

Mr. Rogers Windows and Doors Neighborhood News

Second Quarter 2020



WE WORK AS A TEAM TO DELIVER
WOW! (even during a pandemic)

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



Martha F.

★★★★★ 4/23/2020

We had a challenging job--to remove a large glass block front window and replace it with a five-window bow. The whole team at Mr. Roger's performed with courtesy and professionalism. The work was done by Craig, Jimmy, and Zach, and they could not have been better. The window is beautiful. The house was kept clean through the process. It took the two days promised. How could anyone ask for more? My wife and I highly recommend this exceptional company.

2020-05-29

★★★★★



Let me tell you, this was the best possible experience we could have asked for. Both crews were absolutely amazing. Professional from start to finish, on time, took time to explain things as they went and answered each and every question we had. Craig Bechthold and Shawn Emch were solidly positive leaders to their crews (Anthony Taylor and Joshua McCall) and it was a great thing to watch.

— Ed



2020-06-12

★★★★★



One of the smartest things I have done was call Mr Rogers windows and doors to replace my patio door. They were very prompt in their service and would always return a call. Duane B. ,Shane H., Shawn T. were very knowledgeable and friendly to work with. They went beyond the normal to satisfy me.I would definitely recommend your company .

— Brenda K



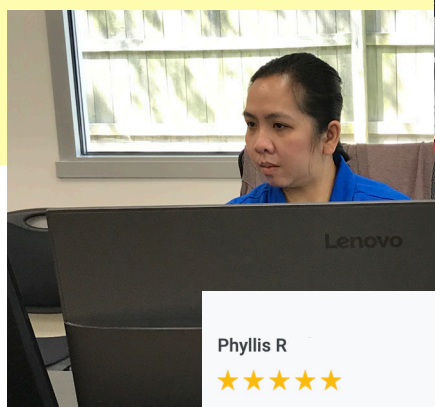
2020-05-02

★★★★★



Craig and Cody installed my beautiful back entry door yesterday. They were both very professional, courteous and cleaned up after themselves. They even took the time to look at my front screen door that Mr. Rogers had intalled a couple of years ago and it had quit latching properly. However, they got it working again for me. That is what I call going above and beyond the call of duty. I am extremely pleased with my door and my installation.

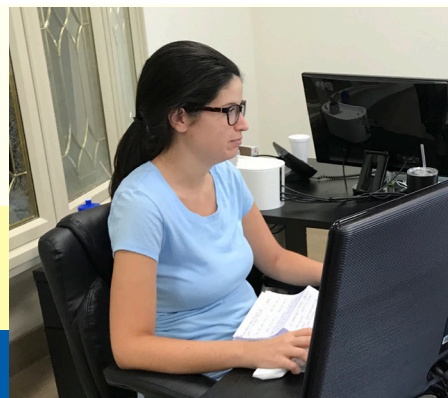
— Linda S



Phyllis R

★★★★★

This user only left a rating



2020-05-21

★★★★★



We had Mr. Rogers Windows install our new windows. The experience was fantastic! Mr. Rogers Windows is by no means the cheapest option available for window installation, but I can 100% confirm that they are worth the price! The knowledge, professionalism, and responsiveness throughout the process was amazing. Big thanks to Craig Bechthold and Zachary Owens for doing a fantastic job installing the windows. They were professional, friendly, clean, and just down right good at their job! If we had to replace our windows all over again (which we wont because the quality is fantastic) we would 10/10 choose Mr. Rogers Windows!

— Andrew R



Rwanda, Africa Update:

As you may know, the MRW Foundation is on a mission to help supply access to clean drinking water and hand washing stations to every man, woman and child in Rwanda by 2022 **AND we are ahead of schedule!**

I am pleased to announce that through your hard work, the MRW Foundation was able to send another \$100k in June bringing our total gift to \$350K of our \$1m commitment over 4 years.

Thanks to your contributions and the very well managed cost through World Vision of \$50 to bring access to clean drinking water for life to 1 person, you have helped in providing access to clean drinking water for life to 14 villages that's 7,000 people! **Thank you!!!!** We are well on our way to do our part in reaching 40 villages soon that'll be 20,000 people!



Thank you!

~ Gerry & Jennifer

Visit this link for more. <https://www.worldvision.org/clean-water-news-stories/long-path-clean-water>

OVERARCHING MESSAGE

World Vision will finish the job of providing clean water to everyone, everywhere we work in Rwanda.
We need you to be part of this and your family could participate, in part, to honor Rich Stearns for his 20 years of service to World Vision.

MESSAGE TOPIC 1: The Problem

While we have a plan to reach everyone, everywhere we work, we need to demonstrate that we can finish the job in a country

MESSAGE TOPIC 2: US

We can do this

MESSAGE TOPIC 3: THEM

We need you.

HEADLINE

We are on track to reach 20 million people with clean water by the end of 2020 and to reach everyone, everywhere we work by 2030 (50 million people) and have committed to show that we can get the job done in an entire country.

HEADLINE

By demonstrating that we can finish the job in Rwanda in a 5-year period (2018-2022), we will create a groundswell of support that will enable us to finish the job everywhere we work.

HEADLINE

We need you to make this happen. This will create a legacy for each community that we reach with clean water and a legacy for your family in transforming lives.

FACTS/DATA

- World Vision is already the leading nongovernmental group providing clean water in the developing world – reaching 1 new person with clean water every 10 seconds.
- While we have a business plan and are on schedule to achieve our goals, we need to have a sense of urgency in solving this crisis because nearly 1,000 children still die every day from the lack of clean water
- Despite tremendous progress in development in the last 25 years, Rwanda still has about half of it's population, including 4.5 million people in rural areas, who suffer because of the lack of clean water. World Vision needs to reach 1 million people in Rwanda to finish the job everywhere we work in the country.

FACTS/DATA

- In the past 2 years, World Vision has reached 7.5 million people with clean water globally so reaching 1 million in Rwanda within 5 years is within our grasp.
- World Vision's capability in Rwanda, the size of the country, and support of the local government give us great confidence that we can finish the job in just 5 years.
- The Rwandan government is an excellent partner, funding nearly one-half of World Vision's work, and is committed to providing clean water to everyone in the country by 2024.
- We will reach the most vulnerable people in Rwanda including a sizeable refugee population.
- World Vision will demonstrate global leadership by finishing the job in a country and this will help

FACTS/DATA

- With a total of \$50 million, we can get the job done in Rwanda. Many donors have responded to this offer and as of Jan 31 2020, there is a gap remaining of \$7.5 million in order to finish the job in Rwanda.
- In order to reach everyone in Rwanda, we need to provide water coverage to about 2,000 communities – or \$25K for each village reached. This will give us 2,000 opportunities to celebrate what God can accomplish through us.

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

MRW Foundation

Dedicated to helping children, families, and communities.

Supporting



Our Healthcare Heroes

The past few months have definitely been very different. Sometimes changing and different times bring about changes in the way we do a lot of things. The Mr. Rogers Windows Foundation is no exception. I love to write in the newsletter to tell you about things that our team has “actively”, “hands-on” done to help others and our community. This time is a little different. Because of the life-altering changes we all have had to make, the foundation had to make some changes as well. So instead of us doing a hands-on activity to help others, this time we gave extra support financially.

As many of you probably know, the Mr. Rogers Foundation cares about others and our community and because we care, we wanted to help during this difficult time of Covid-19. So the Mr. Rogers Foundation made the decision to donate a portion of our May and June sales to the Sentara Covid-19 Relief Fund, up to \$100,000.00. The foundation gave the first installment on May 6th. This relief fund will be used for many different things such as supporting Sentara programs, partners and employees through the duration of the

Covid-19 crisis. Funds may be used to provide personal protective equipment (PPE), patient assistance, transportation, medication and other Covid-19 related needs.



Gerry Rogers (Right) poses with David Proffitt (Left) with the \$50,000 deposit on the MRW up to \$100,000 pledge.

We want to sincerely thank each of you. As members of the Mr. Rogers Windows family we are grateful for you because without your help, the foundation would not have been able to help in this way. Each of you contributed powerfully in your own way. Thank you! Everyone's hard work as a team makes helping others possible.

~ Jennifer & Gerry

Employee Spotlights

EDWARD THOMAS EVENT PROMOTER



Do you have any advice for prospects or new hires? Don't be afraid to put yourself out there, yet be yourself. At the beginning everyone is nervous, but that soon fades away once you start interacting with people. Talking with so many different people, hearing their stories, and being able to help them improve the places they call home is a wonderful feeling. This is one of the few jobs I can say is legitimately fun to work, so shake off the worries

and doubt, I promise you'll have a blast.

How do you like to spend your free time? When I do have downtime, you'd often find me playing video games, drawing, or working on a new recipe to try out.

MEREDITH CELLA DESIGN CONSULTANT



Do you have any advice for prospects or new hires? We have a great training program with a ton of information. They set you up for success. Take the time to learn the system and it will pay off.

How do you like to spend your free time? Covid has slowed it down but I have always loved supporting local musicians. I also love to shoot pool and am a huge football fan; GO NINERS!!!

What are you most proud of? I am proud of how far I have come in the three years that I've been with the company. I have learned so much from numerous team members, past and present.

SHAWN EMCH CREW LEADER



How long have you been with the company?

I started working at MRW 3/24/14

What do you like most about working here?

I get to meet many different types of people (customers).

What has been your favorite project working here? Large wall of windows on the water.



ALYSSA HOOPER ISC SPECIALTY AGENT



What do you like most about working here?

Everyone here is really friendly. These people are like my family, literally...

What has been your favorite project working here? I really enjoyed the transition from Agent to Specialty Agent. I love learning new things and I feel like there's always room for growth in this company. But, any project that involves food is a close second.

What are you most proud of? I'm proud of MY team for not only staying motivated, but also for all of their hard work that has gone into meeting our goals. May I brag? None of this would be possible without our fearless leader!

what's new? what's news?

Welcome to the Neighborhood!

Cristina Borges - Canvass

Jayso'n Clark - Canvass

Keani Freeman - Canvass

Michael Parmentier - Canvass

Mary Rodriguez - Customer Concierge

Antonio Magagnotti - Design Consultant

Christopher Cooper - Design Consultant

Michael Travis - Design Consultant

James Miller - Design Consultant

Michael Miller - Design Consultant

Thomas Houlahan - Design Consultant

Ryan Crawley - Install

Gauge Digiovanni - Install

Cameron Romano - Install

MRW Provides Opportunities to Excel and Grow!

Cody McCall - Crew Leader

Shelly Pereira - Sales Manager

Andrew Rogers - Proximity Assistant Manager

Kevin Sebring - Sales Team Lead

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

~ Gerry

Canvass 'Smashes' Goals!



Andrew Rogers

Finals for June, Congratulations team we smashed our set goal and made our demo and sales goal!



Nichole Monroe

Awesome job everyone!!!! 🌟🌟🌟🌟



Darrius Canvassing

You guys did fantastic! I'm super proud of all of you ! Let's go even crazier in July 🙌🔥👊👊👊👊



Gerry Declares June Victory!

Congratulations Everyone!!! and a huge shout out to our marketing and sales teams.

Under the leadership of Nancy and Shelly, together in June these teams generated 939 leads, ran 502 appointments and broke the previous monthly sales record of 2.1m with over \$2.3m in sales.

This represents 135 orders and a net closing average of 29.4% WOW!!! You guys rock.

I'd also like to thank our top notch customer service and accounting teams lead by Anne and Dana for processing more jobs in one month than we have ever done and customer service/processing was short staffed by one person. And of course we were all doing it through COVID-19.

There are two many individuals to mention by name that contributed to this great success but you know who you are and I want to thank each of you.

Now let's all keep tech measures and install (Jon and Shawn) in our thoughts and do whatever we can do to support them as they have a big goal ahead of them to deliver world class signature service to each of these clients. You guys have got this.

Thanks Everyone for a great month!

This will make us stronger and better and more prepared to manage more months like this in the future.

Upcoming Birthdays

Jennifer Rogers - August 9

Thomas Houlahan - August 17

Michael Veitch - August 25

Brittney Griffin - September 3

Duane Brown - September 5

Sharita Polanco - September 8

Mary Gowans - September 11

Nichole Monroe - September 14

Jerome Trinidad - September 15

Alexis Williams - September 16

Michael Parmentier - September 23

James Polston September 29

Lisa Frieman - October 3

Nash Kahler - October 7

Kelly Levenstein - October 7

Angelita Tan - October 9

Ashley Hooper - October 10

Jennifer van der Helm - October 13

Craig Bechthold - October 14

Alyssa Hooper - October 19

ISC Sets New May Record and Keeps Going!!

May 4

A huge shout out to Ashley Hooper and her team!!! They're up to 43 appointments set for the day with 30 minutes to go. We believe this is a 1 day record for appointments set without any Neighborhood Marketing or Shows and Events.

I'm so proud of this team! They are a well oiled machine and have been everyday, through this pandemic and always.

Thank you Joe, Alyssa, Ivette, Britney, and Ash.

May 12

Just when we thought they hit a high last week they beat it yesterday. 46 set WOW!!!! 50 can only be right around the corner.

Congrats Ashley and team!!!

May 14

Wow we thought 43 and 46 were big numbers in 1 day, well our marketing department set an all time record yesterday with 50 appointments set. They were firing on all cylinders and everyone participated.

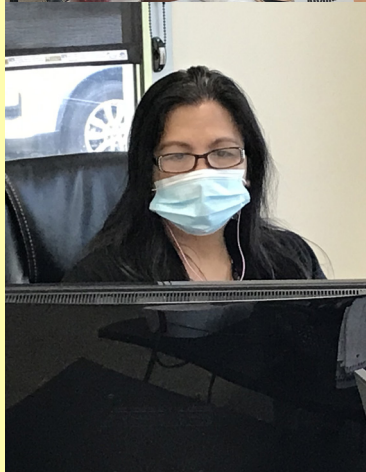
Thank-you Nancy and your entire team for ya'lls perseverance to make this happen.

SEE YOU 'ROUND THE NEIGHBORHOOD!

**We're still smiling behind these masks
and we're happy to see each of you!**

MRW Masks Up!

What better way to show we care and have company pride than by wearing a custom mask to match the blue on our canvass jackets! We like to stand out and make a lasting impression!



Like us on Facebook or Twitter and see what we're up to next!