

JANUARY 2020

MAKOTEK NEWS

Official Newsletter of Makotek Inc.



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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

A LETTER FROM THE DIRECTOR

DAVIS GRIFFY, DIRECTOR OF OPERATIONS



"Makotek is a key vendor with a reputation for outperforming our competition."

Hi all. When I re-joined Makotek this past summer, after almost 5 years in a leadership role at Charter, I wasn't sure how much the company might have changed. I really wasn't surprised to find that the way we operate and perform for our clients hasn't changed.

Anyone who worked at Charter knew about the "Charter Playbook." It was a running joke, and there never was a printed playbook. However, it meant that there was a standard operating model that could be implemented in all areas of the company with confidence in the outcome.

We operate in much the same way at Makotek. We adjust whenever our client makes changes, but our core operating model that has always proven successful doesn't change. By sticking to the game plan, each employee can be successful which contributes to the success of the office, the region and company.

I think it's important for all Makotek employees to know how the work we do is viewed by our client, Charter. Makotek is considered a key vendor with a reputation for consistently outperforming our competition. We all know this can be a tough job at times, but through the hard work of our employees, we are viewed as a trusted Charter vendor/partner, and in a strong position as we move into 2020.

Since returning to Makotek, I've been focusing on ways to improve equipment recovery results and coordinating our work with Amazon Home Services. In January I will be taking over the Regional Director of Operations role for the Carolina systems. I look forward to working with many of you as we move forward.

Thank you for all of your efforts...and Happy Holidays!

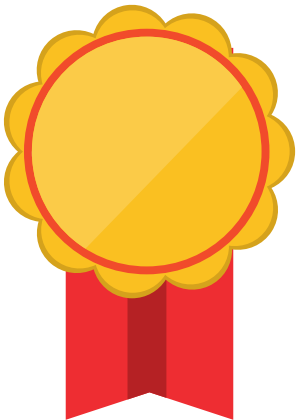
MOST IMPROVED SYSTEM

Raleigh, NC



We are so fortunate to have a dedicated group of veteran field collectors accompanied by ambitious new hires. The team stayed diligent and focused through holiday distractions to define what can happen when people commit to excellence. We are excited to move forward into the new year and work to meet and exceed our incentives. Great work, guys, I look forward to what we can do next month.

~ Tim Faircloth, 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 - JEANETTE PAGAN, LONGWOOD

Jeanette has come a long way in her time with our team. She inspires an incredible work ethic like no one else. Her desire to be at the top shows with her willingness to be teachable and to use what she learns to deliver great results for our client as well as herself. Congratulations Jeanette and hope to see you at the top again in the future.

~Steve Dilly GM



CPE COLLECTIONS - DONALD ADAMS, TAMPA

Don came on board with Makotek during the initial start-up of the WFL system and has become a valuable member of our team. Congratulations on this well-deserved award and continue the great job you've been doing!

~ Chris Mills GM

EAST - JASON GOODRICH, ROCHESTER, NY

Jason continues his streak of being Tech of the Month. His hard work and determination to be the best, has paid off for him. Another great job, Jason.

~ Darryl Marquart, GM



MIDWEST - ANTHONY WEATHERALL, CLEVELAND

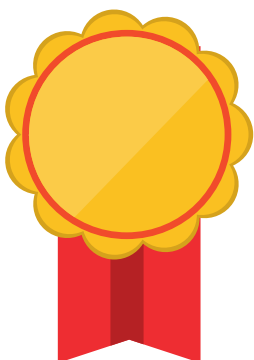
This is Anthony's 2nd top tech award this year. His customer service skills are what make him a top performer. Great work habits and consistency every week are keeping him at the top of the rankings. I look for him to continue to be a top performer every month for us. Keep up the great work, Anthony.

~ Tim Dodd, GM

EAST - JOSE ABREU, ORLANDO, FL

Three consecutive months! Congratulations to Jose for his persistence and consistency. Great job and glad to have you on our team.

~ Rick Mullins, GM





Top Posts!

FROM MAKOTEK SOCIAL MEDIA



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New Year Resolutions

Are you planning setting any New Years' resolutions this year? The start of the new year is a good time to reflect and set goals. Here are a few reminders that will help set you up for success:

- People take on too much all at once. It becomes overwhelming and sets you up for failure. It doesn't have to all happen in January.
- The first few weeks of doing something new are almost always the worst.
- Resolutions work best when they are specific, measurable, achievable, relevant and time-bound (SMART).
- Don't think of the purpose of resolutions as "fixing" things about yourself. Instead they are about enhancing and becoming the best version of yourself!

Not sure where to start? Here are a few New Year's Resolution ideas!



Use to-do lists.



Go to sleep at the same time each night.



Try one week without complaining.



Plan a vacation for the year.



Every month write down what you've accomplished at work.



Walk 1,000 more steps a day.



Drink more water.



Listen more.



Start a rainy day fund.



Make time for family and friends.

