

# Makotek News

MAKOTEK EMPLOYEE NEWSLETTER

DECEMBER 2023



DECEMBER

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# Manager's Column

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## **BENEFITS OF A POSITIVE ATTITUDE IN THE FIELD**

Chris Mills - FL

Field technicians encounter numerous challenges while working in the field, but maintaining a positive attitude can help them overcome these challenges. A positive attitude benefits the technician as it encourages customers to interact politely, making them more cooperative and receptive to the information you are explaining. Technicians should be polite, informative and explain all available options to the customer. Providing an excellent customer experience can help build customer loyalty, which is important in our business, as it is very likely the technician will interact with the same customer again in the future. In short, having a positive attitude and building a good rapport with the customer could be beneficial to you down the road.



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*Field technicians encounter numerous challenges while working in the field, but maintaining a positive attitude can help them overcome these challenges.*

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# Employees **OF THE MONTH** NOVEMBER 2023



## **MIDWEST/NYC - CLIFTON FOLK - OH**

Congratulations once again goes out to Clifton Folk on Top tech Award for November. This marks Cliff's 5th Top Tech award overall. Cliff continues to impress in his ability to close out work orders with results. We are happy to have Cliff on our team and look forward to seeing him at the top of the rankings every month. Keep up the great work Cliff.

~ Tim Dodd, AM



## **EAST - JOHN DELANEY - NY**

Congratulations to John Delaney, our Employee of the Month for November! John's exceptional dedication, innovative contributions, and steadfast commitment have not only set a benchmark for excellence but have also inspired those around him. He has a positive impact on the team, and is truly deserving of this recognition. Cheers to John for his well-earned success, and we look forward to witnessing his continued brilliance in the months ahead!

~ Tim Faircloth, RM



## **FL - FLAVIO TORRES - FL**

Flavio is a great asset to our CFL Team. He is always willing to help and train when needed. Congratulations Flavio keep up the great work.

~Chris Mills, GM



## **CALL CENTER - JAHADA HALL - FL**

Jahada is our repeat winner again, and well deserved with all of her hard work. Super happy to have Jahada on our team. Congratulations again Jahada.

~ Steve Dilly, GM.



# Top Posts

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# Happy Holidays

*From all of us at*



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