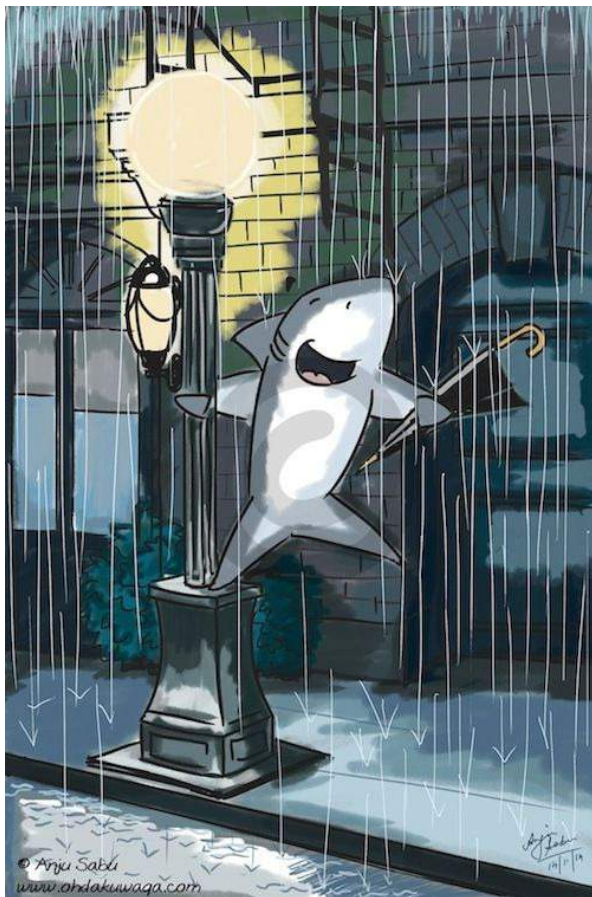
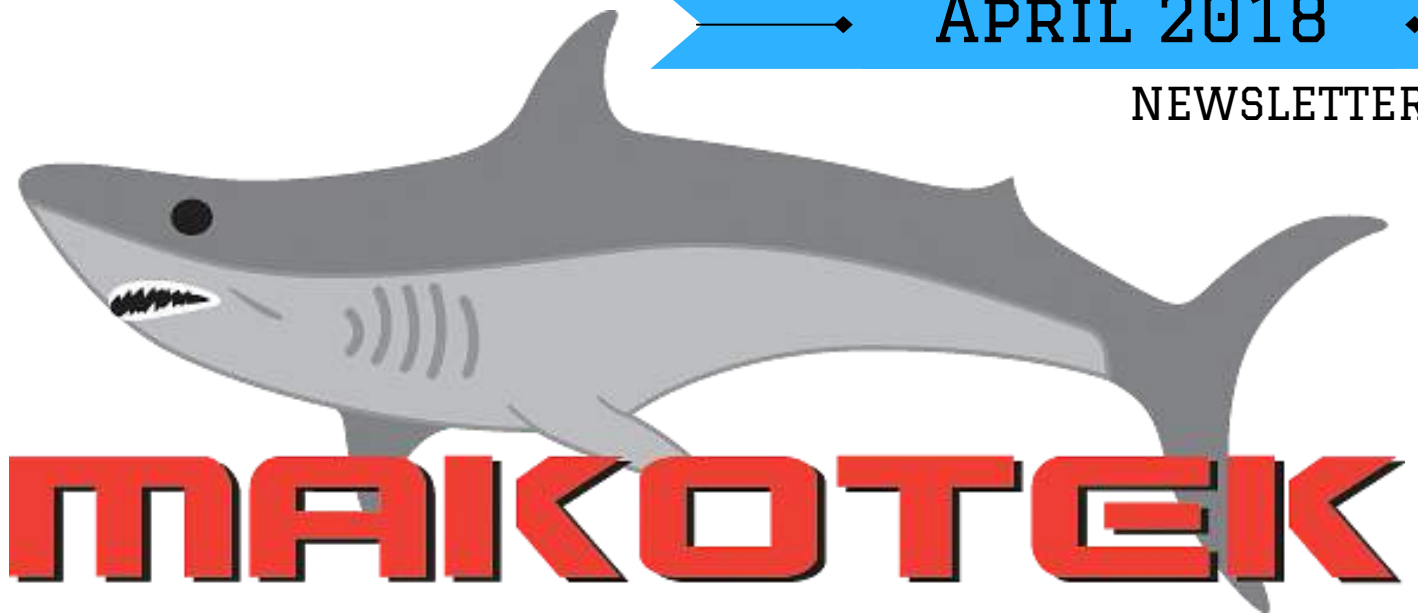


APRIL 2018

NEWSLETTER



April Showers brings May flowers!
Happy Spring!

IN THIS ISSUE

- Top System
- Employees of the Month
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- Social Media Photos
- EAP Reminder
- 12 Steps to Better Health

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!

Email us at
MakotekSocial@gmail.com

System of the Month

Youngstown, Ohio



I am very proud of the Youngstown, Ohio team for being named the System of the month for April 2018. We have a great group of collectors who helped lead us to the top. Congratulations to the crew and keep up the great work!

~Matt Leidolph, 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.

Employees of the Month

Call Center
Ranika Sinclair
 Longwood, FL



Ranika has been a part of our group for a little over 6 months and demonstrates excellent collection skills for our team. Congratulations Ranika and look forward to seeing you here again soon.

~ Steve Dilly, GM

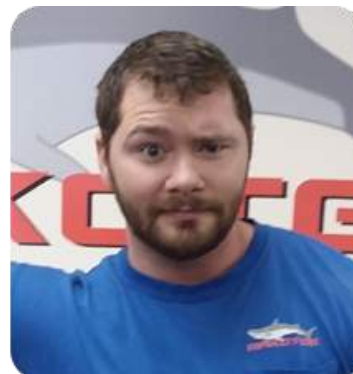
CPE Collections
Darryl Crawford
 Southwest Ohio



Darryl is a valuable member of our team in Cincinnati. He has been training many of our new team members for 4 months. Each person is multiplying his success by their jobs done well. Great job to the new Tech of the Month!

~ Dave Wilson, GM

Midwest
James Stefan
 Cleveland, OH



Back to Back months and his 3rd Top Tech Award. James continues to rise to set the standard for guys to follow due to his great work ethic and consistency in his route every day. Keep up the great work James and keep the Awards in the CLE.

~Tim Dodd, GM

East
Harry Sanders
 Western NY



Congratulations Harry on another win! Harry is a prime example of what we can achieve with drive and determination. We are proud to have him on our team.

~ Byron Windsor, GM

Makotek Manager's Column

COMMON MANAGER MISTAKE

A common manager mistake is being complacent in office staffing. It's easier to give a few people work to cover jobs instead of hiring another person.



by Tim Dodd, GM - Cleveland, OH

Why Is Understaffing Bad?

- Creates fewer attempts on the jobs and results in more no-contact flip work orders.
- Burns your team out faster and they cannot maintain the same pace or consistency that we need to have on a daily basis.
- Ideally each tech should have between 60 to 80 jobs that they can run efficiently.
- Every day we want the techs jumping on the new schedule date as it drops.
- Many tools in Jumpstart can help. Open Job Report shows quantity of door attempts on each job. You can also drop a pivot table in and show each tech's job count and post it in the office. GPS Reports, productivity reports, Analytics maps shows you the tech view as well.

So, What's Your Next Step?

The only way to fix this issue is to roll your sleeves up and get back to hiring to fill all the spots and routes you have. This will increase attempts and possibly add routes as you're tracking and mapping what can be done.

It takes a lot of time and energy to hire, and if you're not dedicated, it will eat you up. Take the time to look at the areas where you can add new hires to increase your revenue and to help your techs focus on their areas.

I am currently hiring and looking to cover more Non Pay and ER routes and mapping areas to insure my techs have the correct job counts we want for them.



Jumpstart Update

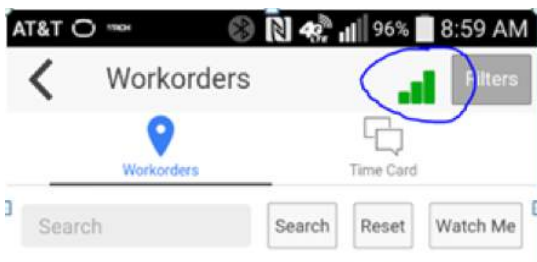


UNDERSTANDING SIGNAL STRENGTH

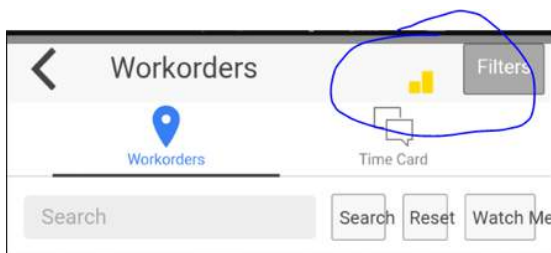
The app's performance is reliant on the wireless carrier's signal strength which is determined by the proximity of the device to one of your provider's towers.

Wireless technology is used for both voice and data so the tower has both types of "channels." When you see the "3G" or "4G" icon lit up, that means that a data channel is available. Absence of the "3G" or "4G" icons means you only have voice channels available and data will not go through.

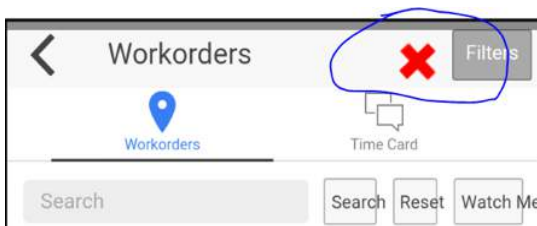
The Jumpstart app includes its own "signal meter" that lets you know when it is optimal to submit a work order or message.



When you see the 3 green bars this indicates that you are all clear to submit a job.



Yellow bars indicate that the signal is weak and not optimal to submit a job. Moving a few steps will usually give you the green bars as wireless signal does not radiate in a uniform pattern from the tower but can be obstructed by many obstacles.



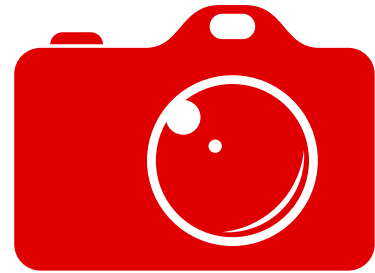
A red X indicates inadequate signal for submitting a job through Jumpstart. Again, moving a few steps can enhance the signal to an optimal "green bar" indicator.

Typically, when a tech is in the field it, is best to stay on the wireless carrier's network due to traveling around. When in the office, though, switch the device to Wi-Fi since buildings can often hinder the wireless network signal inside.



TOP PHOTOS

OF THE MONTH



REMEMBER: EAP IS AVAILABLE 24/7!



The Employee Assistance Program (EAP) is a **free, confidential counseling service** for you and your household members to help resolve a wide variety of concerns.



What You Need to Know

- Calls answered within 3 rings
- Counselors have Master's or Ph.D. degrees
- Can assist by speaking English, Spanish, or French
- Available 24/7
- Operated by Charles Nechtem Associates (CNA) with 35+ years experience

Possible Reasons for Calling

- Feeling overwhelmed
- Grief
- Anxiety
- Stopping smoking/drinking
- Marital or relationship issues
- Time management
- Life changes

**Contact an EAP counselor:
1-800-531-0200
inquiries@charlesnechtem.com**

12 Steps to Better Health

"Happiness is the highest form of health."

-Dalai Lama



Just a reminder that health is about mind AND body!