

Makotek News

MAKOTEK EMPLOYEE NEWSLETTER

APRIL 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

CALLING ALL TECHS... TRUST THE PROCESS!

Donnie Berry - Florida GM

Collections can be difficult, however, always remember you are genuinely trying to obtain reconnection of the customer's service.

Preventing a second and third visit from you, (Spectrum), may be the determining factor the customer may need to hand over the cash and not accrue any additional fees due to extended disconnection. Honesty and empathy can work in your favor in most cases.

With having over thirty years of experience in the field, the true and trusted PAC-MAN theory will produce numbers every time! I am sure we have all played PAC-MAN a time or twenty in our day... Most importantly, do not prejudge your work! Cherry picking your work only puts more mileage on your car and frequent stops at the gas station. Start at one job, hit the closest job that is next in line, and work geographically-smart. Murphy's Law and Law of Averages work if you allow it to work. After completing your first pass, run them again the same day, and if time permits, run them again! This will allow you to hit all your jobs in each period of the day to ensure the maximum requirement and potential of your jobs.



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Employees **OF THE MONTH** **MARCH 2022**



MIDWEST - BRENDA HUNTER - OH

Brenda Hunter is back as the top tech once again. This is Brenda's 5th top tech award. Brenda's consistency continues to impress us every week. She is dedicated to her job and produces top-performing results every week. We are thrilled she is on our team and look for her at the top of the rankings every month. Keep up the great work Brenda!

~ Tim Dodd, NEO Area Manager



EAST - ROBERT ROSEN - FAYETTEVILLE, NC

The man, the myth, the legend, Robert Rosen! Robert was awarded East region's top collector award for the ninth time. People keep asking how he does it. Robert is among the hardest working people you'll encounter. He is very competitive, efficient, and has the persistence of an ant to sugar. Robert pushes all of us around him to be the best we can be. Keep up the outstanding work, Robert!

~Jerry D. Gouveia, GM



FL & NYC - JOSEPH MOORE - FL

Joe has been a huge part of our FL team since the beginning. He continues to be a team player and a great tech. Thanks for the hard work Joe! Keep it going. Congratulations on being Tech of the Month!

~Donnie Berry, GM



CALL CENTER - SHANNON MCCRAKEN - LONGWOOD, FL

Shannon has been with our team for a little over a year now and has worked very hard to get to where she is today. Shannon has great collection skills and superb work ethic. Shannon also helps with all of the training of our new people coming aboard with the Makotek team and continues to deliver great results along the way. Congratulations Shannon!

~ Steve Dilly, GM

SYSTEM OF THE MONTH



Florida

MARCH 2022

What else can you say about this Florida Team! 9 months in a row they continue to put up the numbers day in and day out. We are proud to have each and every one of them as a part of this GREAT team. Don't let your foot off of the gas. Everyone is trying to beat you all. Great Job! Keep up the good work and congratulations on another System of the Month !!!!!

~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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Send your photos to MakotekSocial@gmail.com to be featured!

Reducing Stress

Exercise



Play with a pet



Take a nap



Listen to music



Engage in a hobby

