

Makotek News

MAKOTEK EMPLOYEE NEWSLETTER

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

Manager's Column

READY FOR THE INTERACTION

Mark Dodd - GM NE New York

Being ready for the interaction is not only critical to finding early success but also your ability to sustain it. The customers that you interact with have no idea how long you have worked here or your years of experience unless you show them. The ability to have a genuine, confident conversation with the customer without using your device as a crutch for basic information is huge! For NP techs - before making contact with the customer, you should know the customer's name, the total and past due in dollars, and the amount of equipment to collect if they can't do what you need them to do to stay a customer. For CPE techs - you should know the customer's name, the account status, and how many pieces of equipment you are there to collect. The account status on CPE jobs informs you on what type of conversation you will be having with the customers. Once you make a habit of knowing the minimum information needed before initiating contact, all you have to do is rinse and repeat those behaviors - one customer and one door at a time.



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Top Posts

FROM MAKOTEK SOCIAL MEDIA



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WHY DRINK WATER?



As the weather starts to get hotter, you are at higher risk of dehydration and other heat-related illnesses.



Healthier heart



Improves brain performance



Smooths digestion



Relieves fatigue



Natural mood booster



Flushes out toxins



Lubricates joints



Maintains body temperature