

In The Gutter March 2022

In HR News:

As we approach the beginning of Red Season, we are still looking to add more Install Techs! With that being said, the MGI team has grown over the last month. We have added two new Install Techs in Malachi Farmer and Austin Rettelle. The office team is growing as well with Holly White and Anna Vandemark coming aboard. Holly is from the Kalkaska area and will be working closely with Heather on wibbing and invoicing. Anna is the sister-in-law of our installer Bryce and will also be assisting in wibbing and invoicing. Anna also brings some inventory management experience to the team and will be involved as we roll out our own inventory management system. If you haven't already, be sure to introduce yourself and assist in getting them acclimated and up to speed! If you know of any other candidates that would be a good addition to our team direct them to Joe to set up an interview!

It is imperative that we are correctly documenting our work. This includes walk arounds with clients before and after installation.

- Recording thorough and accurate notes in the WIB including service call forms.

- Communicating with the office and recording notes when there are deviations from the estimate. These deviations can be caused by requested changes by the client, estimator error in measuring, or all together missed sections where gutter is needed. If a customer wants to make a change while install is taking place the install tech is required to contact the office and provide a quote to the customer prior to the change. The change should also be listed in the notes section of the WIB.

- Taking pictures when unique situation come up on jobs.

All these actions safeguard the profitability and efficiency of the operation of the business. With new office staff starting and being involved with invoicing and wibbing doing these things correctly is even more important. Click the link below to review steps on how to fill out a WIB correctly.

HOW TO FILL OUT A WIB COMPLETELY

Birthday's and Anniversary's

Carrie Balls Birthday (3-8-22) (41)

Tiffany Hargrove 5 years of Service (3-14-22)

Anthony Flinn's Birthday (3-23-22) (27)

Bryce Vandemark 2 Years of Service (3-23-22)

Chad Rueckert Birthday (3-24-22)

Do's and Don'ts

It is important that we are measuring/prepping the gutter lengths and the drip edge prior to hanging the gutter so the drip edge is being altered correctly to create a flush meeting point between the gutter and drip edge. Cutting too much drip edge away or not enough cause bends, heaves, and holes in the drip edge. When this happens, it creates opportunities for leaks and clogs in the gutters. It can also allow insects and animals to get into the gutters or roof.



Meet A Gutter Guy/Gal

This month we will meet our Operations Manager Jay Ball. Jason is a native of Roscommon MI. After graduating high school Jay attended NMC for two years studying business. From their Jay joined the workforce in the trades work in construction for about ten years. In 2009 Jay became the first full time employee for MGI working as an installer. Since then, he has climbed the ladder to become Operations Manager. Jay has been married to his wife Emily for ten years. They have three sons, Carter who is 9 years old and a set of Twins Hudson & Sawyer who are 7. In his free time Jay is an avid Michigan and Detroit Sports Fan. He also enjoys the outdoors hunting, fishing, and boating. There isn't much about gutters that Jay doesn't know he is a great resource when seeking information on any aspect of a gutter installation.



Safety/Training Article: Drain Tile/Ditch Witch Training

As we move into spring, we will be catching up on a lot of drain tile work that was not able to be completed during the winter. This month's training will be focused on drain tile installations and ditch witch operation.

Atta Boy's and notable call outs

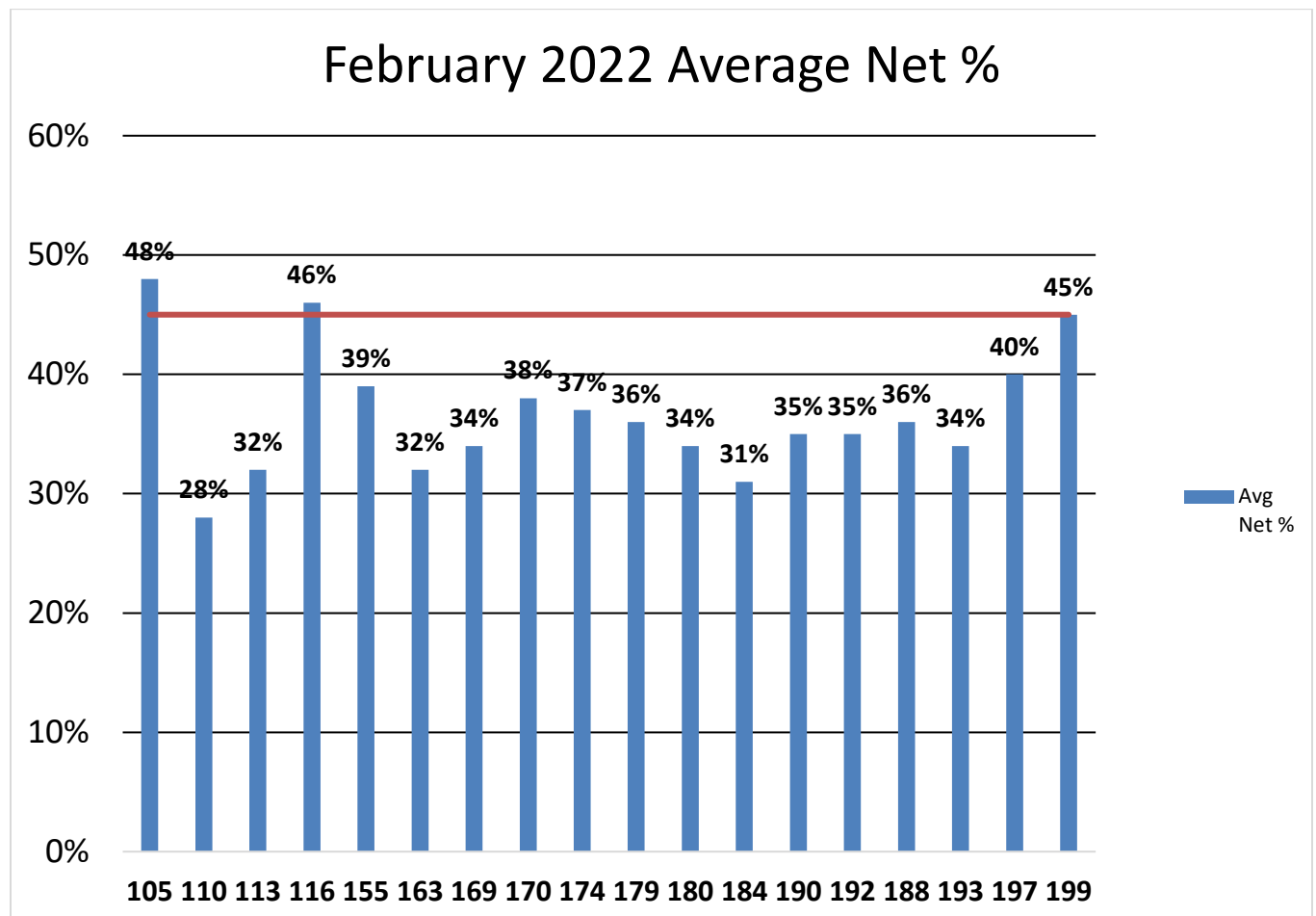
Earl Holbrook (Vincent Job)

Earl Holbrook/Anthony Flinn/Brian Harvey: (Lamphier Job)

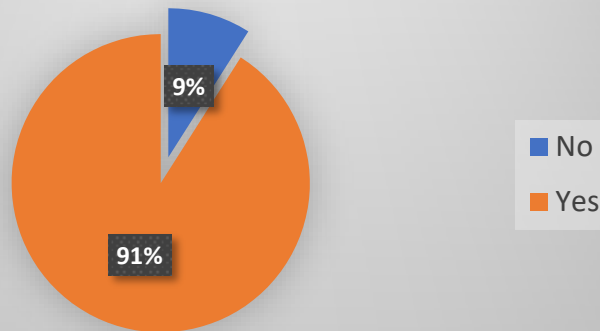
Anthony Flinn/Blake Fltzek: (Barry Job)

Bryce Vandemark/Anthony Flinn: (Clifford Job)

February Drawing Winner: Brian Harvey



February 2022 Wib completion %



Installer	# of completed jobs in February	# of Jobs Over 45%	% of jobs over 45%
105	8	3	38%
110	8	2	25%
113	1	0	0%
116	17	10	59%
155	13	7	54%
163	25	8	32%
169	15	6	40%
170	18	4	22%
174	14	4	29%
179	29	15	52%
180	32	16	50%
184	9	4	44%
190	15	7	47%
192	25	8	32%
188	27	7	26%
193	7	1	14%
197	27	12	44%
199	2	1	50%

JOBS NET % OVER AND UNDER 45%

