

Makotek News

MAKOTEK EMPLOYEE NEWSLETTER

JULY 2022



Have something important to share? Email us photos, announcements, etc. and we will feature it on social media! Email us at recruiting@makotek.net

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Manager's Column

HELPFUL TIPS FOR OUR SHARKS

Jerry Gouveia - GM of the Carolinas

Welcome to the team! Being with Makotek for nearly 12 years, I have learned a lot along the way. Here are a few tips to help you become efficient and successful:

- Patience is important for your first months in the field. You must give yourself time to learn the job. You will encounter many different scenarios in your first two weeks, and you will come across those SAME exact scenarios each week for your entire career, just with different customers. You will learn and overcome each scenario in due time.
- You must saturate your assigned route with door tags. Be sure to make multiple attempts on every account before any work order expires AND leave a door tag every time you make a door attempt.
- Pack a healthy lunch instead of buying fast food daily. Buy a case of water instead of purchasing sodas from the convenience store. Spend less, make more!
- Invest in yourself and purchase a stamp (with your name and phone number) for your door tags. Not only does it look more professional, but it also saves time while in the field. You can stamp a week's worth of door tags in very little time. Most hand-written door tags look unprofessional and take time to fill out.
- Research each work order prior to driving to the address. For example- How much is the past due? What types of payment can you accept on that work order? Is it a Non-Pay work order or CPE work order? Always read the comments and be prepared before knocking on the door.
- If a customer is not home, tag the door, and then call every phone number on the work order. If the customer doesn't answer, call back a second time immediately. A good amount of customers will answer the second phone call, and you must make contact to make money. Be sure to door-attempt and phone-attempt all work orders while at that property. You must capitalize on every opportunity when working a work order!



“

*Start your day
with a positive
attitude and
the will to
succeed.*

”

Employees **OF THE MONTH** JUNE 2022



MIDWEST - RUVIM PALKHOUSKI - ERIE, PA

Ruvim won back-to-back top tech awards! This is Ruvim's fifth top tech award overall. Working the Erie, PA area for us, Ruvim has dedicated himself to being the top-producing tech every week. His dedication and consistency to his job is an example for all to follow. He sets high goals and achieves them or beats them every week. We are very proud to have him on our team. Keep up the great work, Ruvim!

~ Tim Dodd, GM



EAST - ROBERT ROSEN - FAYETTEVILLE, NC

This is Robert's eleventh time winning this award. I am literally having to dedicate an entire wall to Robert's awards in our Fayetteville office! Congratulations, Robert, on the success you have each month with Makotek. Thank you for traveling and training new hires in other systems in the East region, and thank you for taking phone calls from techs around the East region just so they can pick your brain! Thank you for being a team player!

~Jerry Gouveia, GM



FL & NYC - PHILIP DEPALMA - FL

Phil continues to be one of Florida's top performers in the field. He always finds time to help other teammates when needed and is a true team player. Congratulations, Phil on another well-deserved award!

~Chris Mills, GM



CALL CENTER - JAHADA HALL - LONGWOOD, FL

Jahada continues to rise to the top! This will be her third time at the top of the leader board in the last six months. Her consistent hard work and dedication is outstanding, and we are so happy to have her on our team. Continue the great work Jahada!

~ Steve Dilly, GM.

SYSTEM OF THE MONTH



Florida

JUNE 2022

What else can be said about the Florida team? This group of individuals truly understands what we can accomplish when we all work together. Let's continue to get better every day and go for 13 months in a row.

Congratulations to all!

~Chris Mills, 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 recruiting@makotek.net to be featured!



Safety tips for

FOR HOT SUMMER WEATHER

- **Stay hydrated**
- **Avoid dehydrating liquids**
- **Wear protective clothing**
- **Pace yourself**
- **Avoid direct sun and sunburn**
- **Monitor yourself and others for signs of heat-related illness**

