

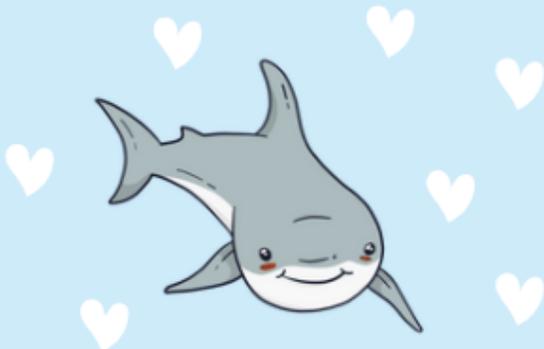
# Makotek News

MAKOTEK EMPLOYEE NEWSLETTER

FEBRUARY 2022



Valentine, I think  
you're JAWsome



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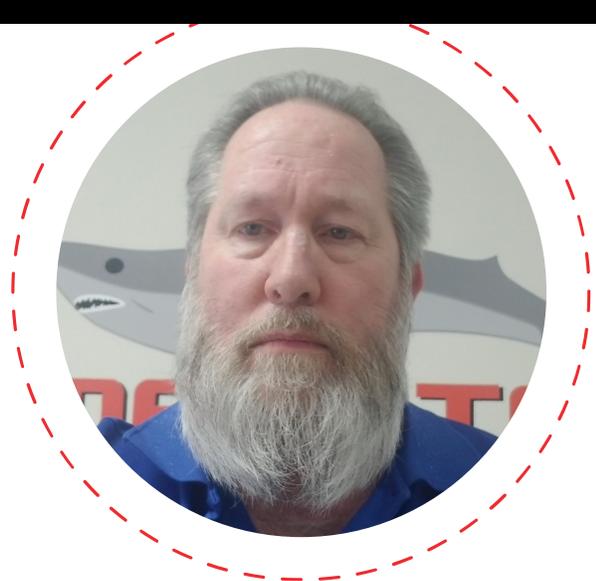
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# Manager's Column

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## MAXIMIZING YOUR NUMBERS

*Dave Wilson - GM of Southwest OH*



With the sheer volume of work orders everyone has every day, we all need to maximize the effectiveness of our day... so you ask, how do I do that?

- 1** Work in the area that has the most work with the least amount of traveling first!
  - Start your day by selecting the area that has the most concentration of work with the smallest amount of traveling and go ahead and travel to that area.
  - When you are getting close to the area, call the next three non-pay jobs. If any of those jobs wish to pay, collect that payment either by entering it over the phone or driving there directly. Remember, this job is a numbers game! The quicker you get the numbers, the better your results! So, let's say job number two of the three says they have the payment and want you to come to get it. That one becomes your first job of the three.
  - Now, it becomes a simple game of "Clear the board"!

Next, many technicians spend too much time deciding on what the next job should be. That time can be much better spent at the door of another job!

- 2** Use the CCM application filters to help you select the best work! Let the filters do their job, so that you can do your job easier and faster!
  - Set the non-pay filters to "never door disposed" and "pending" and make sure that you put your expiration limiting dates.
  - In your CPE work order filters, check "pending" and "never door disposed" with "active customer" to no.
  - On the CPE work orders, the only thing to check is that there is at least one modem or router, if you have the above filters set correctly.

Now, look - you've just narrowed your area of focus and optimized your work order list! You will be spending much less time between jobs and determining your next job. Let the application do its job by showing you the next closest job, and you do your job to maximize collections!

- 3** Maximize your effectiveness during the work order and minimize your time after the work order is complete!
  - Always knock on the hinged side of the door; otherwise, you might accidentally open the door if it's just leaned closed.
  - Use your training and experience to get to the point fast, but with appropriate friendliness and persistence.
  - When you're done, don't hang out in front of the house of your last work order. Sometimes, that simple act of lingering can cause a complaint.
  - Continue to let the application show you the next closest job! If you need more than 30-40 seconds to think about your next job, drive several houses down the road and then stop again to avoid the appearance of lingering.

Remember, the bottom line is: The more doors you touch, the more money you make! It doesn't get simpler than that! Playing "Clear the board" makes your day move faster, resolves more work orders, and ultimately works for you to increase your numbers and money. Have a great day and "Clear the board"!

# Employees **OF THE MONTH** JANUARY 2022



## **MIDWEST - BRENDA HUNTER - OHIO**

Brenda Hunter is back on top of the rankings again this month. This is Brenda's 4th top tech award overall. Brenda continues to shine every week out of our Akron, OH office. Her dedication to her job is one to follow, and she continues to pick up loads of equipment week after week. Congrats Brenda, keep up the great work!

~ Tim Dodd, NEO Area Manager



## **EAST - JOHN DELANEY - NEW YORK**

John is two for three of the last three months for Employee of the Month. When talking about John with the rest of my team, I think about the traits that make him great. This is what I came up with: good people skills, self-directed, fearless decision making, calm but assertive, maintains a positive demeanor, shows consistent effort, and has a very high understanding of how the job works. It is my extreme pleasure to be on the same team as him!

~Mark Dodd, GM



## **FL & NYC - MICHAEL ELLIOTT - CENTRAL FL**

Congratulations again, Mike! Your teamwork and perseverance show in your numbers, and you always go above and beyond to help not only your teammates but us as well. Great work and keep it up!

~Donnie Berry, GM



## **CALL CENTER - JOAN MUNDY - LONGWOOD, FL**

Joan is one of our veterans and has won this title several times in her time with Makotek. Joan has superior work ethic and strives to deliver great results for the team. Congratulations Joan, and we're happy to have you on our team!

~ Steve Dilly, GM.

# SYSTEM OF THE MONTH



## Florida

### JANUARY 2022

Great job team!!! Another month down and another great performance. Keep up the hard work. Let's get another System of the Month!

~Donnie Berry, GM

*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. For being the winners, they will receive a Polo shirt, a Daypack, an Award Certificate, and an AmEx gift card. Please let your managers know if you have any feedback to improve future rankings. The standard has been set and everyone can look forward to new challengers next month.*



# Top Posts

FROM MAKOTEK SOCIAL MEDIA



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**Send your photos to [MakotekSocial@gmail.com](mailto:MakotekSocial@gmail.com) to be featured!**

# Flu Prevention Tips

**Get vaccinated**



**Cover your mouth if you cough or sneeze**



**It's flu season!**

**Source: <https://www.cdc.gov/>**

**Wash your hands**



**Sanitize and disinfect**



**Stay home if you're sick**

