

# Makotek News

MAKOTEK EMPLOYEE NEWSLETTER

NOVEMBER 2021



*Happy Thanksgiving!*

11-25-2021

Have something important to share? Email us photos, announcements, etc. and we will feature it on social media! Email us at [MakotekSocial@gmail.com](mailto:MakotekSocial@gmail.com)

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# Veteran's Day

November 11, 2021

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For Veterans Day, we honored and celebrated our Makotek veterans and all the veterans in our lives. Thank you for serving our nation and protecting our freedom.



*Clockwise from top left: Richard (Army), Marty (Navy), Steven (Marines), Luis (Army), Desi (Air Force)*

# Manager's Column

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## SETTING CLEAR EXPECTATIONS

Ken Mendoza - GM NYC

It's important to have a solid and reliable team to depend on for the success of our day-to-day operations. Every tech plays an important role in every office. With proper training and coaching, each becomes a strong pillar to support operations. Communication also plays an essential role in the office's success.

By defining clear expectations, field techs can perform their daily routines knowing they are doing the right thing and are being successful. Therefore, it is important to deliver expectations in training so field techs can have guaranteed success the moment they hit the field.

When office goals and expectations are clear to field techs, they are more likely to be successful. It's just a matter of polishing one or two other details and issues that may rise with proper coaching.

Communication channels are always important to deliver updates, address issues, respond to concerns, and also to recognize good performance. It also builds a strong foundation and a sense of trust and loyalty, necessary to the development and success of every organization.

**Once techs are properly coached, we just have to watch them soar.**



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*By defining expectations, field techs can perform their daily routines knowing they are doing the right thing and are being successful.*

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# Employees **OF THE MONTH**

## SEPTEMBER 2021



### **MIDWEST - BRENDA HUNTER - CLEVELAND, OH**

Brenda Hunter continues her assault on the rankings. This is Brenda's third top tech award in a row. She continues to impress us every week in closing jobs with results. She is setting an example for all to follow in our NEO offices and we are very happy to have her on our team. Keep up the great work, Brenda.  
-Tim Dodd, Area Manager

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### **EAST - ROBERT ROSEN - EASTERN NC**

Robert has done it again! This September Robert went toe to toe with every challenge and came out victorious to reclaim his title as employee of the month. I believe the secret to his success is his meticulous attention to detail and production statistics. Robert is a pleasure to work with and always takes every opportunity to help new team members succeed. Thank you for being a true team player and always keeping a positive attitude. Can't wait to see what you can do in October.  
- Tim Faircloth, GM

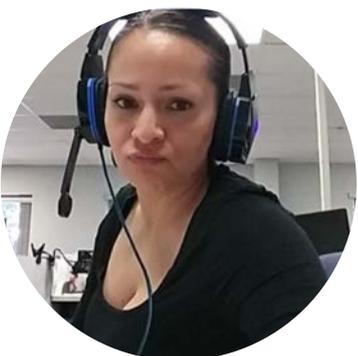
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### **FL & NYC - LUIS PEREZ - WEST FL**

Luis continues to impress as he hits two wins in a row! He has only been with us just over two months and is already making a statement. We can't wait to see what other goals Luis will achieve. Keep up the good work and congratulations!  
- Donnie Berry, GM

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### **CALL CENTER - MARIA CRUZ - LONGWOOD, FL**

Maria is at the top of the pack once again this month. It's not surprising to see her here again as she strives to always be the best. I've said it many times, Maria has among the best work ethic of anyone I've met. Super proud of Maria and glad to have her on our team. Congratulations, Maria.  
- Steve Dilly, Director

# SYSTEM OF THE MONTH

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## Florida

**SEPTEMBER 2021**

Hats off to the Florida team for making system of the month once again! They continue to thrive in the toughest of times, working together as team and overcoming many challenges. It's all about team work, and GM's Donnie and Chris have really found the way to keep the team motivated and working towards the common goal.

Congratulations to all of you!

- Elvin Pena, VP of Field Operations

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*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

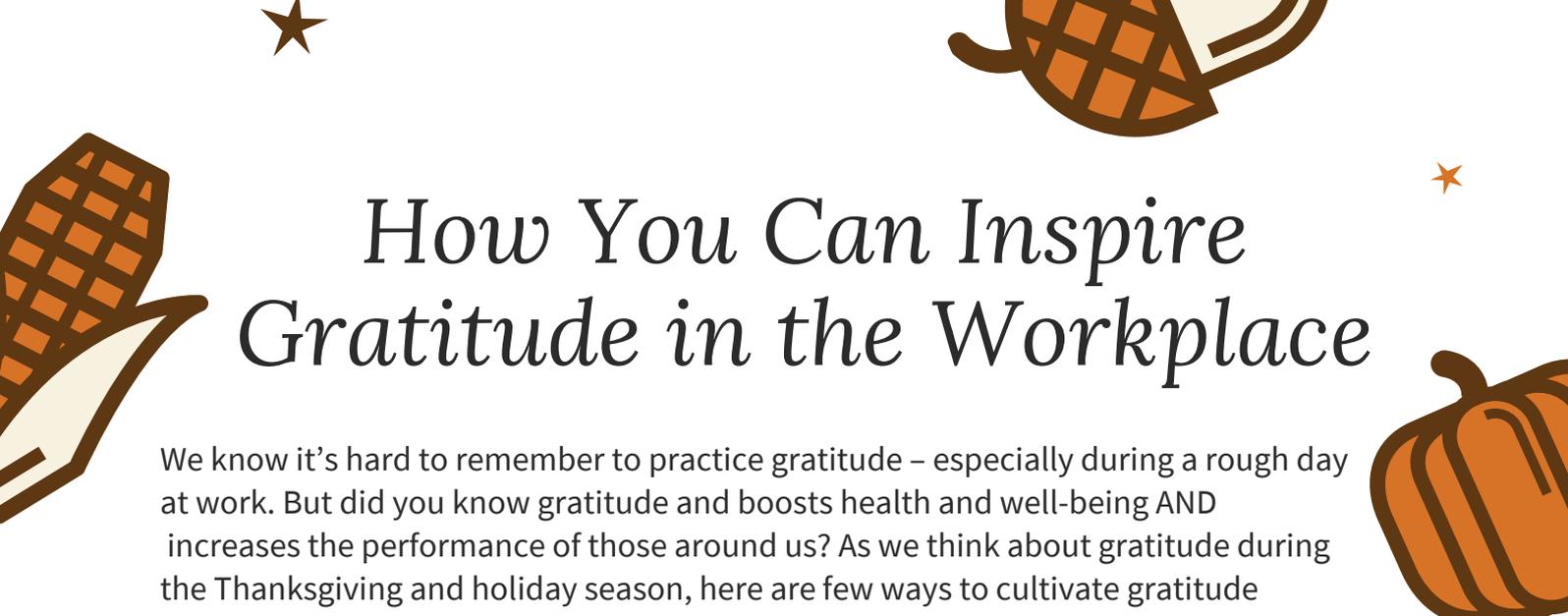
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# How You Can Inspire Gratitude in the Workplace

We know it's hard to remember to practice gratitude – especially during a rough day at work. But did you know gratitude and boosts health and well-being AND increases the performance of those around us? As we think about gratitude during the Thanksgiving and holiday season, here are few ways to cultivate gratitude among our team:

- Look for opportunities to celebrate success. This could be a social media shout-out to an employee who contributed to the team (send your messages our way!). Be sure to look out for small successes that will make employees feel special.
  - ★ • Support peer-to-peer recognition. Write a quick thank-you notes for coworkers, or recognize their achievements in person.
  - Get involved in community service projects. Volunteering is a powerful way to promote gratitude. Provide teammates with information on local organizations that are looking for volunteers. If you are able to, coordinate a team outing for employees to volunteer together.
  - Encourage mindful behaviors. Mindfulness goes hand-in-hand with gratitude. Practicing mindfulness helps employees to become more aware of their surroundings and notice the little things. Consider practicing breathing exercises, take mindful walks, and meditate.
  - Reinforce random acts of kindness at work. Recognize employees who go out of their way to help a co-worker or make someone smile. Kindness is contagious!
  - Offer education about benefits of gratitude. If you find insightful blog posts, articles, and research studies on the benefits of gratitude, let us know!
  - ★ • Start a gratitude challenge. Everyone loves a fun challenge! A 30-day gratitude challenge will help teach employees to express and feel gratitude with little steps each day. By the end of the challenge, employees will better understand the power of gratitude and how good it feels to be grateful!
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