

AUGUST 2020

# MAKOTEK NEWS

Official Newsletter of Makotek Inc.



## MONTH STORIES

**02** Manager's Column

**03** Employees of the Month

**04** Most Improved System

**05** Top Photos

**06** Keeping our Community Healthy



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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](mailto:MakotekSocial@gmail.com)



# MANAGER'S COLUMN

## MAKING THE MOST OUT OF LOWER WORK VOLUME

*Tim Faircloth, GM Raleigh, NC*



***"It is our goal to work together as the workload trends back to average."***

There is no question the non-pay and CPE work volume has been reduced this summer compared with previous years. This is largely due to Spectrum's pledge to "Keep America Connected" during the early phases of COVID-19 stay at home orders. Over 600K accounts were removed from the normal collections process under the program (including field collections). This program has now ended, and the workload should return to normal over time as accounts begin to receive normal collections treatment.

However, in the meantime, how can we stay focused and make the most out of the work we have while meeting client expectations? Let's review a few **Makotek Fundamentals**.

### TIPS TO MAXIMIZE PRODUCTION

1. Maximize your opportunities on every account issued. Do not pick and choose.
2. Knock on every door 5 times if contact has not been made.
3. It is best practice to attempt contact at a variety of times including morning, noon, prime time, and on Saturday.
4. Use the routing and filtering tools provided in CCM to maximize efficiency.
5. Set a daily and weekly plan and stick to it. Talk with your GM if you need help.
6. Call every account but do not spend too much time on the phones.

### **Remember!**

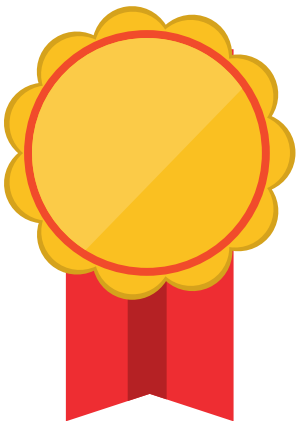
**If you feel like your schedule doesn't match your workload, talk with your manager about potential changes. It is our goal to work together as the workload trends back to average. In the meantime, stay positive, stay safe and use best practices to maximize production.**

**MOST IMPROVED SYSTEM**

# West Florida



Congratulations to the West Florida System led by  
Chris Mills and Donnie Berry!



*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.*

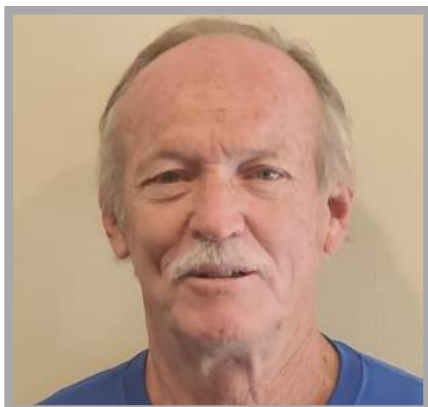


# EMPLOYEES OF THE MONTH

## **CALL CENTER - JEFFREY DEFOSSE, LONGWOOD, FL**

Jeff has continually improved every week in his short time with us, and his determination to get better shows each week. Congratulations, Jeff, and thank you for putting in so much hard work.

~Steve Dilly, GM



## **CPE COLLECTIONS - DAVID FARROW, CLEARWATER, FL**

Dave has done a great job for the team in West Florida. He continues to be a top performer and strives to be the best every day. Great Job, Dave! Keep up the good work.

~Chris Mills and Donnie Berry, GM

## **EAST - MASANGA SASA, RALEIGH, NC**

Masanga Sasa hit the ground running after returning from the COVID-19 lockdown. He led the way picking up field payments and showed us what it looks like to deliver. Thanks for your hard work and dedication, Masanga, and keep up the outstanding work.

~Tim Faircloth, GM



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

Glenn Fullerton is back at the top of the rankings again with his 5th top tech award. Glenn's work ethic and consistency sets a great example for all to follow. I am happy to see Glenn rewarded for his hard work and dedication to his job and look forward to seeing him at the top every month. Keep up the great work and leadership, Glenn.

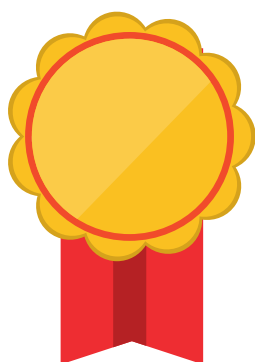
~Tim Dodd, GM

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

Phil has continued to impress since coming on board in February 2020. His work ethic, attention to detail, and can do attitude are much appreciated.

Keep up the good work.

~Chris Mills, GM





# Top Posts!

FROM MAKOTEK SOCIAL MEDIA



COLUMBUS, OH



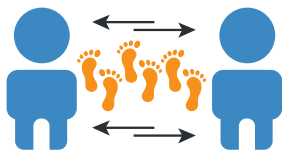
FOLLOW US!



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



**If we work together, fewer people will be affected by the coronavirus and our communities will be healthier!**



### **Practice Social Distancing**

If you must go out, keep 6ft from others.



### **Keep Hands Clean**

Use soap and water for 20 seconds or use 60% alcohol hand sanitizer.



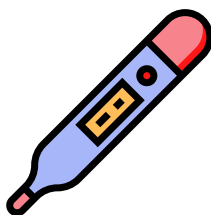
### **Clean & Disinfect**

Disinfect frequently touched objects and surfaces often.



### **Don't Spread Germs**

Don't touch your eyes, nose or mouth. Cover a cough or sneeze using your elbow or while keeping your mask on.



### **Stay Home While Sick**

Call your doctor if you have a fever, cough, or shortness of breath.

