

DECEMBER 2019

MAKOTEK NEWS

Official Newsletter of Makotek Inc.



MONTH STORIES

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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



MANAGER'S COLUMN

TIM DODD, GM, CLEVELAND, OH

"Do your job."

This phrase was made famous by one of the greatest coaches in NFL history, Bill Belichick of the New England Patriots, and has been adopted in our Ohio offices.

It all starts by creating the culture in your office for all to follow:

- Are you leading and setting the example? Your office and employees are a direct reflection of you as a manager.
 - Are you holding yourself accountable for the successes and failures of your team?
 - Do you have processes set up and in place for all to follow to keep everything running smoothly?
 - Are you taking the time to spend with your team everyday to praise them and also correct them?
- Have you created a positive environment in your office? No one wants to come to work and hear negativity. For every negative comment, counterbalance it with 2 positive comments.
 - Are you afraid to make changes? If something is not working, fix it and make it better.



"Expect to win and be great every day."

Your Expectations

- Expect to win and be great every day. Who wakes up and says I hope to come in 2nd place today? Wake up and win.
- Are you setting expectations for your team?
- Are you following through when expectations are not met?
- Are you praising and rewarding your employees when expectations are exceeded?
- Are you meeting weekly to review everything with your team?
- Are you making yourself available at all times to your team?

Success is created through great leadership and accountability by everyone on your team. It can be summed up in 3 words...DO YOUR JOB.

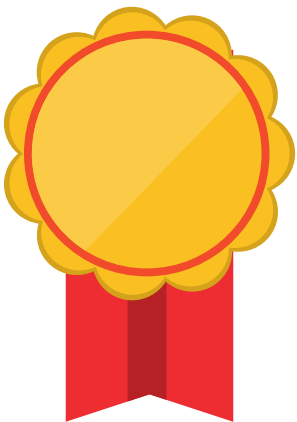
MOST IMPROVED SYSTEM

Columbia, SC



Well I am elated to get this award in Columbia, but the real praise should be going to the techs. It is a team made up of hard working Non Pay techs and a very solid back bone of the ER crew. They have come along way and its nice to see the growth and ability to do what needs to be done for the job to be completed - and completed right. Their efforts are amazing and do not go without recognition. This award for them is one small step in what is yet to come. This will become the new normal here. Just wait on it. Overall, Congratulations to my techs and keep up the good work!

~Zak Shales GM



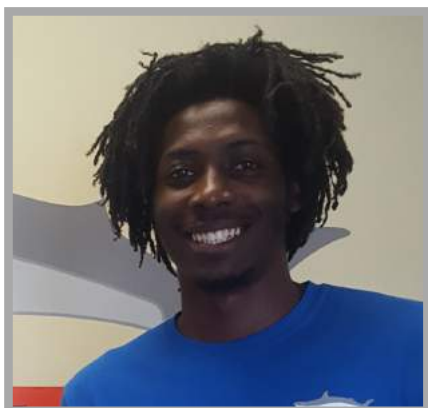
The rankings include all techs with a ranking based on a combination of saves, money collected, disconnects, equipment recovered, and hours worked. Awards go to the Top Tech, in each of three regions. Please review the list and let your managers know any feedback to improve future rankings. The standard has been set and everyone can look forward to new challengers next month.

EMPLOYEES OF THE MONTH

CALL CENTER - BENJAMIN SMITH, LONGWOOD

Second time Ben has won this in the past couple of months, Ben always works hard to deliver great results for our client. Ben instills great professionalism and a work ethic no other, congratulations Ben.

~Steve Dilly, GM



CPE COLLECTIONS - JAWONTEE OLDS, CHARLOTTE, NC

We all know the movie "Masters of the Universe." In Charlotte, we have Jawontee Olds, Master of Equipment Collections. Month after month, rain or shine, day or night, nothing stops him from exceeding expectations. He has the work ethic that we all search for when hiring our next tech and can only hope they follow in his footsteps. Thank you, Jawontee. We are grateful for your service.

~ 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 - GLENN FULLERTON, CLEVELAND

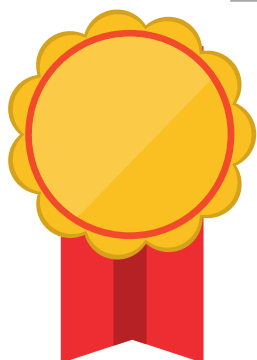
Congratulations to Glenn Fullerton for his 3rd Top Tech award. Glenn is a leader for all to follow in our Cleveland office. His dedication and consistency to his job are what make him successful. He helps train new techs and is always willing to help where we need it. Happy to see Glenn recognized for his hard work. Keep up the great work Glenn!

~ Tim Dodd, GM

EAST - JOSE ABREU, ORLANDO, FL

Congratulations to Jose for earning this award two months consecutively. Jose does an outstanding job and is a great asset to the team and to Makotek as a whole!

~ Rick Mullins, GM





Top Posts!

FROM MAKOTEK SOCIAL MEDIA



FOLLOW US!



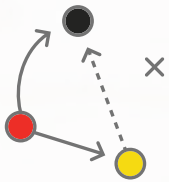
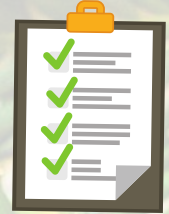
Send your photos to MakotekSocial@gmail.com to be featured!

WORK-LIFE BALANCE

During the Holidays

1) Prioritize your work and personal activities.

Take note of all the work you have to get done during the week and then make a list of the priority holiday activities you want to fit into your schedule.



2) Plan how you will use your time, and use it well.

Now that your responsibilities are prioritized, make a plan of when you can fit everything in. Cut out time-wasters like social media to make room.

3) Create a schedule and stick to it.

Make a calendar. Start by slotting in your work days. See what days and times you have left and add in the priority holiday activities.



4) Create boundaries between work and personal time.

Don't bring your work home because you took time for personal activities during your work hours. Use your time wisely and don't mix the two. Your job still needs to be done even after the holidays.



5) Don't forget to make time for yourself.

Make sure you have time for yourself. Holidays can be stressful and time consuming so make sure to have time to decompress and relax!

