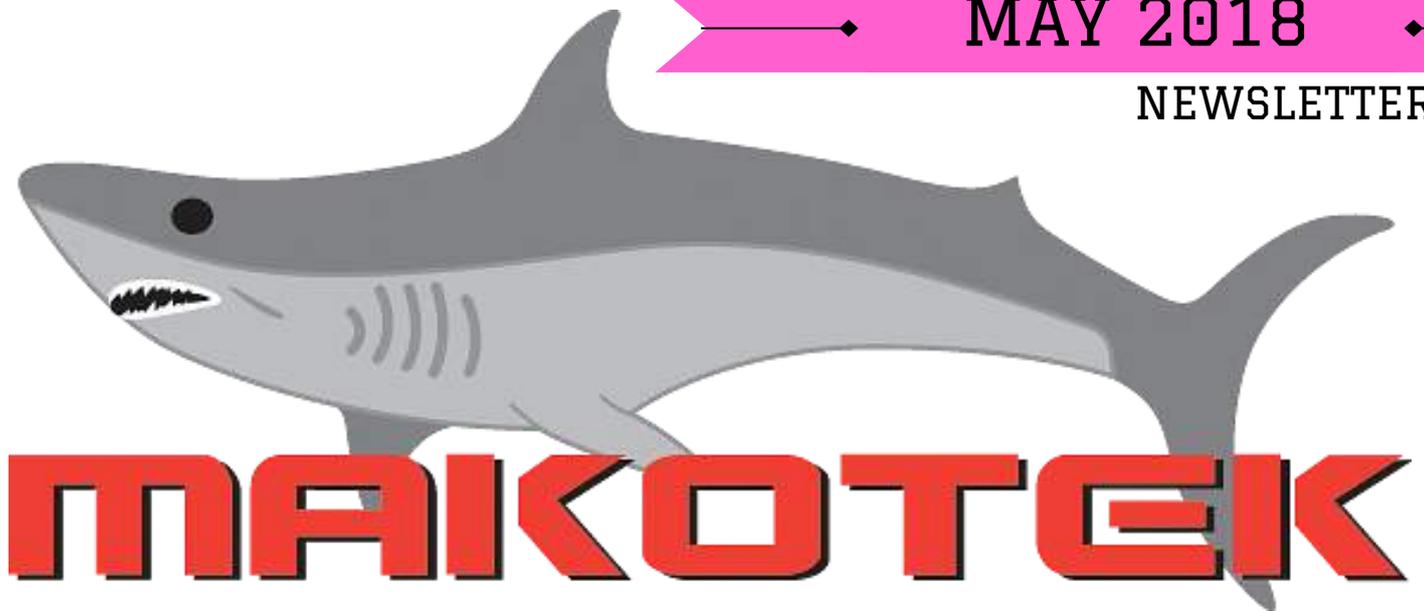


MAY 2018

NEWSLETTER



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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](mailto:MakotekSocial@gmail.com)



# System of the Month

## Raleigh, NC



The team stayed focused and kept the numbers up during a challenging month. Both the ER and Non-Pay teams exceeded expectations and benchmarks to keep us at the top of the charts. The hard work and dedication never ceases to amaze me. We look forward to seeing what we can accomplish in April. Great work!

~Tim Faircloth, 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**  
**Justin Key**  
**Longwood, FL**



Justin is a multiple time winner and strives to be at the top every month. Great job Justin and appreciate all your dedication and hard work!

~ Steve Dilly, GM

**CPE Collections**  
**Gregory Mercier**  
**Orlando, FL**



This is Gregory's first time receiving this award. His hard work and dedication certainly has paid off. Congratulations Gregory you deserve it keep up the good work.

~ Rick Mullins, GM

**Midwest**  
**Steve Looney**  
**Columbus, OH**



Steve is hard-working and very supportive to the team. He cares about Makotek, Spectrum, the customer and goes above and beyond to meet his high standards. I appreciate having Steve on the team and look forward to his continued success!

~Scott Smith, GM

**East**  
**Jason Goodrich**  
**Western NY**



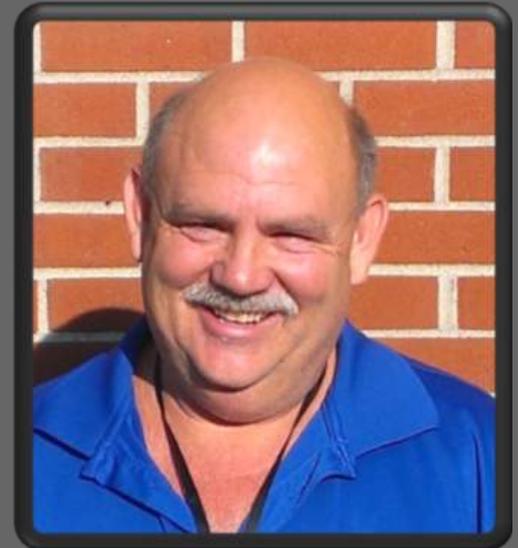
Jason joined the Rochester office in December and has performed above and beyond. He is always willing to help with anything that needs to get done and has helped train new employees. He's a great person to have on the team.

~ Darryl Marquart, GM

# Makotek Manager's Column

FRUSTRATED CUSTOMERS ARE A COMMON TREND IN BOTH NON-PAY AND EQUIPMENT COLLECTIONS. CUSTOMERS EXPERIENCE A NUMBER OF EMOTIONS WITH COLLECTION TEAM MEMBERS REGARDING THEIR ACCOUNT INCLUDING:

- Embarrassment
- Helplessness
- Anger



by Scott Smith, GM - Columbus, OH

## Scenario:

Technician makes contact with the customer, introducing himself and explaining the reason for the call. The customer unleashes a torrent of pent-up frustration and anger; informing the tech that this was the third call she received regarding status of the account. The customer really wanted nothing more to do with the cable system and asks the technician to come and pick up the equipment; customer was busy and asks the technician to call back later to set up a time.

Technician contacted the customer who said they had not used services for several weeks due to a serious family situation, making no payments. They had contacted the cable system to pay a portion of the bill but told they had to pay in full. They asked the tech if they could pay part of the bill the coming Friday and the balance the following week. Tech confirmed and also suggested that once the balance was paid, to contact customer service and inquire about removing unused services. Tech made arrangements for customer to contact him on Friday when ready to make the payment. Customer made contact and advised they were able to pay the full balance.

Bottom line, if we don't take time to understand the customer's situation, we may lose the payment, a customer for the client, and ultimately the team bonus. So, be patient, listen to the customer and do what you can to help!

## Technician's Choices:

- Take no further action and consider this a lost work order resulting in \$0 income and no result for Makotek and the cable system
- Call the customer later as requested and schedule an appointment for the equipment pickup
- Call the customer later, as requested, to better understand their situation



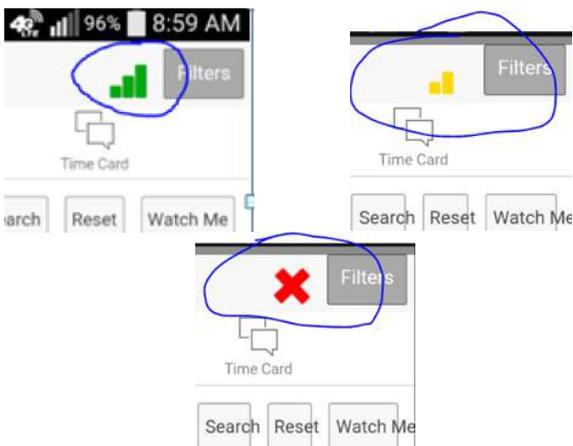
# Jumpstart Update



## TIPS TO KEEP JUMPSTART RUNNING SMOOTHLY

- Log out at the end of your shift
- Restart the device each morning before logging in

Doing these 2 things each day helps keep the device from getting "clogged up" with data.



Keep an eye on the Signal Indicator when sending messages or completions. The green bars tell you the connectivity with the server is good. Yellow means proceed with caution and wait for green bars. A red X means you don't have good connectivity and may have to change location.

Many smartphones automatically switch between Wi-Fi and the wireless carrier's network. Other smartphones don't do this automatically.

Keep in mind, when you are in the field and you don't see 3G or 4G when on your carrier's network, you are not connected to a data channel and Jumpstart cannot send or receive data at that moment. You can verify this by the signal indicator of your device.

Wi-Fi



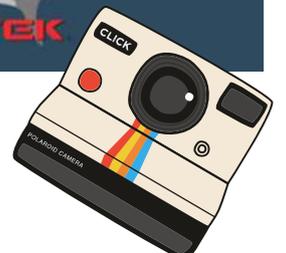
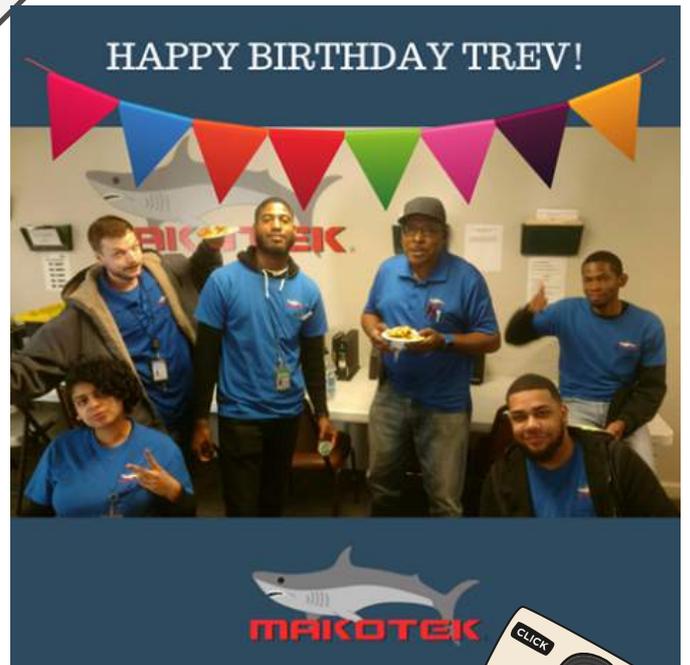
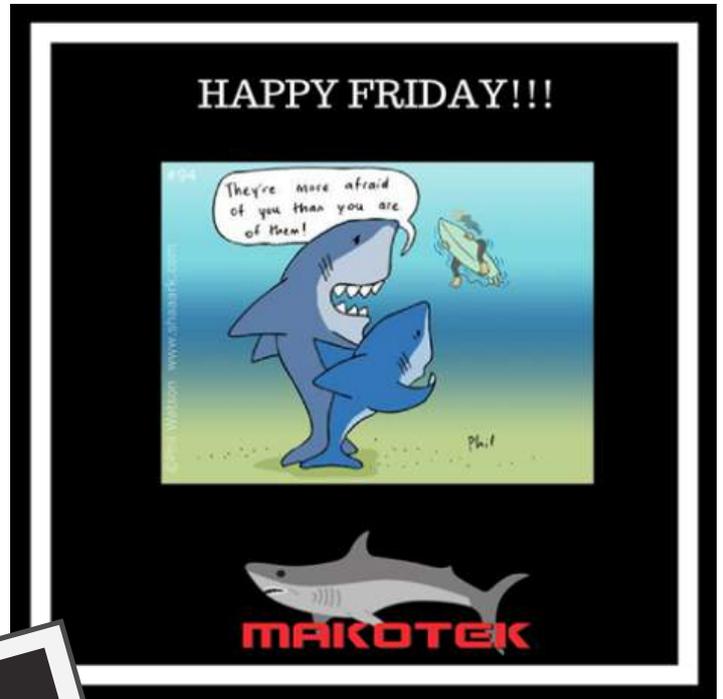
Data

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](mailto:inquiries@charlesnechtem.com)**

# Summer Driving Tips

- National Highway Traffic Safety Administration

- Keep up regular car maintenance
  - Tires, Lights, Fluids, Wiper Blades, Belts and Hoses
- Always stay alert while driving
- Avoid distracted or impaired driving
- Do not speed
- Ensure children are seated safely
  - Children under 13 are recommended to sit in the back seat
- Always watch when you are reversing
- Remember to lock your car and keep valuables hidden!!

