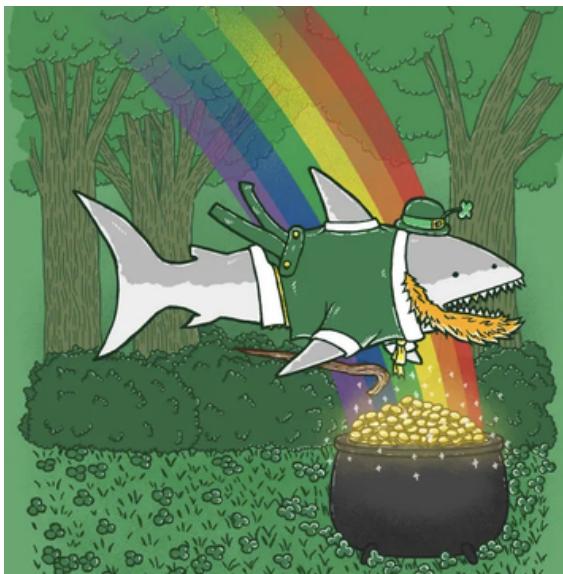


Makotek News

MAKOTEK EMPLOYEE NEWSLETTER

MARCH 2023



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 #1

MAKING WORK FUN AGAIN

Dave Wilson - GM Southwest Ohio

While working for Makotek, it's nice to move your day along. Very simply, this job is a numbers game! The more doors you hit, the more successful you will be. A fast-moving day can be very nice, so here are some suggestions to move your day along quickly.

Work areas at a time

First, pick a zip code that has a high concentration of work. Set filters for both nonpay and CPE to every door attempted. Then, just start working to clear the board! The work will disappear as you enter your dispositions for the work orders.

Next, select the jobs from the north portion of your work in the zip code and run your way north to south, or choose to run your work east to west. This can help you run the same zip code but in a different order than you ran it on other days. You'll arrive at the same address, but your arrival time will be at different times during the day for multiple visits. It doesn't matter whether it's nonpay or whether it's a CPE - just run it and hit every stop. If you organize your day this way using the proper filters, you will cover more territory, take less time to select the work you're running, and you will ultimately hit more houses. You know the rule on that: **More doors = more success!**



“

Trust us when we say that there's plenty where that came from, and I am certain we'll be happy to give you more work when you beat your work down to this level.

”

Manager's Column #1

(CONTINUED)

Door tags

Always try to resolve all work orders on the first stop. While you're at each house, be certain you door tag everything with the appropriate color door tag with boxes checked. Be sure to do the disposition of the work order after each one. Remember - you are evaluated based on how many dispositions that you've done at each location. If you don't document at the stop that you've done it, then you didn't do it. So, be sure to record all of the dispositions while you are still at the location. This connects your GPS location with the work order. Even put door tags on the vacant houses because sometimes the landlords return the equipment to you just by seeing the door tag.

Move through the area and finish it

Choose your next stop while you are stopped and move to your next one promptly. Don't waste a lot of time selecting your next job because your goal is to hit everything as fast as you can safely get there. What's that rule again? Right! **More doors = more success!**

Somewhere near 3/4 of your day, you'll likely have cleared the zip code that you chose. Now, remove "never disposed" off of your filters. At this point, you have either closed out all the jobs that are vacant or garbage, or better yet, you'll have closed out the jobs with proper dispositions since you picked up the equipment or received a payment! You should have substantially fewer work orders now. So, now, start over at the beginning and only hit the orange locations. If you do your work this way, your day will FLY by. You will have hit so many doors that you are bound to be successful. What's that rule? **More doors = more success!**

What's next?

When tomorrow comes, pick the next zip code adjacent to this. That way, if you get phone calls from yesterday's zip code, you can easily go pick up the equipment or payment as it will not be a far drive. You'll still be able to follow the same success plan in the new zip code. You can think of this as a game! Trust me - your day will fly by and be profitable at the end. Ultimately, you will need to ask your manager for more work. Trust us when we say that there's plenty where that came from, and I am certain we'll be happy to give you more work when you beat your work down to this level. Try it yourself and remember to clear the board...**more doors = more success!**

Manager's Column #2

UTILIZING THE EMPLOYEE HANDBOOK

Darryl Marquart - GM North East

The employee handbook was created to be a learning and reference tool for employees. Employees are given an official handbook on their first day with Makotek. It is such an important tool that is also available on the technician's tablet. General Managers will use this for Weekly Business and Safety meetings to help improve productivity, safety knowledge, and compliance. Along with useful human resources information, it contains everything from tips on safety to collection processes and routing.

It is too easy for a person to slowly forget about the resources that are available to them. Employees will look the handbook over a couple times, and then it becomes just an icon on the tablet. Taking time to regularly refer to it will keep a technician sharp on what they can do to be successful.

Set up your own study guide. Plan on 30 minutes a week to read through a section or two. Ask yourself if you are doing what works or if you are taking short cuts. This handbook is a playbook for success. If you aren't studying it, you could be missing your potential for success.



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Taking time to regularly refer to the handbook will keep a technician sharp on what they can do to be successful.

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Employees OF THE MONTH

JANUARY 2023

MIDWEST - CIAVASH MONTAZERI - OH



Congrats to Ciavash Montazeri for starting 2023 off with another top tech award. This is Ciavash's third top tech award from our Youngstown area. He continues to impress us every week with his ability to collect. His pace and work ethic are definitely examples for everyone to follow as he leads the Midwest month after month. Keep up the great work, Ciavash!

~Tim Dodd, GM

EAST - JAWONTEE OLDS - CAROLINAS



We are excited to announce that Jawontee Olds has been named Makotek's Employee of the Month for his exceptional performance as a field collector in the East region. His dedication, hard work, and outstanding results have made him stand out amongst his peers. Jawontee's work ethic is unparalleled as he consistently achieves high production levels with his efficiency, speed, and organization. His attention to detail and ability to work well under pressure has set him apart from others in the field. But it's not just his production levels that make Jawontee a valuable member of our team. He is a pleasure to work with, and his positive attitude and willingness to help others have contributed significantly to our team's success. We congratulate Jawontee on his well-deserved recognition and thank him for his outstanding contributions to the team. Thanks, Jawontee!

~Tim Faircloth, GM

FL & NYC - GERALD PORTNOY - FL



Gerald has been a great addition to the team in West Florida. Great job, Gerald, and keep up the good work. We look forward to seeing you get another win!

~Donnie Berry, GM

CALL CENTER - JOSEPH EVANS - LONGWOOD, FL



Joe Evans has only been with us for a very short time, and in this short time, he has done very well with our team. Joe is a very determined individual that takes great pride in the work he does. His work ethic is superior, and he always strives to produce great results for the client. Congratulations, Joe!

~Steve Dilly, GM.

Employees OF THE MONTH

FEBRUARY 2023

MIDWEST - CIAVASH MONTAZERI - OH



Ciavash Montazeri goes back to back again for the Midwest top tech award. This is his fourth top tech award overall, and we are not surprised to see him at the top again. His consistency every week is the key to being a top collector and for bringing in huge numbers for our Ohio team. More awards will follow for Ciavash, and we are happy to have him a part of our team!

~Tim Dodd, GM

EAST - JAWONTEE OLDS - CAROLINAS



We are thrilled to announce that Jawontee Olds has been named Employee of the Month for February, for the second time in a row, for his outstanding performance as the top field collector in the East region. Jawontee's persistence and commitment to being the best and most productive collector have earned him this well-deserved recognition. His outstanding results and work ethic have made him a role model for his peers. But Jawontee's success is not just due to his hard work and dedication. He is also a pleasure to work with, and his positive attitude and willingness to help others have contributed significantly to our team's success. He is a true scholar and gentleman, and his professionalism and integrity are admirable. We congratulate Jawontee on his achievement and thank him for his excellent contributions to the team. Keep up the exceptional work!

~Tim Faircloth, GM



FL & NYC - JUSTIN ABBOTT - FL

Justin is a huge part of our team! He is not only a supervisor, but he also goes out into the field and leads by example. Keep up the good work, Justin!

~Donnie Berry, GM



CALL CENTER - JOSEPH EVANS - LONGWOOD, FL

Congratulations Joe, who is a second-time winner within the last three months. Thanks for all your determination and hard work. Keep up the good work, Joe!

~Steve Dilly, GM.

SYSTEM OF THE MONTH



Carolinias

JANUARY 2023

I'm pleased to announce that the Carolina system has once again been recognized as the top performing system for the second month in a row! Congratulations to all the team members for their outstanding efforts and hard work. The team's ability to close direct payments and collect CPE has remained strong, and it's great to see that the team has worked hand-in-hand towards our monthly goals. It's impressive to see that all team members have played a vital role in the team's success. The Carolina team's hard work has paid off and the results speak for themselves. The team's consistent performance has been key in maintaining Makotek's reputation as a reliable and efficient company. We would like to acknowledge the team's efforts and congratulate them on their achievement. We appreciate their dedication, teamwork, and commitment to excellence. Once again, congratulations to the Carolina system for their outstanding performance. We are proud to have such a talented and dedicated team at Makotek.

~Tim Faircloth, 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.

SYSTEM OF THE MONTH



Carolinias

FEBRUARY 2023

I'm excited to announce that Makotek's Carolina system has once again been recognized as the top performing system for the third month in a row! Congratulations to all the team members for their exceptional efforts and commitment to excellence. The team's ability to work collaboratively and support each other has helped them achieve outstanding results. This remarkable achievement is a testament to the team's dedication to being the best and meeting the clients' goals and expectations. We would like to acknowledge the team's efforts and congratulate them on their consistent production. We appreciate their unwavering commitment, teamwork, and determination to succeed. We hope that this recognition will inspire them to continue to deliver exceptional results in the future. Thank you again to the Carolina system for their outstanding work. We are so proud of this team!

~Tim Faircloth, 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!

BEST PRACTICES FOR *Road Safety*



- Try to plan your route in advance
- Remember that speeding doesn't get you there faster
- Pay attention to road signs and markings
- Maintain a safe distance in between your car and the one in front of you
- Pay attention to your surroundings, and practice defensive driving
- Watch out for pedestrians (especially in residential areas)
- Never drive distracted while on your phone or eating
- When making a stop, make sure you're parked safely and legally