

Makotek News

MAKOTEK EMPLOYEE NEWSLETTER

APRIL 2024



April

Three decorative flowers in shades of red and pink, scattered below the word "April".

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

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Manager's Column

MEETING EXPECTATIONS WHILE AVOIDING ESCALATIONS

Tim Faircloth - RM

In our line of work, meeting and surpassing our client's expectations is paramount. We strive not only to meet metrics but also to retain as many customers as possible. However, it's crucial to navigate this process with finesse, ensuring we don't inadvertently escalate situations.

When applying pressure for collections, it's imperative to remain cognizant of signs indicating a potential escalation. If a customer appears confused or uncertain during interactions, consider recommending they contact our customer service team for clarification. Sometimes, hearing information from two different sources can enhance understanding and alleviate concerns.

In situations where tensions rise and it becomes apparent that an escalation is imminent, it's imperative to prioritize safety and de-escalation. As a precautionary measure, do not hesitate to leave the premises if the situation feels unsafe or volatile.

Maintaining professional behavior is non-negotiable. Adhering to established procedures ensures consistency and reliability in our operations. Remember, every action reflects our commitment to excellence.

Furthermore, let's reiterate an essential guideline: under no circumstances should we attempt to collect from minors. If the primary account holder is unavailable, it's prudent to arrange a future time for resolution.

Equally important is the safety of both our team members and customers. We must never enter customer homes for collections. Instead, kindly request the customer to meet at the door to facilitate the process safely and efficiently.

By embodying these principles and practices, we not only meet expectations but exceed them while fostering positive customer experiences and maintaining the integrity of our operations.



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Employees **OF THE MONTH** MARCH 2024



OHIO AND NYC - JERRY NOVAS - NY

Congratulations Jerry! This is your third award and I hope more to come in the upcoming months.

Thanks for your hard work and dedication to excel in what you do. Keep up the great work Jerry!!!

~Kenneth Mendoza, GM



EAST - JEREMY SETTLES - SC

We are thrilled to announce Jeremy Settles as our Employee of the Month for March! Jeremy's relentless dedication and exceptional performance have truly set him apart. He has demonstrated an unparalleled commitment to excellence and has become a true collection machine. His passion and dedication serve as an inspiration to us all, and we are privileged to have him as a valued member of our team.

Congratulations Jeremy!

~ Tim Faircloth, RM



FL & NYC - MIKE ELLIOTT - FL

Congratulations Mike! On another well-deserved employee of the month award. Your work ethic and dedication are very much appreciated. Keep up the great work and finish April strong.

~Chris Mills, GM



CALL CENTER - JOE EVANS - FL

Joe Evans is a super star for our team, Joe works hard daily and consistently delivers superior results for the team. Joe has great work ethic and shows up for the mission every day.

Congratulations Joe!!

~ Jon Crawford



Top Posts

FROM MAKOTEK SOCIAL MEDIA



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

What to have in a First Aid Kit



- Adhesive bandages (assorted sizes)
- 1 adhesive cloth tape (10 yards x 1 inch)
- 5 antibiotic ointment packets
- 5 antiseptic wipe packets
- 2 packets of aspirin (81 mg each)
- 1 emergency blanket
- 1 breathing barrier (with one-way valve)
- 1 instant cold compress
- 2 pair of non-latex gloves (size: large)
- 1 3 in. gauze roll (roller) bandage
- 1 roller bandage (4 inches wide)
- 5 3 in. x 3 in. sterile gauze pads
- 5 sterile gauze pads (4 x 4 inches)
- Oral thermometer (non-mercury/non-glass)
- 2 triangular bandages
- Tweezers
- Emergency First Aid instructions

