

NOVEMBER 2019

# MAKOTEK NEWS

Official Newsletter of Makotek Inc.



## MONTH STORIES

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Myth vs. Fact



Have something important to share? Email us photos, announcements, etc. and we will feature it in the upcoming newsletter or on social media! Email us at [MakotekSocial@gmail.com](mailto:MakotekSocial@gmail.com)



***"Knock on the door,  
introduce yourself,  
and with confidence...  
ask for the amount  
due."***

# MANAGER'S COLUMN

JERRY GOUVEIA, GM, FAYETTEVILLE, NC

## Don't Be Intimidated by the Amounts Due *It's a Numbers Game*

### Did You Know...?

- Fayetteville's average field collection is \$174.76?
- The average collection from the call center is \$200.78?
- The average payment made directly to Spectrum is \$209.15?

Theory states: Yes, it's true! Which means that your customers are paying these high balances to keep their accounts active. Your goal is to always SAVE the account. You cannot allow the dollar amount to intimidate you from attempting to collect and reaching your goal.

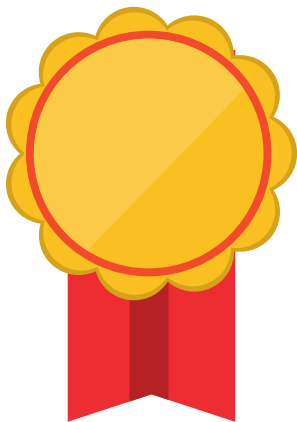
Did you know that you have customers in your handheld that have kept their account active for 18+ months?

These customers are consistent payers. You must contact our long-term account holders when you get the work order. This way you can collect the amount due prior to them paying at the office. Finally, these customers know that they owe for the services that Spectrum provided.

**The process is simple: Knock on the door, introduce yourself, and with confidence ask for the amount due.**

It's a numbers game. The more doors you knock on, the more contact you make. The more contact you make, the more payments you get. These results add up by the end of the week.

# MOST IMPROVED SYSTEM



## New York City, NY



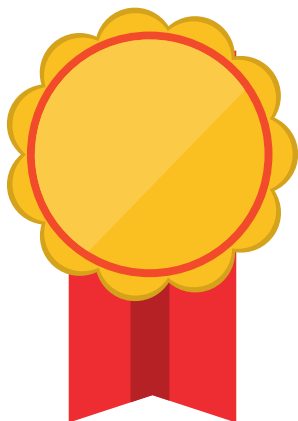
First and foremost, I have to congratulate my team on once again being named the Most Improved System this month. I am always amazed by their perseverance and ability to think on their feet to get the job done. The sky is the limit with this team. Our next goal is to capture the title of System of the Month, and to keep the crown in NYC for the foreseeable future.

~Kwamme Rabsatt, 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. Please review the list and let your managers know any feedback to improve future rankings. The standard has been set and everyone can look forward to new challengers next month.*

# EMPLOYEES OF THE MONTH



## **CALL CENTER - JOHNNESHA DANIELS**

Johnnesha has worked for us for a little over 4 years and has always been a great asset to our team. She is a driven individual that delivers professionalism, team spirit and delivers great results to our client. Great job Johnnesha and keep up the good work!

~Steve Dilly GM



## **CPE COLLECTIONS - JAWONTEE OLDS, CHARLOTTE, NC**

As the song goes, "Oops - I Did It Again!" Achieving the top CPE tech for the second time in two months, Jawontee has everyone chasing his numbers. He's a hard working tech that I never have to ask where he is or why he hasn't clocked in. Always the ultimate tech and leader. His personality and magnetic smile opens many doors without even knocking. I couldn't be happier having him on our Charlotte team. Keep it going, Jawontee! You're a true inspiration to all who know you.

~ Bill Sturman GM

## **EAST - JASON GOODRICH, ROCHESTER, NY**

Congratulations again to Jason Goodrich for another great month. Jason continues to deliver outstanding results. He strives to be the top collector every week. Jason is always willing to help out fellow employees.

~ Darryl Marquart, GM



## **MIDWEST - JAMES STEFAN, CLEVELAND, OH**

James once again is top tech. This marks his 8th award overall. James continues to set the tone and pace for all to follow month after month. Great job, James! Looking to see you at the top next month. Keep up the great work.

~ Tim Dodd, GM

## **EAST - JOSE ABREU, ORLANDO, FL**

Jose has earned the title of Top Tech. He has received this honor for his hard work, dedication and consistency. Congratulations and keep up the good work, Jose!

~ Rick Mullins, GM







# Top Posts!

FROM MAKOTEK SOCIAL MEDIA



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# FLU SEASON: MYTH VS. FACT

## MYTH

"The flu vaccine is only necessary for the old and very young."

## FACT

The flu vaccine is for anyone who does not want to be sick with the flu or inadvertently spread the virus to others.

## MYTH

"Flu shots don't work. I got the vaccine and still got the flu."

## FACT

The vaccine reduces the risk of contracting the flu by approximately 50-60%. Vaccine effectiveness is subject to variables like: time between vaccine and exposure to the flu, age and health status, match between the vaccine and the virus in circulation.

## MYTH

"I'm better off taking my chances."

## FACT

Getting the flu also means becoming a carrier. The flu is highly contagious, with symptoms starting 1 to 4 days after the virus enters the body.

## MYTH

"I exercise and eat healthy, so I don't need to get vaccinated."

## FACT

The flu can spread when a sick person coughs, sneezes, or talks, and can be also transmitted on surfaces touched by sick and healthy people. Even healthy people can be infected with the flu virus without showing any symptoms.