

DECEMBER 2020

MAKOTEK NEWS

Official Newsletter of Makotek Inc.



MONTH STORIES

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and COVID



DREAMING OF A
(GREAT) WHITE
CHRISTMAS

Happy Holidays!

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

MANAGER'S COLUMN

POST-QUARANTINE COLLECTIONS

by Zak Shales, GM Columbia, SC

Post quarantine collections have been tough but being able to adapt and overcome adversity is what sets us apart from others. Although people may be wary about opening their door to a stranger, it is our job to ensure that both the customer and the technician are protected by the use of masks, social distancing and sanitizing products.

Being safe is always something we must be aware of out in the field, especially now. If a customer does not feel comfortable opening the door and prefers to talk through the door, we must adapt. Make the customer feel as secure in the transaction as possible. Offering to step off the porch/patio so the customer can place something outside the door for the technician is a great way to ensure both the customer and the technician are safe and that they are helping one another out.

Both contact rates and save rates have been affected by the pandemic. This is just another form of adversity that all technicians face right now. To be successful in this new environment, we need to focus even more on fundamentals:

- Ensure that phone attempts are being made after every door attempt when no one answers.
- Attempt work orders multiple times at different times of the day and different days of the week.
- Work with customers when contact has been made, giving the best possible option to try and save the customer.

If these 3 things are done consistently, contact rates and save rates should be back to pre-quarantine levels and both the customer and technician can feel safe while interacting.

Dealing with adversity is something we do every day. Saint Francis of Assisi said, "Start by doing what's necessary; then do what's possible; and suddenly you are doing the 'impossible.'" This mindset is critical when working to revitalize the contact rates and save rates that have been affected due to this COVID-19 world that we now are all part of.



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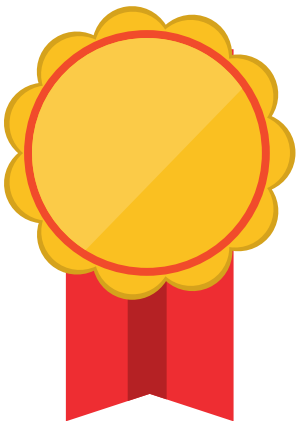
MOST IMPROVED SYSTEM

CENTRAL FLORIDA



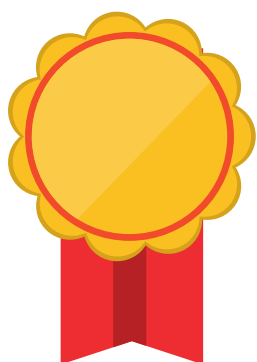
Very proud of the CFL team making system of the month. Much has changed in the Orlando region during the pandemic. Theme parks closing has had an impact on local residents and high vacancy rates. Throughout it all, the team continues to push the needle forward. They have consistently met and exceeded goals and maximized work order issuance by keeping the 0 attempts on expired work low. This is a team effort, and with that said I also applaud the work of GM Rick Mullins and Supervisors Jose Correa and Jimmy Lyons. Their leadership and attention to detail is exemplary and they are always there to support their team. Thank you for all you do as a team CFL!

~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. 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



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

I cannot express how much Jawontee means to our company. His outstanding dedication to working his assignments has been exemplified by his performance in the field, regaining top ER Employee of the Month many times this year. Thank you Jawontee for being a true leader.

~Bill Sturman, GM



**CALL CENTER - CHELSEA WILLIAMS,
LONGWOOD, FL**

Chelsea has been with our team for 6 years and has always been a great addition to our team. Chelsea is a great team player and always works hard to be at the top each week. Congratulations, Chelsea!

~Steve Dilly, GM



**MIDWEST - GLENN FULLERTON
CLEVELAND, OH**

Congrats to Glenn on this back to back top tech award. This is his 6th overall. Glenn is an old school door knocker and his consistency to save customers and collect boxes shows every week. Keep up the great work Glenn!

~ Tim Dodd, GM



**FL & NYC - PHILIP DEPALMA,
CLEARWATER, FL**

Phil has been a valuable member of the West Florida team since coming on board in February 2020. With all of the challenges we've encountered this year Phil continues to find a way to be successful.

Congratulations, Phil!

~Chris Mills, GM



EAST - EDDIE GAINES, ROCHESTER, NY

Eddie Gaines was the first tech I trained when hired as the GM of Charlotte. He exemplifies the new hire what every GM wants to hire and train. Being a top tech multiple time a year is the success he bring to our company. Thank you for all you do Eddie. Congrats!!

~Bill Sturman, GM





Top Posts!

FROM MAKOTEK SOCIAL MEDIA



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HOLIDAY CELEBRATIONS AND COVID

Traditional Thanksgiving gatherings with family and friends are fun but can increase the chances of getting or spreading COVID-19 or the flu. Follow these tips to make your Thanksgiving holiday safer.



GENERAL PRECAUTIONS

Wear a mask whenever possible.

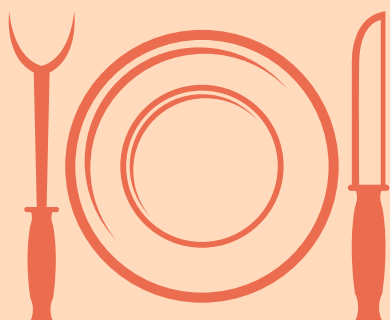
Stay 6 feet away from those who do not live with you.

Wash you hands often.

Consider a virtual Thanksgiving to spend time with more family.

Avoid going in and out of areas where food is being prepared like the kitchen.

If shopping, use curbside pickup and other contactless services when possible.



HOSTING THANKSGIVING?

Have your Thanksgiving meal outdoors.

Limit the number of guests attending.

Disinfect surfaces frequently.

If celebrating indoors, make sure to open windows.

Set guest expectations before they arrive.

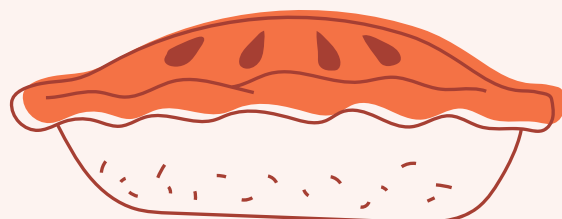
HOSTING A GATHERING?

Use your own utensils to serve yourself from shared plates.

Consider getting the flu shot before traveling.

Bring your own dishware and cups.

Check travel restrictions before you go.





EVALUATE THE RISKS WHEN MAKING PLANS THIS HOLIDAY SEASON

LOWER RISK ACTIVITIES

Having a small dinner with only people who live in your household

Preparing traditional family recipes for family and neighbors, especially those at higher risk of severe illness from COVID-19, and delivering them in a way that doesn't involve contact with others

Having a virtual dinner and sharing recipes with friends and family

Shopping online rather than in person on the day after Thanksgiving or the next Monday

Watching sports events, parades, and movies from home

MODERATE RISK ACTIVITIES

Having a small outdoor dinner with family and friends who live in your community

Lower your risk by following CDC's recommendations on hosting gatherings or cook-outs

Visiting pumpkin patches or orchards where people use hand sanitizer before touching pumpkins or picking apples, wearing masks is encouraged or enforced, and people are able to maintain social distancing

Attending a small outdoor sports events with safety precautions in place.

HIGHER RISK ACTIVITIES

Going shopping in crowded stores just before, on, or after Thanksgiving

Participating or being a spectator at a crowded race

Attending crowded parades

Attending large indoor gatherings with people from outside of your household

Using alcohol or drugs that may alter judgment and make it more difficult to practice COVID-19 safety measures.