

Makotek News

MAKOTEK EMPLOYEE NEWSLETTER

AUGUST 2023



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

OVERCOMING REJECTION

Kenneth Mendoza - GM NYC

One of the main challenges we face in the field is rejection from customers. When making contact with customers over the phone or at the door, some of them will tell you they'll pay online or that they'll bring the equipment to the store themselves. Another challenge is the most common questions: "How do I know you work for Spectrum?" and "Why are you calling me from a personal number?" It can be very frustrating and discouraging, especially in the first weeks on the job. Once you get more experience, however, you'll know how to handle it.

What can you do when this happens:

Identify yourself - Tell your customer you are an authorized contractor, and that you are there to help them reactivate their service with no additional fees. Customers have previously received automated phone calls, emails, text messages, and live reps calling them regarding their past due balance.

Have your ID badge visible all the time - Show the customer your ID badge and tell them they can verify its authenticity by scanning the QR code. When they scan the QR code, they will be able to see your info as well as the status of the ID (if it's active or inactive).

Use the information in the work order - Knowledge is power, so before heading to the door, read the work order, retain dates of previous payments, mode of payment (cash, card, EFT), monthly rate, customer since, service offered, equipment details, etc. All of this info is there to help you answer questions relevant to their current situation. Don't hesitate when asked; show confidence.

Make the customer feel confident - Inform your customer that when the payment is processed successfully, their service will be reactivated on the spot. The service will be reactivated before you hang up the call or before you leave the premises. Make sure the process goes smoothly by providing excellent customer service.

Go the extra mile - If you see your customer feels uneasy after the transaction, you can leave them a door tag with your name and phone number just in case. You never know - the same customer may pop up again in the future in your NP or CPE jobs.

If none of the above steps helped you land a payment or get the equipment, that's okay. Don't get let down or discouraged. Instead, have the satisfaction of having done your best to get them. Reset and focus on your next work order.



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Employees **OF THE MONTH** JUNE 2023



MIDWEST - CLIFTON FOLK - OHIO

Congratulations to Clifton Folk for back to back top tech awards. Cliff continues to set the bar high for himself every week and strives to reach his goals. Cliff is one of our most consistent technicians in Ohio and his hard work and dedication is paying off for him. Keep up the great work, Cliff.

~ Tim Dodd, GM



EAST - LATOYA MCCORMICK - CAROLINAS

Latoya McCormick has been recognized for her exceptional dedication and performance by earning the prestigious title of Employee of the Month. Her unwavering commitment to her role and her team's success has set her apart as a true asset to the company. Her consistent display of initiative, teamwork, and innovation has not only contributed to the company's growth but has also inspired her colleagues. With her positive attitude and remarkable work ethic, Latoya McCormick serves as a shining example of excellence in the workplace.

~Jerry D. Gouveia, GM



FL & NYC - MARTIN KOCH - FL

Marty is a huge part of our WFL team. He trains most of our new employees and is there any time we need him. Great job, and keep up the good work!

~Donnie Berry, GM



CALL CENTER - JAHADA HALL - LONGWOOD, FL

Jahada is no stranger to sitting in the first place chair. She has won this many times over the time she has been with us. Congratulations!

~ Steve Dilly, GM

Employees **OF THE MONTH**

JULY 2023



MIDWEST - CLIFTON FOLK - OHIO

No surprise here as Clifton Folk has done it again. This is Cliff's third top tech award in a row. Cliff's consistency is the key to his success. His ability to close out work orders with results has him at the top of the leaderboards company-wide every month. We are happy that Cliff is part of our Ohio team and look for him to continue his success every month. Keep up the great work Cliff.

~ Tim Dodd, GM



EAST - LATOYA MCCORMICK - CAROLINAS

I would like to take a moment to express my sincere appreciation for Latoya McCormick's outstanding dedication and commitment as a team player. Her remarkable efforts have not only propelled our projects forward but have also set a shining example for everyone around her. Her ability to seamlessly collaborate, communicate, and support her colleagues has greatly contributed to our collective success, making her an indispensable asset to our team. Thank you, Latoya, for your exceptional hard work and for embodying the true spirit of a remarkable team player.

~Jerry D. Gouveia, GM



FL & NYC - GERALD PORTNOY - FL

Gerald continues to perform at a high level. He came into this business and had knocked it out of the park in just over a year. Great job, Gerald!

~Donnie Berry, GM



CALL CENTER - JAHADA HALL - LONGWOOD, FL

Jahada is our back to back winner for June and July. It's always great to see you leading the pack. Congratulations!

~ Steve Dilly, GM.

SYSTEM OF THE MONTH



Carolinas

JUNE 2023

Congratulations to Makotek's Carolinas team for yet another outstanding performance, securing the coveted title of System of the Month for June! Through scorching heat and unwavering determination, the Carolinas have once again demonstrated unparalleled commitment to excellence, achieving their goals and setting the bar high for all. Your hard work, resilience, and dedication are truly commendable, and you continue to inspire us all. Here's to your exceptional teamwork and continued success. Keep pushing forward, and together, we'll reach even greater heights!

~Tim Faircloth, Regional Manager

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.

SYSTEM OF THE MONTH



Carolinas

JULY 2023

Kudos to Makotek's East Region for a spectacular achievement – securing the System of the Month for July! Your unyielding focus and unwavering dedication have once again proven your mettle as a remarkable team. Through tenacity and skill, you not only met but exceeded Spectrum's challenging metrics, showcasing true excellence in every endeavor. Your ability to overcome obstacles and achieve outstanding results is a testament to your commitment and teamwork. Keep shining bright and setting the standard for success!

~Tim Faircloth, Regional Manager

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

We need sleep!

35% of all adults in the U.S. report sleeping for less than seven hours per night on average.

