

Makotek News

MAKOTEK EMPLOYEE NEWSLETTER

JUNE 2024



JUNE



TABLE OF CONTENTS

Manager's Column • p. 2

Employees of the Month • p. 3

Top Posts • p. 4

Safety Page • p. 5

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

ACHIEVING SUCCESS AS A NEW HIRE

Kenneth Mendoza - GM

As a new hire, you may be asking yourself a lot of questions such as, am I going to be able to get payments or equipment? What happens if the customer doesn't want to pay or return the equipment? These are frequent questions I always get from my new hires. In order to be successful at Makotek you have to follow three basic steps. Sometimes new hires don't believe they are able to perform well in the position until they start hitting the field.

Attempt all jobs assigned

- You should start by calling all jobs including new ones. Giving your customers a courtesy call will lead you to getting a payment or scheduling an appointment to get their equipment later in the day. Disconnected or invalid phone numbers must be a priority on your route.

Make sure you get something when contacting customers

- When getting customers at the door, offer different payment options such as debit/credit cards, EFT or cash. If the customer can't afford to make the payment inform them, you are required to collect their equipment to avoid more charges on their account. If you can't get a payment, then collect their equipment.

Follow your daily schedule

- Always follow your schedule. The schedule has been designed to give you more exposure to customers. You should be door attempting your jobs during prime time to contact more customers at the door. You can always work around your schedule to accommodate customer requests. However, all changes must be notified to your manager.

Following these three simple steps will enable to you get more saves and equipment and therefore make you a successful field rep. Always make sure you don't leave jobs unattended. Attempt every single job assigned. Make sure you collect a payment or equipment when contacting customers and always follow your schedule. You'll find success in no time.



“Following these three simple steps will enable to you get more saves and equipment and therefore make you a successful field rep.”

”

Employees **OF THE MONTH** MAY 2024



MIDWEST AND NYC - GLENN FULLERTON - OH

Congratulations to Glenn Fullerton on his 12th top tech award overall. Glenn is one of our most consistent techs in the entire company. His dedication to his job with saving customers and collecting equipment is unmatched. Keep up the great work Glenn!

~Tim Dodd, GM



EAST - LATOYA MCCORMICK - NC

We are delighted to announce that Laytoya McCormick has once again earned the title of Employee of the Month for May! Laytoya's consistent dedication, hard work, and positive attitude continue to set her apart. Her remarkable contributions and commitment to excellence are truly commendable. Please join us in congratulating Laytoya on this well-deserved recognition!

~ Tim Faircloth, RM



FLORIDA - MIKE ELLIOTT - FL

Mike, congratulations on another employee of the month award. Your work ethic and determination to be the best you can be is greatly appreciated. Thank you for all you do and keep up the great work.

~Chris Mills, GM



CALL CENTER - JOE EVANS - FL

Joe has been at the top a few time in the past 6 months and here he is again. Joe is very disciplined and hard working. He has great customer service skills and Joe always strives to be at the top of his team. Very fortunate to have Joe on the OCC team and look forward to seeing him back here again.

Congratulations Joe!

~ Steve Dilly, OCC



Top Posts

FROM MAKOTEK SOCIAL MEDIA



“

"The only thing that
overcomes hard luck
is hard work."

- HARRY GOLDEN



FOLLOW US!



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

5 SIMPLE TIRE SAFETY TIPS

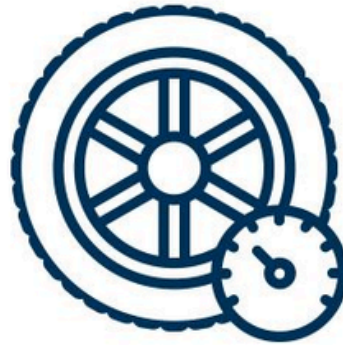


USE A PENNY
TO CHECK
THE TREAD



LOOK
FOR
WEAR
PATTERNS

REGULARLY
MONITOR TIRE
PRESSURE



GET TIRES
ROTATED
EVERY 5-7K
MILES



BUY
REPUTABLE
TIRES

