

AUGUST/SEPTEMBER 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

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.

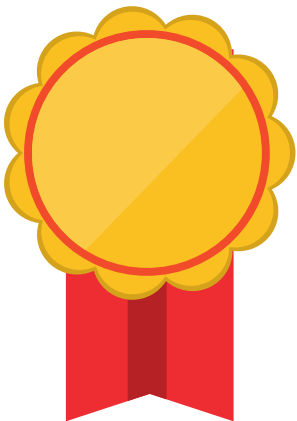
MOST IMPROVED SYSTEM

WEST FLORIDA

**July
Winners!**



Congratulations to our 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.

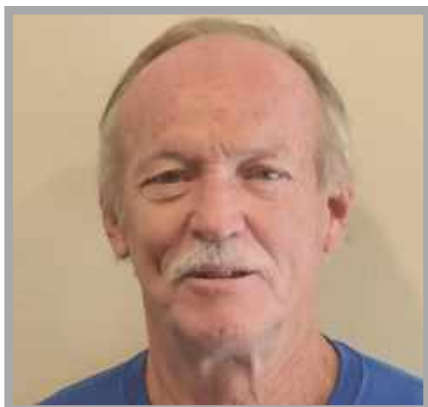
EMPLOYEES OF THE MONTH

July Winners!

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.

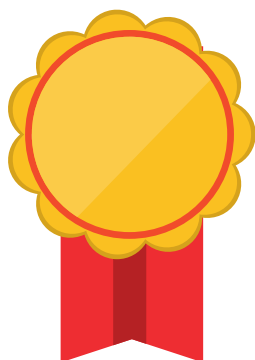
~Tim Dodd, GM

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



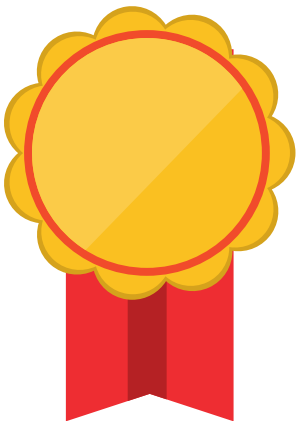
MOST IMPROVED SYSTEM

WESTERN NY

August
Winners!



Congrats to the WNY team for making it through lockdown and emerging as the Most Improved System! We have a great group and look forward to how much better we can become. The sky is the limit!



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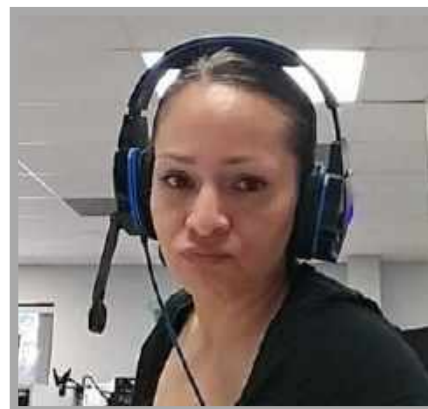
EMPLOYEES OF THE MONTH

August Winners!

CALL CENTER - MARIA CRUZ, LONGWOOD, FL

Maria has won Employee of the Month multiple times and no surprise to see her here again. Maria came to us last year from retail with no knowledge of our industry. Since then she put in the work to learn and make herself better to deliver great results to our client. Thank you Maria for always being a great employee.

~Steve Dilly, GM



CPE COLLECTIONS - MIKE ELLIOTT, ORLANDO, FL

Mike is a previous winner and it looks like he's back in the game, ready to win! Congratulations Mike! Keep up the good work.

~Rick Mullins, GM

EAST - EDDIE GAINES, CHARLOTTE, NC

No matter what the circumstances are, Eddie Gaines proves conducting business as usual is the key to success. With the temperatures reaching triple digits and COVID-19 concerns on everyone's minds, Eddie continues to excel, achieving top ranking for the East in July. Congrats Eddie, you are a true inspiration to all.

~Bill Sturman, GM



MIDWEST - JAMES STEFAN, CLEVELAND, OH

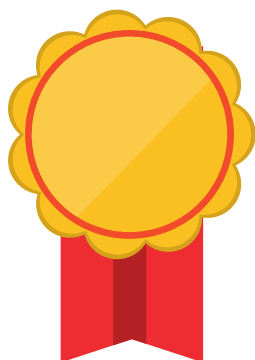
No surprise that James Stefan is back at the top of the leaderboard. This is James' 12th Top Tech Award and well deserved! He continues to be consistent every week and is setting the bar high for others to follow. Keep up the great work, James!

~ Tim Dodd, GM

FL & NYC - MARTIN KOCH, CLEARWATER, FL

Marty is one of our top performers on a regular basis. He does a lot of our new hire training and helps keep the team on track. He is a great asset to Makotek and we are proud to have him as part of our team.

~Donnie Berry, GM





Top Posts!

FROM MAKOTEK SOCIAL MEDIA



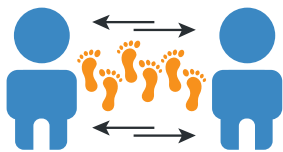
FOLLOW US!



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

APART WE STAND TOGETHER

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.



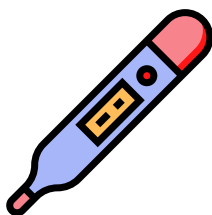
Clean & Disinfect

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.





**KEEPING
MAKOTEK
SAFE**



*Thank you for your commitment to protecting
the health and wellbeing of Makotek's
employees and customers!*