

Mr. Rogers Windows and Doors Neighborhood News

Fourth 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



I've already talked to people about your windows. They are beautiful, the crew was just AWESOME. They are quality windows worth talking about and I've gotten several compliments on them already! — Agnew D.

They were professional from the start to the end. Awesome Job!!!! It was the best money I have spent on my home. I am very happy and satisfied with my windows. They are beautiful!!!! Worth every penny spent!!!! — Mrs. Waters.

We are very pleased with our new windows which have reduced the street noise and have created a wonderful sun room for our apartment. The service is superb with Mr. Rogers from the initial estimate process all the way through installation and clean up. We couldn't be happier and will recommend them to our friends and family — Joanne F.

I'm enjoying my windows very much. Clear view, reduces outside noise, and keeping furniture from fading — Cindy S.

We are so grateful for your professionalism, courtesy, promptness, quality and just the total package. Sean, Greg, Ryan and Noah were all terrific! We will most definitely recommend Mr Rogers Windows. Thank you so much! — Elizabeth F.

Exceptionally high quality product. Mr. Rogers Windows and Renewal by Andersen have delivered a high quality product and fantastic install experience three times for me. I will go no other place to have any windows or door replacement work done at my house. Thanks for a great job, on time, exactly as advertised.. — The Weeleses



I had my windows installed recently and the staff was very accomadating and very professional. Although they were to do it two days, due to the weather they had to do it all in one day. I was very impressed at the proactive approach that they took in order to get my windows done in one day! The service was nice clean, not too much interuption in my day and I was able to leave and come back home, as I felt at ease with the staff members. the staff included, Craig Bechthold, Zachary Owens, Greg Jones and Ryan Caillet. Excellent service and I am very grateful to have chosen your services for my family needs. May God Bless you for your IMPECCABLE Service!!!! — Willie G.

Could not be happier with the entire process! From the in-home consult with Stephanie Law; who was patient, knowledgable with her product and creative with her ideas. To the absolutely professional and detail oriented install team of Zach Owens, Greg Jones and lead by Craig Bechthold. The project in my home of installing an 8'x13' sliding glass door in place of two french doors required the removal of a load-bearing exterior wall, the insert of a substantial header, re-location of electrical and masonry work to the exterior. The job was significant in scope but Craig's team made it look easy! Each day I was kept informed on the current status of the project, what the next step was and Craig and his team would ensure the project site was immaculate before they left. Highly recommend this company, they are professional and come prepared to give you a great end product!! — Don S.



It was a pleasure to work with the team of Craig, Greg and Zack for the installation of balcony doors. The removal of the old doors was complex and the team came up with solutions for each problem as it was discovered. The installation was done professionally, keeping our home as clean as possible with such a project. I would recommend Mr. Rogers Windows to anyone who needs such work done. — Leigh B.





We were very satisfied with all involved from start to finish. We are especially excited with the two wonderful, expert installers. Gary and Steve were the very best of all the trades folk we ever had. Gary and Steve were exceptional. They called before their arrival, introduced themselves, checked the project, explained the process, asked if we had any questions, then set out to do the installation. The end product is beautiful, and they cleaned up any and every piece of debris. They answered all of our questions. We are so happy that we got the best. We highly recommend Renewal by Andersen. Thank you for a job not only well done but done with precision and perfection. — The Lombardos.

Professionalism, timeliness, and employees are very respectful of property and homeowner. Mr. Rogers Windows provided the most thorough estimate and was upfront about cost and quality of service. I had less expensive estimates but no competitor was close to the professionalism I experienced from initial inquiry to final product. Installation crew were excellent, there was not a time I did not know what was going on. Excellent clean up too! — Mr. Kuhrt

Craig Bechthold and Zachary Owens installed a door leading from my garage into my backyard. They were experienced, effective, clean and again did a “bang up job” for me. Craig had previously built my kitchen garden window some years back and his attention to detail is beyond excellent. Thanks to the entire team and everything in my house that could be replaced—doors, windows, entry ways have been done by Mr. Rogers. — Janice G.

Our experience was excellent, from the sales consultation through the measurement appointment and the installations of our new windows. The team executed on what was promised, with timely communication and courteous, professional service. The windows are beautiful and add value to our home. — George and Kathy D.



If your looking for ease of mind and quality service look no further. Mr. Rogers Windows has exceeded my expectations. From start to finish I was informed, reassured and comforted that I made the right choice. The day of my install, Craig made me aware of not only his arrive but the steps he was taking to make sure I got more than just my windows. They were meticulous, clean and polite. Zachary (assisting tech) demonstrated a confident attitude that was backed with great quality service. — Jonathan S.

Mr Rogers was a great in helping me choose the door’s for my home. It was my first big purchase in my new home and they were very patient answering all the questions I had. The quality of the product was more than excellent and I’m so pleased with the end result. I will definitely use Mr Rogers again and highly recommend this coming. This company is amazing and I would absolutely hire them again. The customer service was spot on and the installers were professional and did a great job. I love my new door’s. — Carolyn C.



This was the most professional job that I have ever had anyone do for me from start when they came to measure to end when it was beautifully installed. I was called that morning and they drove up at the exact time they had given me. I had a bow window replaced which took extra work on the outside with framing and siding. Great job, Duane and Shane!! And everything was clean when they left. Can’t say enough good things about those two guys! — Sandra A.

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

MRW Foundation

Dedicated to helping children, families, and communities.

Mr. Rogers Staff Help Union Mission Ministry



In the last newsletter, I told you about the experience Gerry and I had in a Rwandan village that World Vision (and people like you and me) helped by bringing them clean water. For this newsletter, we decided to highlight one of the MRW Foundation local opportunities for outreach.

The MRW Foundation has been a proud supporter of the Union Mission for several years. It's more than just a place to live for our homeless neighbors. While they do provide housing and three meals a day, they also help people find jobs, learn life skills to keep them off the street, provide medical assistance, and spiritual care.

While monetary support enables The Union Mission to give folks a hand up, The Mission itself needs helping hands too. And that's just what the MRW staff did as a team and family!



We went to work in October and prepared, cooked, and served a spaghetti dinner to the people currently living at the Union Mission. We had a group of people who went to the main kitchen in the men's shelter to prepare and actually cook the meal in their industrial-sized kitchen! We cooked and prepared food for about 300 people!

Now that's a lot of pasta!!!





The shelter is set up with two dining areas. One for the men and one for the women. First we had a group of employees and family members who served food to the men at the men's shelter.



Then, we transported food from the kitchen to the women's shelter. We had two groups of ladies who served at the women's shelter, first to the single women living there and then to a group of women with their children.



What a great experience for all of us to really get our hands in there and help out the people in our very own community! It was such a privilege we had to be able to help those in need. Thank you to all of you who donated your time to be a part of giving back!



Union Mission Ministry 2018 Statistics:

Provided services for 705 women, 979 children, 3,828 men (285 were vets)

Served approx. 26,000 meals per month.

"The Union Mission Ministries is committed to caring for the poor and homeless by providing for their physical, emotional, and spiritual needs helping people overcome their poverty and homelessness. Most importantly we are committed to changing lives forever by sharing the redemptive love of our Savior through the Gospel of Christ."

Want to give? visit <https://www.unionmissionministries.org/ways-to-give/>

Employee Spotlights



GREG JONES CREW LEADER

How long have you been with the company?

Since August 2019

What do you like most about working here?

The ability to be able to provide customers with quality products and installation

What has been your favorite project working here?

I've enjoyed each project so far in their own way.

Do you have any advice for prospects or new hires?

Be assertive, set goals, and go after them.

How do you like to spend your free time?

Spending time with my family.

What are you most proud of?

My solid work ethic.

STEPHANIE HOPKINS SERVICE COORDINATOR

What has been your favorite project working here?

Everything has been a new and a learning experience. I've enjoyed it.

Do you have any advice for prospects or new hires?

Be routine in the way you work, but have some flexibility and the ability to adapt.

What are you most proud of?

At work, my position is known as "The Beast" and I have tamed it. It's a good feeling.

How do you like to spend your free time?

Loving life - being a mom, enjoying new experiences, living, loving, and learning.



KELLY LEVENSTEIN EVENT PROMOTER

What do you like most about working here?

The thorough and supportive management.

What has been your favorite project working here?

Yorktown Christmas Market on Main where we saw one of my

appointments that was having our windows put into their home.

Do you have any advice for prospects or new hires?

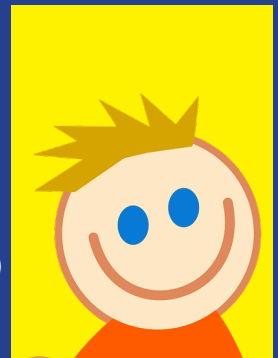
Learn the material well, then relax and enjoy talking and listening to folks, making the material your own.

What are you most proud of?

I'm most proud that my kids are following the Lord Jesus, seeking His plan for their lives

WANT TO BE FEATURED?

Email the answers to the following questions to jvanderhelm@mrrogerswindows.com along with your name (as you like to be known) and your job title.



How long have you been with the company?

What do you like most about working here?

What has been your favorite project working here?

Do you have any advice for prospects or new hires?

How do you like to spend your free time?

What are you most proud of?

what's new? what's news?

Welcome to the Neighborhood!

Coty Harding - Canvass
Gabriel Stephens - Canvass
Jazmine Villanueva - Canvass
Paige Coles - Canvass

Michael Milner - Design Consultant
Ashlee Harding - Customer Concierge
Jerome Trinidad - Service Coordinator

MRW Provides Opportunities to Excel and Grow!

John Hooper - Sr. Tech Measure
Shawn Tennien - Installation Manager
Daniel Wood - Warehouse Logistics Manager

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

Showroom Fun



MRW Christmas Party



We appreciate all you do for the company - Gerry and Jennifer

New Copier/Printer: Jack



If you don't know Jack, let us introduce him. Jack is our new sleek and slimmer copier/printer/scanner located at the Showroom. While Jack is cutting edge, he doesn't cut paper but he will punch holes and staple. If you haven't tried Jack, swing by the showroom and connect with your tablet or phone to print. Or scan to email or print. So many options!!

Decorating for Christmas



Christmas Mission for Alyx

We received a call from a woman who used to live in Hampton Roads with her family but moved to a warmer location to help with her son's bone disease. The family took the son to see the Mr. Roger's movie and when they asked him how he liked it, he was confused because he thought it was about the Mr. Rogers from the window company. (Our commercials make an impact on all ages). So the mother asked us if we could send something special to her son for Christmas. We sent a box of MRW love.



Upcoming Birthdays

Zachary Owens - January 7
Jonathan Hooper - January 10
Kevin Holland - January 18
Robert Holton - February 1

Noah Bechthold - February 3
Kevin Sebring - March 2
Melissa Young - March 7
Andrew Rogers - March 27

SEE YOU 'ROUND THE NEIGHBORHOOD!

Upcoming Events

January 17 - 19 - Tidewater RV Show

Featuring the very latest makes and models of recreational vehicles from all the nation's top manufacturers

January 24 - 26 - Flower and Garden Expo

See the showcased speakers, demos, and displays featuring garden & landscape ideas for everyone from beginners to professionals.

January 25 - Coastal VA Wine Fest

Enjoy a selection of wine from Virginia wineries, arts and crafts, a craft beer garden, grape stomp competition, live entertainment and much more!

February 1 - "I Am the Dream" Book Festival

Books from all genres, authors answering questions and autographing. Featuring a DJ, MC, children's zone with activities, color station, selfie station, balloonist, face painting, and more. FREE and open to the public

February 7 - 9 - 67th Mid-Atlantic Sports & Boat Show

No matter the type of boat, accessory, or new gear you're looking for, you will have plenty to choose.

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

