

Mr. Rogers Windows and Doors

Neighborhood News

Second Quarter 2019



WE WORK AS A TEAM TO DELIVER
WOW!

Our purpose is to exceed customer expectations by providing superior window and door products, installation, and support services.

Big shout out to the entire team for these world class reviews!

~ Gerry



We recently replaced 11 very old leaky windows with Mr. Rogers' Andersen Renewal windows and are thrilled with them! The salesman (Mr. English), installers (Jimmie, Josh, Ryan), and the follow-up team were all very professional, organized and thorough. We are thrilled with our new windows and expect our electric bills to drop.

~ Jeanette H.

Please pass on a hardy well done to the Mr. Rogers crew: Jimmie, Shane, Craig and Zack. Workmanship of the highest quality, the install team were courteous, professional and industrious with their product installation. From beginning to end, the install was a well-executed plan, a picture of solid communication and teamwork among professionals. Many congrats gents. Also, a hat-tip and special thanks to Marshall McKenzie for his negotiating and salesmanship to get us here. Thanks again Mr. Rogers for standing behind the delivery of your product.

~ Jim & Maureen R.

Totally pleased with entire process. Salesman was thorough, well-informed, courteous and professional. I don't normally purchase top of the line products but I'm sure I won't regret it in the future.

~ Burley N.

Great Experience...from sales, scheduling, measuring and installation. Duane and his installation crew were professional. Duane had concerns about the trim not matching, but worked it out beautifully. The windows look fantastic. I highly recommend Mr. Rogers Windows!

~ Aprille C.

Awesome experience. Craig, Zachary, and Noah came in and explained exactly what they would do. Then they proceeded to do it. They were focused on their job but had time to explain what they were doing and respond to our concerns while working. Great guys. Great job.

We would recommend them to anyone. They should get a ten rating.

~ Marnee H.



I am a repeat Mr. Rogers Windows customer and that's because I am very pleased with the quality of the work, the product, and the professionalism of the staff. 'Always willing to invest in very good quality product and service. Shout out to Mr. Craig Bechthold and Mr. Zachary Owens who did top-notch job on our French door. Thanks also to Mr. Rogers himself who came by to put his personal "stamp of approval" on the project!

~ Al D.

My husband and I had our windows done by Mr. Rogers and were very happy with both the product and service, so we went with them again for our front door. The door installers (Craig and Zachary), as well as our window installers, were all very polite and professional. They really seemed to care about the quality of the install and ensuring we, as customers, were happy with the final product. We definitely recommend Mr. Rogers and will continue to use them in the future!

~ Bryana W.

Outstanding installation team! Jimmy and Shane were the best! Extremely friendly and hard working. I highly recommend Mr Roger windows replacement. Windows are high quality, easy opening and easy to clean! Construction was a very neat and clean process. We are very happy

~ Susan H.



We are completely bowled over by Mr. Rogers Windows! [...] This company truly cared to make sure we were 100% delighted with the process and with the finished results. The compliments from our neighbors have been coming in fast and furious, and we are wholeheartedly recommending Mr. Rogers Windows to them. We honestly feel there cannot be a company with better products or customer service out there. When you have an experience like we had, it's a pleasure to go on record to sing their praises because we know we're able to recommend the very best. We are and will remain Mr. Rogers Windows customers for life because they showed us the integrity and unbelievable work ethic to completely earn it. Simply put, they do it right!

~ Alan B.



I never experienced superb service like the service I got from Mr. Roger's Windows. The day of my installation, I got a called from Craig Bechthold, the person who would be installing my door to let me know he would be arriving in 30 minutes, which he did. When he got to my home, he introduced his coworker, Zachary Owens, and himself. He went over the invoice to show me the materials and what was being done. Throughout the installation of my door, Mr.Bechthold and Mr.Owens had much professionalism, very thorough, and was very friendly. They even fixed my doorbell, which was not working.

Once the installation was complete, I was so pleased by the work and the look of the door, that I got emotional. If I could rate them a 20 for the job they did, I would. My mother had a saying, "you get what you pay for," and I got everything I paid for and more. I would highly recommend Mr. Roger's Windows.

~ Laverne B.

We had doors done by Mr. Rogers 7-8 years ago. They did a fantastic job and stood, and are still standing, behind their work. So when we needed to replace the windows in our house we went with them again. We spent a good chunk of money on the windows, but haven't lost a moments sleep over it. We KNOW Mr. Rogers will stand behind the job his crew did for as long as we own these windows. Crew was fantastic by the way, as are the windows. If you want quality products and craftsmanship, plus peace of mind, use Mr. Rogers. The best company we have dealt with in a long long time!

~ Greg P.



Craig Becktold and Zachary Owen's were awesome my door is gorgeous five star review they were great professional on time and very polite highly recommend

~ Christina H.



Absolutely amazing experience, from the customer service, to the product, to the installation, everything at Mr. Rogers Windows is perfect!

~ A VR.

The added expense is well worth the integrity of the composite windows, and the very elegance in their appearance! I had a very satisfying experience from start to install!!

~ Debbie D.

Our Values:
Accountability | Humility | Integrity | Respect | Excellence

MRW Foundation

Dedicated to helping children, families, and communities.

Mr. and Mrs. Rogers Go To Africa



In May, Gerry and I visited Rwanda, Africa, with World Vision. World Vision is a Christian humanitarian organization dedicated to working with children, families, and their communities worldwide to reach their full potential by tackling the causes of poverty and injustice. Over the next few newsletters, I will share some of the experiences we had, people we met and their stories, and how World Vision is helping to improve their lives and many people like them.

During our trip, we met many remarkable people. On our first day, I spent time with sweet little Esther who captured my heart.

When we arrived at her village, we were invited into her home and her mother told us what their lives are like. Esther lives in a 3 room, dirt-floor home with 8 other members of her family.





Esther's village does not have water that comes into their homes. Esther, who is only 5 years old, along with her brothers and sisters have to walk to the local water hole and get water for their family 3-4 times a day. Not only do they have to walk at least 15-20 minutes to collect the water (into "jerry cans"), but this water hole does not provide CLEAN water.



The watering hole where they get the water is used for crop irrigation and many animals come and drink from this water source. Consequently, the water is also infested with animal feces and parasites. Esther collects this dirty water to bring home for everyday use. Esther has been taught that they must have water for bathing, washing clothes and dishes and for drinking or they will become dehydrated. The problem is, drinking the contaminated water makes them sick and even though they boil the water for drinking, it's still not healthy to consume.

World Vision goes into villages like Esther's and builds water pump systems or digs wells to bring these precious children clean water. In fact, Gerry and I had the privilege of telling the villagers in Esther's community that they would very soon be receiving clean water!!

Did you know that it's because of people like you and me that make it possible for World Vision to do this awesome task? Did you know that it only takes \$50 to supply one child with clean drinking water for life?? \$50 DOLLARS FOR A LIFETIME OF CLEAN WATER!!!! What is \$50?? A dinner out? A new dress? A pair of jeans? A video game? A pair of shoes? If you are interested in helping a sweet child like Esther receive clean water for their lifetime, visit <https://donate.worldvision.org/gift-catalog/clean-water#active>



Employee Spotlights



JIMMIE SCOTT CREW LEADER

What do you like most about working here?

The ability to speak to upper management, and the opportunity for advancement.

What has been your favorite project working here?

Becoming a crew leader.

Do you have any advice for prospects or new hires?

Learn and develop your craft. Be all you can be. Don't forget to listen, it's the most important

What are you most proud of?

I've been awarded MRW Gospel Artist 2019

JONNY MCMAHON DESIGN SPECIALIST

What do you like most about working here?

The product and my teammates

What has been your favorite project working here?

I have a project going on now that the back of the house is basically all glass right off the water.

Do you have any advice for prospects or new hires?

If you put in the work, you will reap the rewards

What are you most proud of?

I have generated over 4.5 million in sales since I started



ASHLEY HOOPER INSIDE SALES CENTER MANAGER

What do you like most about working here?

The opportunity to excel & grow

What has been your favorite project working here?

Training and taking advantage of every opportunity for the growth of Mr. Rogers/Renewal by Andersen.

Do you have any advice for prospects or new hires?

Be ready to execute a system of predictable, repeatable, trainable processes.

What are you most proud of?

My growth with the company.

DANIEL WOOD WAREHOUSE MANAGER

What do you like most about working here?

I like the people I work with and the camaraderie between all employees

What has been your favorite project working here?

In the past month or so, we have completely reorganized the warehouse making my job easier and helping everyone find the materials they need.

Do you have any advice for prospects or new hires?

Be prepared to work hard everyday and provide first class customer service.

What are you most proud of?

I found a job I can excel at while continuing to learn something new everyday.



what's new? what's news?

Welcome to the Neighborhood!

Sean M. - Sales Manager
Amy A. - Design Consultant
Stephanie C. - Design Consultant
Miles F. - Design Consultant
Ryan G. - Design Consultant
John L. - Design Consultant
Edward T. - Events
Alexis W. - Events
Kelly L. - Events

Anne D. - Customer Service Manager
Clayton B. - Inside Sales Agent
Amber B. - Inside Sales Agent
Sharita P. - Inside Sales Agent
Fredrika W. - Inside Sales Agent
Alyssa H. - Inside Sales Agent
Joshua C. - Canvass
Gabriella A. - Canvass



MRW Is VB STRONG

Employees donated to the VB Tragedy Fund and the MRW Foundation matched for a total of \$600 donated!

MRW Provides Opportunities to Excel and Grow!

Ashley Hooper - Inside Sales Center Manager
Joe Morris - Proximity Marketing Manager
Ivette Pagan - Inside Sales Center Team Lead
Andrew Rogers - Proximity Team Lead
Jennifer Rogers - MRW Foundation Manager

Congratulations on your promotions. We look forward to great things from you guys.

~ Gerry



New Road Sign



Visit the Showroom for an in person view and to see all the other changes inside and out.

Canvass has begun!



MRW Goes Golfing

Employees participated in the 1st Annual Davis Professional Golf Tournament supporting the Project Lucas Charity.

Mr. Rogers Goes Back to School!

In April, I was invited to read to the kids in Ms. Kelly's third grade class at Woodstock Elementary. For National Reading Month, I wanted to introduce Ms. Kelly's class to how kids in Zambia, Africa learn to read. I brought a book and a video and we took an imaginary trip to Zambia. We all sat and read together a book written in the native language of Tonga. It was a great learning experience for the kids and everyone enjoyed themselves! I know I loved it.

~ Gerry



MRW Goes Purple

Employees wore purple in March to show support for gender balance and celebrate women in the workplace and beyond.

Upcoming Birthdays

Ivette P. - July 6
Joshua M. - July 8
Justin M. - July 16
Kenneth W. - July 17

Joe M. - July 18
Miles F. - July 20
Kelly M. - July 27
Stephanie L. - July 28

Meredith C. - July 29
Zachary C. - August 7
Jennifer R. - August 9
Tina L. - August 21

Mike V. - August 25
Duane B. - September 5
Sharita P. - September 8
Nichole M. - September 14

Tony M. - September 14
Alexis W. - September 16

WE'RE ALWAYS OUT AND ABOUT!

Upcoming Events

July 6 - Red, White, & Brews Pet Event

Grab your friends and join us on Saturday from 2pm - 6pm at O'Connor Brewing Co. Come out and support the Portsmouth Humane Society!

July 13 - The Annual Crabfest

The Flame 3:2 is hosting all you can eat blue crabs and fried fish. 1pm - 4pm in Norfolk.

July 13 & 14 - Norfolk Taco Festival

The most anticipated food & entertainment festival of the year is taking place at Waterside District in Norfolk. Get ready for a large variety of tacos, margaritas, games, live music and taco-themed fun! Come hungry

July 20 - Lux Ice Cream Festival

The first ever Ice Cream Festival in Williamsburg, will bring cool sweet treats as the perfect way to kick off National Ice Cream Month!

July 27 & 28 - Knotts Island Peach Festival

We will be there on Saturday, July 27th from 10:00 am - 6:00 pm and on Sunday, July 28th from 10:00 am - 4:00 pm.

Like us on Facebook or Twitter to find out where we'll be in August!

