

Makotek News

MAKOTEK EMPLOYEE NEWSLETTER

SEPTEMBER 2021



HAPPY

LABOR



September 6, 2021

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

TABLE OF CONTENTS

Summer Scavenger Hunt • p. 2

Manager's Column • p. 3

Employees of the Month • p. 4

System of the Month • p. 5

Top Posts • p. 6

Managing Anxiety in
Uncertainty • p. 7



MAKOTEK SUMMER Scavenger Hunt

MONDAY, AUG 30 - FRIDAY, SEPT 3



5 Individual Winners Will Each Take Home \$50!

**Individual winners selected randomly via drawing. See rules below*

Clues posted daily on Facebook @MakotekFL!

PRIZES

Winners Announced Week of Sept 6th!

- Each day you participate counts as one entry. If you participate one day, you get one entry. If you participate all five days, you get five entries. The more days you participate, the greater your chance of winning. (You can only get one entry per day and don't need to submit more than one photo per day.)
- Winners will be randomly selected in a drawing.

HOW IT WORKS

- #1 Make sure you're following @MakotekFL on Facebook (plus Instagram, Twitter & LinkedIn)!
- #2 The Scavenger Hunt Item of the Day will be posted on Makotek's Facebook page every day at 7 a.m.
- #3 Snap a photo with that item during the day—you must be in the photo!—then post that photo in the comments on the original post from that day. Post your picture each day before midnight.

THE FINE PRINT

- No photoshopping or photo editing. We want the contest to be simple, easy and fair. Take a photo, post your photo, that's how it works.
- Do not enter photos that were taken at an earlier date. Photos must be taken during the contest, on the day each item is posted. (There's no way for us to know for sure when your photos were taken but please respect this rule and the spirit of the contest, to make it fair for everyone.)
- Be safe. Do not take photos while driving, etc. Employees who do so will be disqualified.
- We will delete and disqualify photos that are not in the spirit of the Makotek Scavenger Hunt.

Manager's Column



HAVE A PLAN AND IMPLEMENT IT DAILY

Travis Baker - NEO Area Supervisor

Having all the tools you need for the job is essential. Knowing where they are and having them at your fingertips is fundamental to life as a Field Collector.

Organization

- Make sure your tablet is plugged in at night and has a full charge for the beginning of your shift.
- While filling out door tags, make sure everything is legible. The customer can't contact you if they can't read the door tag.
- While leaving a voicemail, make sure the customer can understand you clearly.
- At the beginning of your shift, make sure your tablet has all the filters set correctly. If you're not sure how to use your tablet properly, or are unsure of any functions in CCM, ask a coworker or your GM. They will be more than happy to help out!

Routes

- When planning routes, it's best to stay in clusters of work. If you start at Point A one day and end at Point B that evening, switch the next day and start at Point B and finish at Point A. That way you have an earlier stop one day and a later stop the next day.

This helps to make contact with a customer that might be unavailable the previous day.

- Don't skip an address because you have already been there multiple times; this might be the time the customer is home.
- Don't pre-judge any work order because a balance is too high or low. You want to hit every account you can in a day to maximize more chances at contact. It's a "numbers game." The more doors you hit, the more contact you make!

Appointments

- Being organized is a must while dealing with multiple customers. Make sure to set appointments in the tablet so it sends you a reminder as well as checking your appointments daily.
- When setting an appointment, make sure to get the customer's phone number, this way you can call ahead to be sure the customer will be available. It's also not a bad idea to set them in your phone as well.
- When setting your appointments, be sure to give a window of time such as between 2:00-4:00 to be sure that you are there in the window you set.

Employees **OF THE MONTH** JULY 2021



MIDWEST - BRENDA HUNTER - CLEVELAND, OH

Brenda Hunter has been with Makotek for 2 years now. Her consistency and determination to collecting equipment shows every week. She is a top performer every week in the NEO area and company wide. She is great at setting appointments and following up with customers. We are very happy to have her on our team. Keep up the great work, Brenda!

~Tim Dodd, GM



EAST - ROBERT ROSEN - EASTERN NC

Robert Rosen is multiple-time winner of Employee of the Month for the East Region, having won March and May 2021 as well. Robert continues to astonish me with his consistent production each week. He sets an example through his positive attitude, work ethic, and customer service skills. Robert, having you on the Team makes a huge difference. I am continually impressed by the results you produce. Congratulation, once again!

~Jerry D. Gouveia, GM



FL & NYC - DAVID FARROW - WEST FL

Dave has been a monster when it comes to picking up EQ for us in WFL. He continues to produce at a very high level every single week. Well deserved recognition, Dave! Great Job and thank you for the hard work.

~Donnie Berry, GM



CALL CENTER - JOAN MUNDY - LONGWOOD, FL

Joan is one of our long-time veterans on our team for 8 years plus. Joan is very deserving of the top rep award. She works consistently hard every day to produce great results for herself and our client. Proud to have Joan on our team and hope to have her for another 8 years. Congratulations, Joan!!

~Steve Dilly, GM.

SYSTEM OF THE MONTH



Central & West Florida

JULY 2021

Can't say enough about the combined CFL and WFL team. They continue to rise to the occasion and crush all our goals. Many challenges faced, and overcome. Everyone from the team in the field to supervisors and general managers have all pulled their weight, working towards the common goal and helping keep Makotek as the premier vendor in business. Thank you team for all you do!

~Elvin Pena, Regional Director

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



FOLLOW US!



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

MANAGING ANXIETY IN UNCERTAINTY

During the pandemic we've had to deal with constant change. Now, as the Delta variant causes a new stage in the pandemic and a resurgence of cases, it's normal to be feeling anxiety again. But how can we deal with this? These 10 tips will help you manage your anxiety during times of uncertainty.

1 You don't have to be perfect.

With extra demands on time and energy, we are likely to feel stretched and make "mistakes" along the way.

- It's okay!
- We're all doing what we can.
- We will get through this.



2 Make room for all the feelings.

All feelings are valid. We don't always need to act on them but it's important to let yourself and others feel what they feel. Think of feelings as messages from the body:



- Some highlight what is important or a problem.
- Others are like junk mail we can let go of.
- Regularly sort through your feel-mail so you know which ones need a response.

3 Adjust your expectations.

- Get rid of "shoulds."
- Lower expectations for yourself and loved ones.
- Be patient and flexible.
- Give yourself room to adjust to changes and practice self compassion.



4 Routines can be comforting.

Keeping routines can help decrease anxiety, helping things feel more normal. Try to:

- Set and keep routines for predictability.
- Make sure routines are not "aspirational" and actually fit the personalities and needs of you and your loved ones.
- Be flexible with it when need be.



5 Create an imaginary scapegoat.

During stressful times, tensions can run high. Create an imaginary roommate to blame for difficult things. For example: "Messy Martin left his Legos on the floor again!" or "Messy Martin left his dishes in the sink." Bond as a team to pick up after Messy Martin.

6 Focus on what you can control.

Some things are out of your control. Identify and focus on what is within your control. For example:

- Taking care of yourself.
- Doing things important and meaningful to you.
- Limiting time spent on news and social media, etc.
- Keeping up routines.



7 One thing at a time.

Multi-tasking strains our brains and increases stress. Focus and boundaries are helpful. One task at a time. One day at a time.

For example, If working remotely with kids at home, try to separate work time from family time.



8 Look for silver linings.

While things may be stressful and challenging, hard times help us appreciate "normal" things that we might not otherwise notice.

Hard times can also help us identify what is important and meaningful in our lives. Look for small positives and outcomes that wouldn't have happened otherwise.



9 Don't forget to play!

Playing is good for kids, and adults! Engage in free play every day.

Play helps kids understand and work through hard things. Let yourself be playful too—with kids or on your own.



10 Be kind and patient.

Be kind toward yourself and those around you. Focus on the common threads between us. Showing empathy for others can help you feel more in control, and reduce stress and anxiety. It benefits you as much as others!

