data should be good to go.



Additionally, the Jumpstart App has a signal indicator that helps users determine when it is safe to submit a message, attempt, or completion. Like traffic signals, green means go, yellow means caution and red means stop.



There will be times when the signal just isn't strong enough at that moment for Jumpstart to send the work order through, or for return messages to get to the smartphone. However, keeping watch on the indicators will help you know when it is safe to submit the work order. The same is true with GPS – sometimes obstructions will hinder the GPS signal to the smartphone. Sometimes rebooting the phone will help you regain optimal connectivity of both wireless and GPS signals.

## **CHECK TIRES.**

Be sure tires have good tread, are properly inflated and don't forget to check your spare!

## **STOCK UP.**

Keep blankets, ice, scrapers, emergency flares, flashlights, and jumper cables handy.

# **HITTING THE ROAD FOR THE HOLIDAYS?**

## **STAY ALERT!**

## **SERVICE YOUR CAR.**

Have your vehicle checked thoroughly.

## **PLAN AHEAD.**

Check weather, traffic and road conditions before you leave the house.



# TOP PHOTOS

OF THE MONTH

**Welcome Tiara!!!**



**CONGRATULATIONS!**



**#TBT**  
ORLANDO, FL

**SYSTEM OF THE MONTH**

