

# Makotek News

MAKOTEK EMPLOYEE NEWSLETTER

MARCH 2021



**HAPPY ST. PATRICK'S DAY!**

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

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# Manager's Column

## HOW TO MAXIMIZE WEEKLY REVENUE & EARNINGS

*Jerry Gouveia, GM - Fayetteville, NC*

If you consistently practice these 5 steps daily, you will see your office revenue and technician paychecks grow!

### **Be Fully Staffed**

Each office must be fully staffed to maximize revenue. Do not rely solely on scheduled interviews for hiring. Managers, you should always be recruiting even when fully staffed. Grocery store, gas station, restaurant and even the mall are all great places to recruit a future top tech.

Also, employees should take advantage of Makotek's \$500 Bonus Referral Program. Veterans in each office should refer one potential new hire each week until your office is fully staffed. Being fully staffed gives each technician the opportunity to make more than one door attempt on a work order before expiring, which will create more revenue/pay. Remember, it is a numbers game. More attempts equal more revenue/pay.

### **Time Shortage**

Scheduled time not worked represents a lost earnings opportunity. Managers must manage each individual technician to reduce or eliminate time shortages. Missed time adds up quickly for the whole office. If an office averages a combined 20 unworked scheduled hours each week for an entire year, this is equivalent to one field technician not working for an entire 6 months. Be sure to manage time shortages daily.



“

*If you consistently practice these 5 steps daily, you will see your office revenue and technician paychecks grow!*

”

It is up to each technician to make up any lost hours before the end of the schedule week, or during the following week with management approval.

### **Time Deviation**

Time deviation is when a technician clocks in but does not submit their first attempt until 15+ minutes later or submits their last attempt more than 15 minutes before they clock out. This is unacceptable. Managers, always verify via your transmittal that your team is being productive from the beginning to end of their scheduled shift. It is important to address any significant time deviations and to minimize the lost revenue/pay opportunity caused by unproductive time on the clock.

*Employees should take advantage of Makotek's \$500 Bonus Referral Program. Being fully staffed gives each technician the opportunity to make more than one door attempt on a work order before expiring, which will create more revenue/pay.*

### **Mileage/Stops**

All technicians should clock in at their first stop and clock out at their last stop, never from their house. This practice is not acceptable and needs to be monitored through Timeero.

Be sure that technicians are running a tight route and not jumping from zip code to zip code. Running a tight route will produce more attempts in a shift. On average, each tech should produce a minimum of 4 door attempts per hour. More attempts = More pay!

### **Prioritize**

Our goal in Raleigh & Fayetteville is to have at least two door attempts on each work order prior to expiration. No work order should ever expire with zero door attempts. One attempt is still better than zero attempts. We prioritize the last four expiration dates of all non-pay work orders that have zero attempts. This way technicians can see the red priority work orders in the CCM map view. This helps the technician determine their route and maximize productivity for that day.

*On average, each tech should produce a minimum of 4 door attempts per hour. More attempts = More pay!*

# Employees **OF THE MONTH** DECEMBER 2020



## **CPE COLLECTIONS - MATT FALLS - CINCINNATI, OH**

Matt Falls is a long time employee of Makotek. He joined the company in November 2011. He has been one of our office's top two equipment collectors month after month. He broke the ceiling this past month, becoming the top ER employee in the company. His hard work during this crazy pandemic and winter months showed his dedication in fighting through all obstacles to be the "Best He Could Be," out producing everyone. Great effort, Matt! I am glad you are on my team.  
~ Bill Sturman, GM

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## **MIDWEST - GLENN FULLERTON - CLEVELAND, OH**

Glenn Fullerton back on top of the rankings again! This is Glenn's 8th top tech award overall. He is a leader in the office and in the field, dedicated to saving customers and collecting equipment. Keep up the great work, Glenn!  
~ Tim Dodd, GM

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## **EAST - KEVIN MEAGHER - ROCHESTER, NY**

Kevin once again has been awarded for his hard work. He is an experienced veteran of Makotek with over 5 years of service. During his career he has won numerous tech of the month awards. This shows his consistency in delivering excellent results. Great Job Kevin!  
~Darryl Marquart, GM

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## **FL & NYC - JUSTIN ABBOTT - CLEARWATER, FL**

Justin continues to set the bar for the West Florida team and is a big part of us reaching our goals. His consistent approach to his job motivates the rest of the team to reach and exceed their own goals. Congratulations for a job well done & keep up the great work .  
~Chris Mills, GM

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## **CALL CENTER - JOAN MUNDY - LONGWOOD, FL**

Congratulations Joan! Joan is a long time veteran on our team and has won this on many occasions in her time with our team. Sure to see her here again in the future!  
~ Steve Dilly, GM

# SYSTEM OF THE MONTH

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## West Florida

**JANUARY 2021**

Way to go WFL! During the toughest of times and overcoming many challenges during the pandemic, the WFL team continues to press forward while following all CDC Covid-19 guidelines and keeping safety in mind. Our GM's Chris Mills and Donnie Berry work as a team and are effective in keeping the team's eye on the prize, always pushing the team to exceed performance while ensuring any issues or obstacles are addressed. Keep up the great work, team!

~Elvin Pena, Regional Director

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*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.*





# Top Posts

FROM MAKOTEK SOCIAL MEDIA



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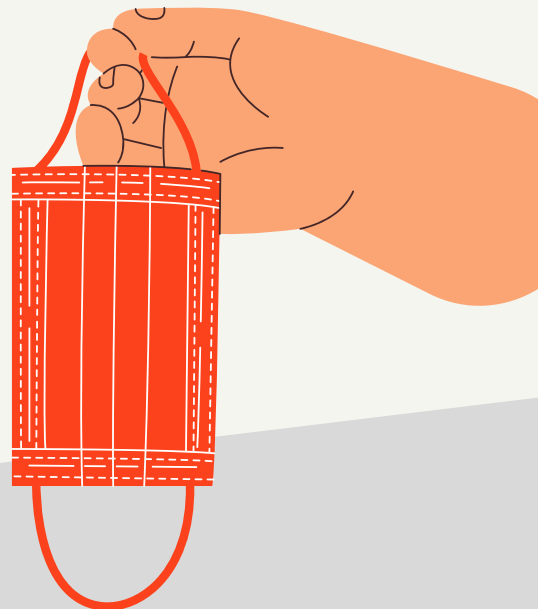


**Send your photos to [MakotekSocial@gmail.com](mailto:MakotekSocial@gmail.com) to be featured!**

#StopTheSpread

# How to properly use a mask

Source: World Health Organization



## Before Putting on a Mask:

**Clean hands** with **alcohol-based hand rub** or **soap and water**.



## While Wearing a Mask:

1. **Cover your mouth and nose.** Make sure there are no gaps between your face and the mask.
2. **Avoid touching the mask.** If you do, clean your hands with alcohol-based hand rub or soap and water.
3. Replace the mask with a new one as soon as it is damp. **Do not re-use single-use masks.**



## To dispose of the mask:

1. Remove the mask from behind using the strings. **Do not touch the front of mask.**
2. Discard the mask **immediately** in a closed bin.
3. **Clean hands** with **alcohol-based hand rub** or **soap and water**.