

Makotek News

MAKOTEK EMPLOYEE NEWSLETTER

NOVEMBER 2022



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

ADJUSTING TO DAYLIGHT SAVINGS TIME

Tim Faircloth - GM Carolinas

Every year when the time changes, we lose an hour of daylight during prime-time collection hours. This creates multiple challenges while simultaneously creating an opportunity to improve collections. The first few weeks after the time change can be an adjustment period. Practicing safe behavior can help ease the process and make customers feel more comfortable as we strive to meet our clients' goals.

Firstly, making yourself visible by wearing a reflective vest can accomplish two things. One- the vest will make it easier for people to see you which increases safety. Two- it makes people feel more comfortable as they decide whether to open their door to an uninvited stranger. Not only is it company policy to sport a reflective vest, but it is also shows professionalism as a field representative of any kind.

Secondly, make sure you have the proper tools to operate efficiently in the dark. Having a decent flashlight will help you find and read serial numbers as you collect equipment on the occasional dark front porch. Some of our most seasoned collectors actually prefer headlamps as they are hands-free. They also allow the customers to see you approaching very easily. It's a good idea to have spare batteries for the flashlight or headlamp as well.

As it becomes darker outside, our statistics show that our collections increase substantially as people return to the safety of their homes. It's important to become acclimated to the darker environment and hit as many stops as you can during prime-time hours. By using the proper supplies such as the reflective vest and flashlights or headlamps, you will be able to maximize your collections in the safest way possible.



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Employees **OF THE MONTH** OCTOBER 2022



MIDWEST - CIAVASH MONTAZERI - OH

Ciavash Montazeri out of our Youngstown area has only been with our NEO group for four months, and he has already climbed to the top of the leader boards. Ciavash has quickly figured this job out and is a top producer for us every month. He's always at the top of the list for doors knocked on and is getting great results closing out jobs. I'm sure he will continue to compete and be at the top of the rankings every month. Keep up the great work, Ciavash!

~Tim Dodd, GM



EAST - ROBERT ROSEN - CAROLINAS

Robert Rosen has done it again! This October, Robert has gone toe-to-toe with every challenge and comes out victorious to retain his title as Employee of the Month. I believe the secret to Robert's success lies within his meticulous attention to detail and daily planning. Robert is a pleasure to work with and takes every opportunity to help new team members succeed. Thank you for being a true team player and always keeping a positive attitude, Robert!

~Tim Faircloth, GM



FL & NYC - DAVID FARROW - FL

Congratulations on another well-deserved Employee of the Month award, Dave. Keep up the great work that you do for us. Remember- we are still looking for that 225 piece week.

~Chris Mills, GM



CALL CENTER - JOSEPH EVANS - LONGWOOD, FL

Joe has been with our team for a very short time, and we are super impressed with his talent. Joe also has a great work ethic which shows in his everyday ability to produce great results for our clients. Joe continues to be a sponge and retain all the work skills that we provide him. Congratulations Joe!

~Steve Dilly, GM.

SYSTEM OF THE MONTH



North East

OCTOBER 2022

In the North East, we view every customer interaction as an opportunity to put points (daily results) on the board, please our Spectrum fans (customers), and ultimately win when it comes to the end (pay day). Now that the game is complete (the month of October) we can look at the scoreboard with the same confidence we do when we look in our mirrors and see that we are #1!

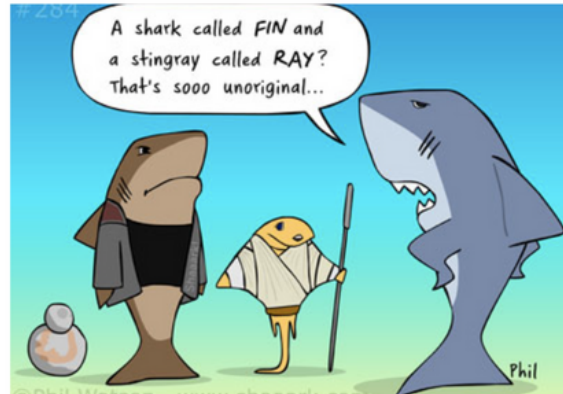
~Mark Dodd, GM

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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HOW TO PRACTICE *Gratitude* IN THE WORKPLACE

- Say "thank you" often
- Greet employees and coworkers every morning
- Value the efforts of others
- Recognize and appreciate accomplishments
- Surprise your team with lunch
- Be respectful of everyone's time

<https://theeasywisdom.com>