

Makotek News

MAKOTEK EMPLOYEE NEWSLETTER

MAY 2022



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

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Manager's Column

THAT'S NOT YOUR LINE!

Mark Dodd - NE New York GM

One of the frustrations by unseasoned techs is that you don't know how to answer a question that a customer will ask you, and this is very apparent when you respond with "okay" to a customer's objection. While practice and training are critical to prepare you, keep in mind that the customer doesn't have a script. The communication between you and the customer can be unique since most of our customers do not understand or care how the system works, and we aren't great listeners when we are new. Normally, the customer will answer your question by saying that they will do what you're asking but only if you answer their questions first. However, our customers almost never use those words.

What you need to know is that the reason why you are attempting to contact them will never change. You also need to know that many customers will have the motive to stay customers or return equipment but not all will have the means, but the type of objection the customer has will normally tell you which. Some of the customers' objections are requests that Spectrum does X before customer does Y. While some customers view this objection as leverage, it's really a barrier to them getting what they want. Everything we attempt to collect is about customer retention. We either keep customers as customers by collecting payments, or we return equipment to make it easier for those customers to be long-term customers in the future.



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Employees **OF THE MONTH** APRIL 2022



MIDWEST - BRENDA HUNTER - OH

Brenda Hunter goes back to back on Top Tech awards. This is Brenda's 6th Top Tech award overall. Brenda continues to shine every week with consistent results and a great work ethic for all of the team to follow. Every week she sets new goals and meets or exceeds them. Keep up the great work Brenda. Well deserved!

~ Tim Dodd, NEO Area GM



EAST - ROBERT ROSEN - FAYETTEVILLE, NC

Once again, Robert Rosen has won Employee of the Month for the East Region. Team leader, home run hitter, and full speed are 3 things that will get you your own "Wall of Awards". I am now looking to rent a different office with bigger walls. Congratulations Robert!

~ Jerry D. Gouveia, GM



FL & NYC - PHILIP DEPALMA - FL

Congratulations Phil ! What a great month and excellent performance. Phil always goes above and beyond as a team player. Continue the great work Phil. Let's get another one!

~Donnie Berry, GM



CALL CENTER - JOAN MUNDY - LONGWOOD, FL

Congratulations to Joan for all her hard work and superior work ethic. Joan has been with our team for 9 ½ years and is one of our most dedicated employees on our team. She shares a great positive attitude which in return always delivers awesome results for the client. Thank you Joan for all your years of dedication and hope to see you here at the top again soon.

~ Steve Dilly, GM.

SYSTEM OF THE MONTH



Florida

APRIL 2022

What else can we say about this amazing team!! 10 months in a row as system of the month. Great job everyone! As ALL of the systems continue to try and knock you off of the pedestal, you all keep pushing. Keep up the great work and let's get #11.

~Donnie Berry, GM

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

FROM MAKOTEK SOCIAL MEDIA



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It's Mental Health Awareness Month!

Mental health problems are very common. Family and friends play a key role in protecting mental health.



One in five American adults
experiences a mental health issue
each year

One in 6 young people experiences a
major depressive episode each year

One in 20 Americans lives
with a serious mental illness,
such as schizophrenia,
bipolar disorder, or major
depression



<https://www.mentalhealth.gov>