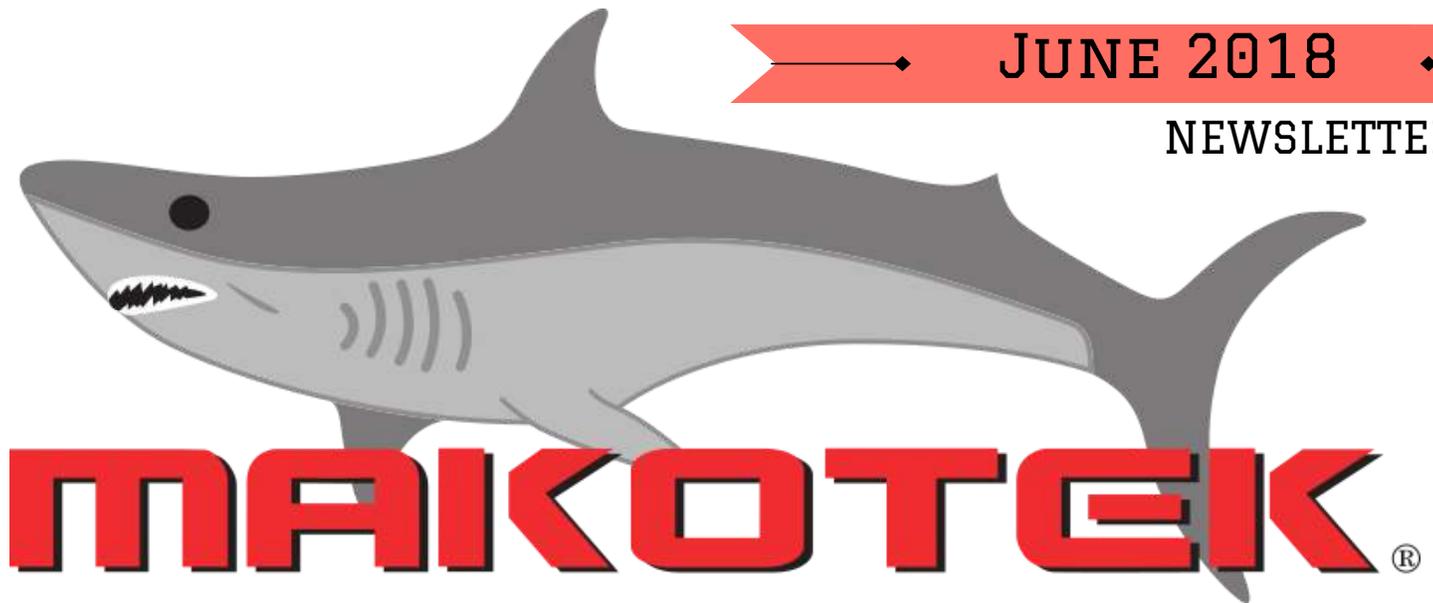


◆ JUNE 2018 ◆

NEWSLETTER



In this issue...

- Top System
- Employees of the Month
- Manager's Column
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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 **Akron, Ohio**



I would like to congratulate the Akron OH team for pushing hard to get to the top during a challenging month. The crew stayed focused on results and exceeding the task at hand. We have a group of dedicated and hard workers in this office. I can't wait to see what we do for the month of May. Excellent work guys and let's keep it up. Remember... Don't make excuses, get RESULTS!
~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

Employee of the Month
Call Center
Joan Mundy
Longwood, FL



Joan is a first-time winner and well deserved for all her hard work. Joan is an outbound caller for Cox Communications and has worked for my team going on 4 years. Congrats Joan and glad to have you on our team.
~ Steve Dilly, GM

Employee of the Month
CPE Collections
Darryl Crawford
Southwest Ohio



Darryl has been with Makotek since '17. He has been a valuable member of our team. He has been training many of our new team members. This is Darryl's second time this year as tech of the month. Wonderful job Darryl!
~ David Wilson, GM

Employee of the Month
Midwest
Mark Dodson
Columbus, OH



Congrats to Mark on his first Employee of the Month! Mark is a hard worker, covering one of the toughest areas we have. He stays positive and is always willing to pick up extra work. Thank you for all you do and keep up the good work!
~Scott Smith, GM

Employee of the Month
East
Jason Goodrich
Western NY



Jason has won again for tech of the month. His attention to detail and work ethic continue to deliver great results. Jason is eager & willing to try to do the best job possible every time. Congratulations Jason!
~ Darryl Marquart, GM

Makotek Manager's Column

Top 5 Questions from New Employees

W. David Wilson
GM Southwest Ohio



1. Is there vacation?

Many of our new employees express concern over the 3 days of vacation and 1-year wait. Makotek managers will work with employees to take vacation when needed before the 1-year mark unpaid to maintain a good balance with family life.

2. What are the work hours?

The best hours Monday-Friday are 11am -8pm, Saturday's hours 8am - 2pm. The hours can be adjusted to better fit a college schedule or family time. Evening hours are a must to maintain nice pay as you will find more people at home from 4pm-9pm than earlier in the day.

3. How long will it take to make good pay?

Most employees take about 2 -4 weeks to achieve pay with which they feel comfortable. It does take a little time to take what has been shown during training and make it your own style. In addition, it takes time to learn the bounds and limits to which you may go.

4. When are reviews done for pay increases?

Pay increases are driven by the employees. The employee that reaches more subscribers and deals with the subscribers with enthusiasm, honesty and assertiveness will make more money. The employee will be given guidance throughout their career to always improve their style/technique at the door.

5. Is there 401k match?

Makotek does not offer a match. However, your contributions are not taxed until you withdraw funds. You should start with a small percentage so that your contributions do not negatively impact your weekly check. When your wages increase, move up your percentage to maximize your benefit. In this way you may not feel the need to stop your contributions. By the time most users of a 401k are withdrawing funds the tax bracket they are in is much lower.

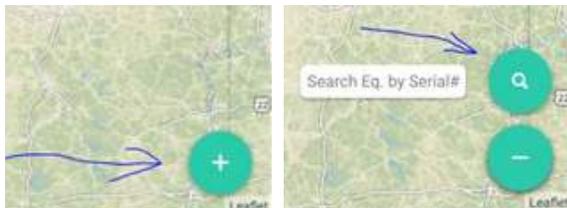
Jumpstart Updates

Search by Equipment Serial Number - Refresher

When the tech picks up equipment and doesn't know what account it belongs to, they can search by serial number. The serial number can be typed in or scanned by the barcode reader in the app.

Search by EQ Serial Number

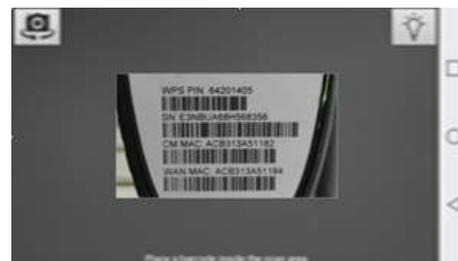
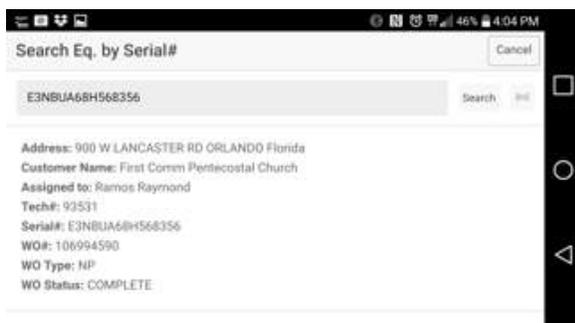
1) On the main map page tap the plus sign, then tap the magnifying glass icon



2) Next, either type in the serial number or tap the icon next to "search" to open the barcode reader.



3) View Results



EQ Search on the Web



On the website, under View/Edit/Equipment by serial, the manager or dispatcher can type in a serial number and determine if there is already a work order for it.

The dispatcher can then re-assign the work order to the tech that has already picked up the equipment and submitted a request for a work order to be created. If the equipment is not already in Jumpstart the dispatcher can create a work order for the tech and the tech can complete the work order the same day



TOP PHOTOS

OF THE MONTH

#Makotek+Spectrum



#TBT



Akron, OH



Congratulations!



Exploring Leadership Styles Activity

Every employee can be a leader within their team. This activity helps you discover your own strengths and challenges as a leader, while also understanding and valuing different kinds of leadership. **Rate each statement 1-10, 1 being untrue and 10 being true.**

	From 1-10, rate how true these statements are with 1 being untrue and 10 being true	STATEMENTS When I am in the workplace...	
1		I don't need to be in charge of a group, but I enjoy making detailed plans that everyone will carry out.	Red
2		I am the nurturing type who takes care of everyone.	Green
3		I am the listener. I hear what people are saying and make sure everyone has a voice.	Green
4		I am the peacekeeper who listens to everyone and finds a reasonable compromise.	Green
5		I look at all sides of a situation before arriving at a solution.	Red
6		I can be stubborn when I feel passionately about something going my own way.	Yellow
7		I am the dreamer who is always thinking of new and exciting ideas. I believe there is no limit to what we can achieve.	Blue
8		I like to tackle tasks, problems, and projects with a well-thought out plan.	Red
9		I am friends with just about everyone I meet.	Green
10		I am drawn to hands-on tasks. I like making tangible products.	Yellow
11		I like to take risks and try ideas before knowing if they will work or not.	Blue
12		I like to think of new solutions to old problems.	Blue
13		I am the energetic one who is always ready to roll up my sleeves and get to work.	Yellow
14		I am the artistic one and people see me as creative.	Blue
15		I don't like trying something unless I'm pretty sure it will work the first time.	Red

16		I like to get things done quickly.	Yellow
17		Sometimes I can seem disorganized.	Blue
18		People are quick to trust me.	Green
19		I make most decisions based on facts, data and numbers.	Red
20		I am good at coming up with big ideas, but not always good at following through to make them happen.	Blue
21		Often it takes me a long time to make decisions because I need more information.	Red
22		I am good at being in charge of groups and keeping groups focused.	Yellow
23		People see me as someone who will get the job done, no matter what.	Yellow
24		Sometimes I have a hard time saying no to people, and end up taking on too much.	Green

Once complete, tally the scores for all questions marked "red," all questions marked "green," etc. and write the totals in the table below. The color with the highest score is your most dominant leadership style. Keep in mind that you may have more than one leadership style, but in this exercise, you are identifying your strongest leadership tendency in the workplace.

Green	Yellow	Red	Blue



Leadership Styles

The color with the highest number is your dominant leadership style in the workplace. You may have have two styles that fit you best.

Green

GREEN LEADERS bring everyone together. They resolve conflicts among team members and ensure that all team members are feeling good. Greens are great at building relationships within groups and creating a positive environment for groups. They are often seen as great “people people.”

Blue

BLUE LEADERS dream and inspire. They are the idea-makers, they approach problems in new ways and tackle tasks differently than others. Blues are always thinking, brainstorming, suggesting and looking ahead at where the team can go. They are often seen as “big picture” thinkers.

Red

RED LEADERS use their logic-based skills to make sure that groups are being realistic and achievement focused. They analyze the team’s goals and actions and decide the best possible way to achieve the goals, given specific conditions and circumstances. Reds do a lot of calculating, analyzing, systematizing, organizing and budgeting. They are great at providing solutions that “make the most logical sense.”

Yellow

YELLOW LEADERS propel the team with action. They lead by example, motivating people and maintaining the team’s momentum as they move toward the goal. They keep teams focused and can be persuasive in getting their way. They are often seen as reliable people who follow through and get things done.



Driving in Severe Weather

Severe weather conditions can significantly increase the potential for a dangerous situation. Sometimes the best decision drivers can make is to stay put until the storm passes. If driving is the only option, buckle up, and follow these rules to ensure safety:



TURN LIGHTS AND WIPERS ON

- To ensure high visibility, headlights should be clean and clear and wipers should be replaced at least once a year

SLOW DOWN

- Keep a safe stopping distance between vehicles and avoid passing and/or changing lanes. Be patient and stay alert.

TURN AROUND; DON'T DROWN

- Never drive through flooded areas. The area of roadway beneath the water may be washed out or may conceal debris or even power lines.

BE CAUTIOUS OF HIGH WINDS

- Windy conditions are a driving risk to all vehicles, particularly high profile vehicles such as buses and trucks. Keep a firm grip on the steering wheel and give large vehicles extra room to maneuver.

BE PREPARED FOR INOPERABLE TRAFFIC LIGHTS

- If a law enforcement officer is present, follow their directions. Otherwise, if traffic lights are flashing red, come to a complete stop and treat the intersection as a four-way stop. If lights are flashing yellow, proceed with caution and be prepared to yield to oncoming traffic.

REMEMBER

- Monitor television, radio, NOAA weather radio, and the internet for storm location information.
- Be familiar with the area where you're traveling. Keep a highway map handy, one that includes the county names and boundaries. NWS severe weather warnings are issued based on counties. If you do not know what county you're in you could miss life-saving information
- Find a station broadcasting weather information. Some radio stations will interrupt programming to broadcast warnings and other information. A battery operated weather radio is essential for travelers.