

Makotek News

MAKOTEK EMPLOYEE NEWSLETTER

JUNE 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

SET YOURSELF UP FOR SUCCESS

Scott Smith - GM Columbus

Success starts with a positive attitude - expect that your day will be successful. There are some easy things you can do to set yourself up for a positive and successful day:

- Set your goals for the day and take actions to achieve those goals
- Wear appropriate clothing and footwear
- Have ID badge visible
- Maintain your vehicle so your transportation is dependable
- Have your tablet fully charged and ready to support your day
- Communicate clearly and professionally
- Be polite and professional to all customers and those you interact with
- Be on time for office check-ins and ready to turn in all equipment
- Participate in weekly safety meetings and retain what you learn
- Be a team player and help others where you can
- Manage your time to achieve your goals for the day
- Remember to check your priorities and scheduled jobs on your tablet

Deliver Great Customer Service

- Maintain a positive attitude
- Actively listen
- Creatively problem-solve
- Focus on supporting the customer

If you need help or direction, talk to your supervisor or manager and they will be glad to help you get on track. Remember that your success starts with YOU. Your success contributes to your team's success and to the success of the company we all work for.



“

*Remember that
your success
starts with YOU.*

”

Employees **OF THE MONTH** APRIL 2023



MIDWEST - STEVEN NOVAK - OH

Congratulations to Steven Novak Jr for the April Top Tech award! Steve has been with Makotek out of our Cleveland area for close to five years. This marks his second Top Tech award. He is dedicated to his job and is one of our most consistent techs in all of Northeast Ohio every week. We are happy to have him as a valuable member of our Ohio team. Keep up the great work, Steve!

~ Tim Dodd, GM



EAST - JOHN DELANEY - CENTRAL NY

If you ever wanted to model future techs from a current tech, John Delaney is it! John checks all the boxes: Ready for the interaction? YES! Can communicate his message to all people? YES! Able to tone up the sense of urgency when the conversation requires it? YES! Shares knowledge verbally and walks the talk? YES! Consistently has a comma in his pay check? YES! I am grateful to have such an awesome person that is also a valued employee on my team.

~Mark Dodd, GM



FL & NYC - GERALD PORTNOY - FL

Gerald has done a great since joining us just over a year ago. He is a passionate collector that loves being at the top of the board. Keep up the great work, Gerald!

~Donnie Berry, GM



CALL CENTER - JAHADA HALL - LONGWOOD, FL

Jahada continues to shine for our team! Her dedication to delivering great results for our client is superb. Keep up the good work, Jahada.

~ Steve Dilly, GM.

Employees **OF THE MONTH** MAY 2023

MIDWEST - CLIFTON FOLK - OH



Congratulations to Clifton Folk on his first Top tech award with Makotek. Cliff's hard work and dedication to his job makes him a top performer out of our Akron area every week. His ability to close out work orders and work with customers to get great results is an example for others to follow. We are happy to have him as a valuable member of our Ohio team. Keep up the great work, Cliff!

~ Tim Dodd, GM

EAST - ROBERT ROSEN - FAYETTEVILLE, NC



Robert Rosen, a top producer renowned for his unparalleled achievements, has become a household name within our region. His track record speaks volumes, consistently surpassing targets and setting new standards for others to follow. His dedication and unwavering commitment to delivering top-quality results have earned the prestigious title of the East Region's Employee of the Month for May, solidifying his position as a trailblazer in the field.

Congratulations again, Robert!

~Tim Faircloth, Regional Manager

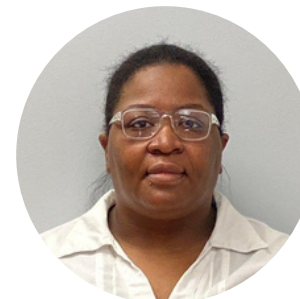
FL & NYC - MARTIN KOCH - FL



Marty is a great team member for us in WFL. He goes above and beyond for anyone that needs help. He handles all of our WH duties and continues to perform. Great job, Marty. Keep up the good work!

~Donnie Berry, GM

CALL CENTER - JAHADA HALL - LONGWOOD, FL



Great job, Jahada! She is always working hard to be at the top of the list. Her consistent, awesome work ethic always pulls her through. Keep up the hard work, and I'm sure we will see you at the top again soon!

~Steve Dilly, GM.

SYSTEM OF THE MONTH



Carolinas APRIL 2023

We are excited to announce that the Carolinas region has emerged as the top performing system within Makotek! The hard work, dedication, and unwavering commitment of our incredible team in the Carolinas have propelled us to new heights. Throughout the past quarter, they have consistently surpassed targets and exceeded expectations, showcasing their exceptional abilities and customer-centric approach. We extend our deepest appreciation and congratulations to the entire Carolinas team for their remarkable achievements. Under the exceptional leadership of Jerry Gouveia, the Carolinas region has embraced innovative strategies and overcome challenges, setting a shining example for the entire company. Their outstanding performance, resilience, and strong work ethic have positioned us as industry leaders. We are immensely proud of their accomplishments and are confident that this milestone will continue to drive us towards even greater success. Congratulations once again to the Carolinas region for their remarkable achievements and for paving the way for the future of Makotek. Together, we will reach new horizons and achieve even greater milestones.

~Tim Faircloth, Regional Manager

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



Carolinas

MAY 2023

We are thrilled to announce that the Carolinas region has once again proven their exceptional performance by securing the top spot for the month of May within Makotek! Through their dedication and hard work, our remarkable team in the Carolinas consistently surpassed targets, exceeding expectations and delivering exceptional results. We extend our heartfelt congratulations to each team member for their outstanding contributions to client goals and for setting a shining example of excellence. The Carolinas team's determination and relentless commitment to client success have earned them strong relationships and trust. Their professionalism, resilience, and strong work ethic have positioned us as industry leaders. We deeply appreciate their hard work and collaboration, and we are proud to have such an exceptional team driving the success of Makotek. Congratulations once again to the Carolinas region for their remarkable achievements in May! Your dedication and outstanding performance inspire us all.

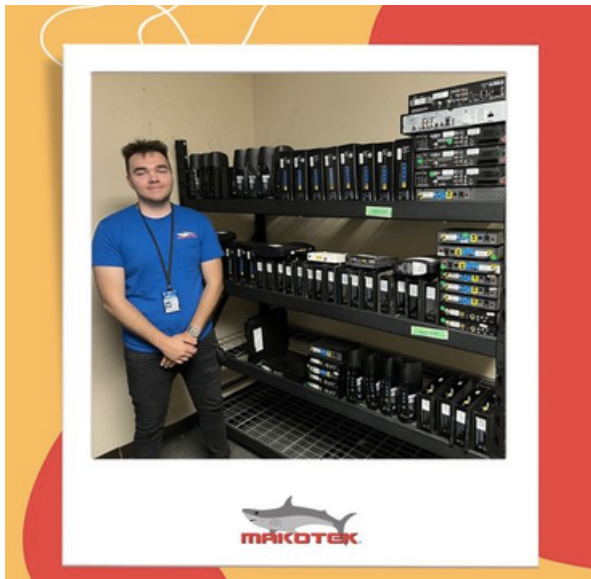
~Tim Faircloth, Regional Manager

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Top Posts

FROM MAKOTEK SOCIAL MEDIA



FOLLOW US!



Send your photos to recruiting@makotek.net to be featured!



PREPARING FOR A TROPICAL STORM OR HURRICANE

June 1 is the first day of the Atlantic hurricane season!

Know your zone

Find out if you live in a hurricane evacuation area by contacting your local government/emergency management office or by checking the evacuation site website

Put together an emergency kit

Check emergency equipment, such as flashlights, generators and storm shutters.

Write or review your family emergency plan

Before an emergency happens, sit down with your family or close friends and decide how you will get in contact with each other, where you will go, and what you will do in an emergency

Review your insurance policies

Review your insurance policies to ensure that you have adequate coverage for your home and personal property.

Understand NWS forecast products

Take note of the meaning of NWS watches and warnings.