



In the Gutter

March 2018

MGI Newsletter



ATTA BOY

February 2018

Josh Meyers!!

He won \$40.00 to

Rico's Café

(for the Zacharais job)

"Thanks for sending the Dream Team " Nick, Mark & Josh" out to handle the job !

Shout outs:

Nick—Zacharais job

Mark—Zacharais job



March Birthdays

Carrie - March 8th

Robert - March 24th

April Birthdays

Ian—April 19th

Steve—April 23rd



MGI Anniversary 's

Tiffany—March 14—1 Yr

Chad—April 1—5 Yrs

Mark—April 14—6 Yrs

Jason—April 19—8 yrs

MGI Website For Employees Up & Running!!!

Visit: Michigangutters.net

Click: Employees - **Log In:** mg-staff—**Password:** mgiisthebest

*Crew Weekly Schedule

*Monthly Newsletter

*Time off Request

*Personal Info Change Request

*Daily Truck Check list

*Accident/Incident Report Form

*Equipment Defect Report

*Product & Installation

*Clothing & Tool Allowance Form

Please note: We are now using the employee site for the listed above

Grand Traverse Athletic Club Gym Membership

If you have not signed up yet at Grand Traverse Athletic Club, please do so. - Those that replied "YES"your membership & fitness await you.

"Up North Lake & Cottage Show"

Was last week (April 13-15th)

Thank you Rob and Roger for managing the booth!



Tentatively
Scheduled for
May 20th.....

Stay tuned :)



Seann, Omelette, Alex, and Blake

\$500 in FREE Advertising!!

"Fireball" aka Blake entered our MGI sign to Omelette & Coats 98.1 The Bear for an Advertising Contest and Won!!

Safety Topic this week:

Ladder Safety

10 Things Salespeople Should Never Say to a Customer

1. "Do you have 90 seconds?"

You might be trying to make it clear that you're not going to take much of the prospect's time, but whenever you say this, you're starting off the conversation with a lie, because there's no way you're going to have a discussion that lasts less than a minute and a half. Don't make a promise you're going to break.

2. "I really need this deal."

Not only does telling the customer about your personal plight make you look desperate, it's also wildly ineffective. Sales is about solving the customer's problems, not your own. Ask yourself why the customer should care about what you are offering, and if your personal struggles are all you came up with, go back to the drawing board.

3. "I'm going to be honest with you."

Far too many salespeople say this, either out of habit or because they think it's an effective selling technique. Not only is saying this a cliché, it's also going to have the opposite effect from the one you're intending. If you're going to be honest, does that mean you haven't been honest up until now?

4. "Tom, let's take a look at this one. Does that sound good, Tom?"

Nothing is more irritating than a salesperson who keeps repeating your name over and over again in a misguided attempt to build rapport. It's a patronizing and unpleasant way to work towards the sale, and turns many people off. It's good that you took the time to remember the customer's name, but know when to stop.

5. "I usually don't do this for anyone but..."

This is one of the most transparently sales-ey ways to try to close a deal. Even if it's true, there are much more professional ways to phrase it. The problem with statements like these is that everyone can see right through them. They don't work on anyone, except maybe someone who's spent the last 40 years in a coma.

6. "What keeps you up at night?"

This is a common B2B question, but it shouldn't be. Asking someone what keeps them up at night is a stupid way to find out what problems the person or company wants to address. If someone asked you what keeps you up at night, you'd probably call them a creep and tell them it's none of their business, right?

7. "How could you not want this deal?"

If you actually say this to a prospect then you deserve to lose the deal. This comes from a place of insecurity and desperation. The honest answer to this question is "Because you didn't do a good enough job of selling it to me."

8. "I'm just touching base."

This is a very common sales phrase that needs to be retired immediately. Touching base obscures what you're really asking and is very transparent. Call or email for a decision, or an update, but don't call to touch base. It also makes it sound like you're doing it because it's an obligation.

9. "My competitor's products are awful."

Badmouthing your competition is a sure way to turn most customers off. Of course, you want to be careful praising them too much as well. Usually some faint praise and then pointing out the value difference between your product and theirs is the best way to go, but never insult the people you're competing against to the prospect.

10. "Would you like some time to think about it?"

The problem with saying something like this is that you're giving the prospect a way to quickly end the conversation. They might ask for time to think about it on their own, but if you offer it to them, you're practically saying "Why don't you get back to me whenever you feel like it." Let them ask you for some time to think about it so that you can ask them what their concerns are.

REMINDERS:

- If a customer questions Color, Size, Amount to contact their Estimator first before any changes are made.
- If you have a recommendation, please discuss with Estimator before talking with Customer.

CLEANINGS: ALL Cleanings are quoted and charged \$150.00 Minimum

- Take notes of what footage was cleaned
- Check spouts
- Caulk if needed

WIBS:

- Select Bottom Tab (Cleaning/Specialty, Main or Ice Steaming)
- Fill out ALL information needed that Heather went over with you (Assists in correct billing and what needs to be finished if a crew needs to return.

REPAIRS:

- Office staff will obtain as much information as possible to assist you in bringing materials needed for repair. Please bring material describe to avoid extra stops.

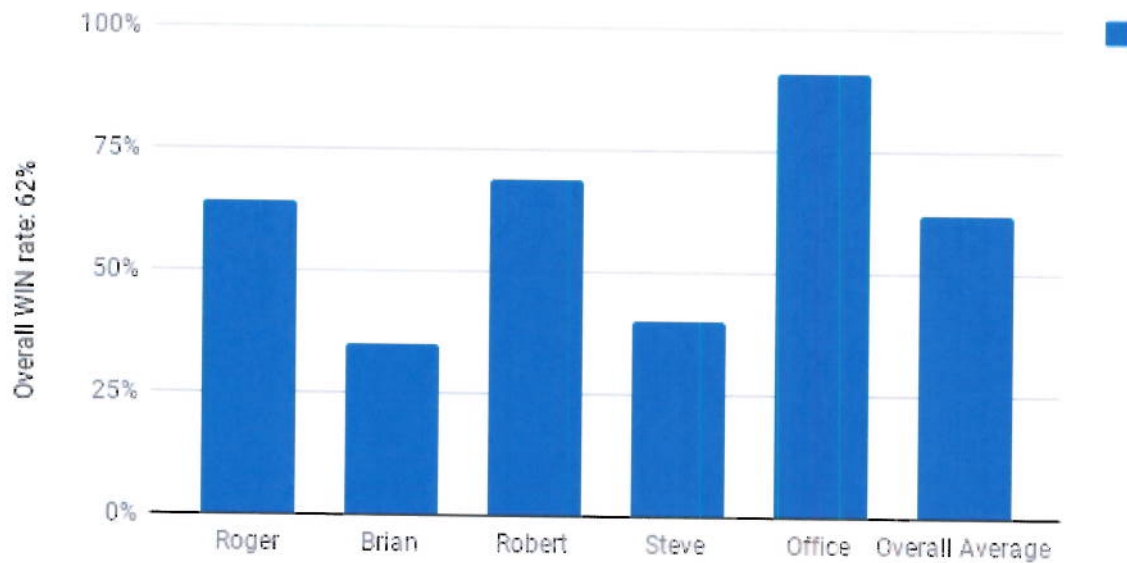


- 1.6 million Accidents have a cell phone involved in them. That's 64% of all the road accidents in the United States.
- The average speed in the US is about 55mph, taking five seconds to read a text in this time means that the driver travels the length of a football field without looking at the road, or being distracted
- For a first offense, motorists are fined \$100. Subsequent offenses cost \$200.
- Federal Motor Carrier Safety Administration Ban states Commercial truck drivers are not allowed to use cell phones while driving. This means no texting, no talking on speaker, no surfing the Internet and no talking on the phone.
- It's the trucking companies' responsibility to inform their drivers that they are no longer allowed to use cell phones while behind the wheel.
- The Michigan CDL Manual clarifies that truck drivers and trucking companies who violate the texting ban will, among other penalties, face a fine of \$2,750 and \$11,000.

C & M Insurance Services.....

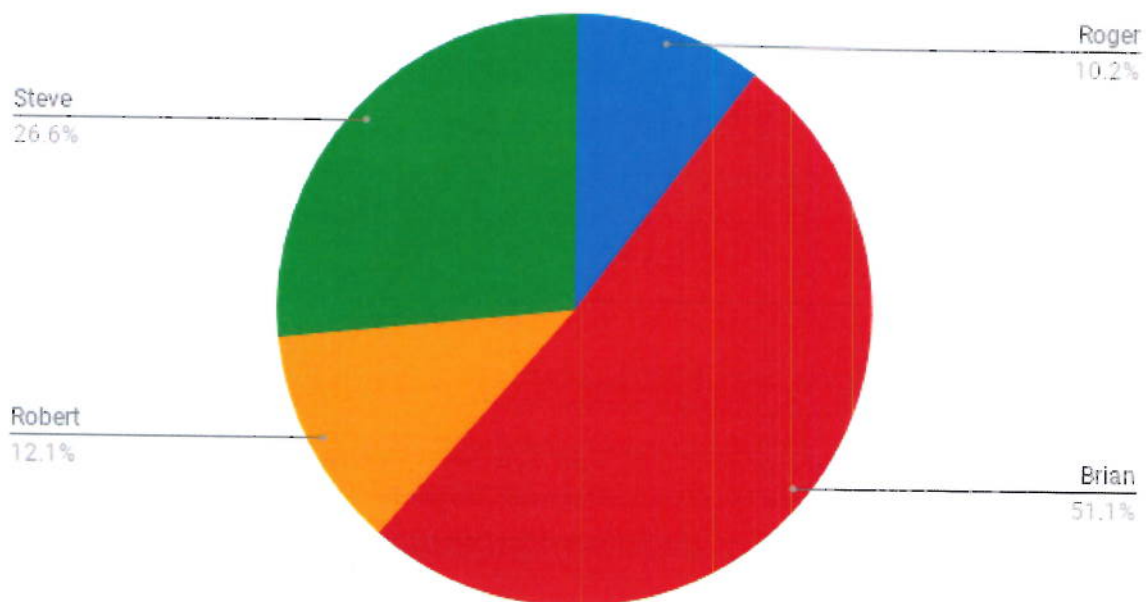
Where good insurance is no accident!

Sales Team CLOSE Rate -Feb



Sales Graph WIN % for February

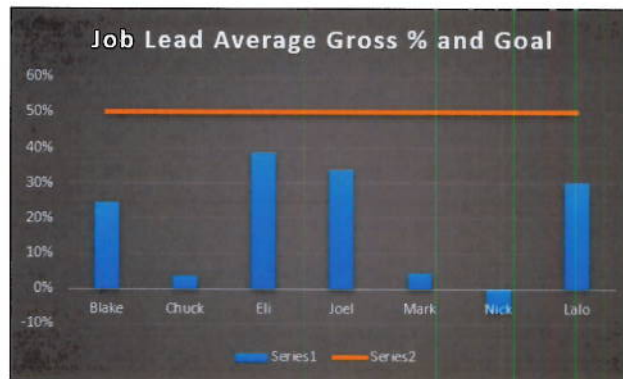
February Sales



101	Standard Gutter System
103	Repairs
106	Gutter Protection Only
107	Ice Steaming
108	Service Call
110	Standard Gutter w/heat
500	Heat System
700	Underdeck



Class	101	103	106	107	108	110	500	700	Grand Total
Average of Gross %	30%	0%	53%	39%	-7%	19%	22%	-52%	21%
Goal	50%	50%	50%	50%	50%	50%	50%	50%	50%



Lead	Blake	Chuck	Eli	Joel	Mark	Nick	Lalo	Grand Total
Average of Gross %	25%	4%	39%	34%	4%	-7%	30%	21%
Goal	50%	50%	50%	50%	50%	50%	50%	50%

5-MINUTE SAFETY TALK
Brought to you by www.oshatraining-usa.com

LADDER SAFETY

When attempting to reach something at an inaccessible height it may seem easier to use a replacement for a ladder such as furniture, but it isn't worth the potential danger. Statistics show that every year about 30,000 people will be incapacitated by ladder and ladder-replacement involved accidents. Fortunately, almost all of these accidents can be prevented by a sturdy ladder and a firm foundation for the ladder to rest upon.

Choose the Right Ladder for the Job

When choosing a ladder always check to make sure it is tall enough and steady enough for the task in question. Keep in mind the weight and size of the instruments and tools you have to utilize. There are several kinds of ladders that are measured in sturdiness. Type 1 is an industrial-style ladder and can contain up to 250 lbs. Type 2 goes up to 225 lbs and type 3, designed for household tasks, can handle 200. Make sure not to put too much weight on any of these or it could result in an accident. If your job includes exposure to electrical wires never use a metal ladder as this is a frequent cause of electrocution, especially if working with power lines. Wooden ladders as well as non-conductive fiber-glass ladders are good replacements but make sure the wooden ones are dry.

Inspect the Ladder Before You Use It

Investigate every ladder before use it and make sure the spreaders can be locked in place and that the "feet" at the base are in place and rest flat on the ground. Ladders constructed out of metal of all kinds need plastic or rubber on the steps and feet. Also be sure that its steps aren't too narrow for you to maintain balance.

Keep in mind that loose and damaged rungs can appear to be stable but if too much pressure is applied and the ladder begins to twist it can lead to a hazard. Cracks can also occur. If something is loosened or there is a missing part that can be replaced then you might be able to fix that yourself. However if there is significant damage simply throw it out and invest in a new one.



Set Up Your Ladder Carefully

Place your ladder on a firm, level surface with its feet parallel to the wall it's resting against. If there is traffic or it's crowded where you are trying to work you can put up something separating you from the crowd as to avoid people crashing into you. A common way for discerning where to put a ladder is the "four to one rule" which implies setting the ladder one foot from the structure in relation to every four feet the ladder is tall.

Climb Cautiously

Never face away from the ladder when going up or crawling down. Use both hands and only keep the tools on you that are absolutely necessary. Use cordage to elevate heavy apparatuses. When using power-tools be sure the ladder is sturdily tied down. Ascend and descend the ladder with caution. It is very common for accidents to occur due to overreaching. With this in mind, always make sure you center yourself on the ladder. Only let one individual use the ladder at a time. Wear shoes that are non-slip and don't get on the ladder if your shoes or hands aren't dry. Always keep in mind that the top two rungs are not to be used as steps as this is extremely dangerous. Also always remember that someone should be stabilizing the ladder from below.

Reach New Heights in Safety

It doesn't take much to ensure safety when using a ladder as long as you adhere to four simple guidelines:

1. Use the ladder appropriate for the task at hand.
2. Check the ladder for damage or other things that could lead to unsafe use.
3. Thoroughly set the ladder up and do not rush.
4. Climb with caution
5. Don't climb with wet feet or hands
6. Do have a spotter to steady the ladder