

Mr. Rogers Windows and Doors Neighborhood News

Third 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



Solid Company. One of the best Home improvement vendors we have worked with over the years. Informational Sales visit (not pushy), Set date, met date and the windows work great!. We had issue with one of the windows and it was replaced quickly as promised in contract. I strongly recommend this outfit. — Ted L.

Having my windows replaced by Mr. Rogers turned into an excellent experience. Everything was completed on time and in an professional manner. The original windows were from 1964 and were very leaky; the new windows are preventing cold/hot air from entering the house, and I've noticed that my heat and AC are working not as hard as before to keep the temperature at an even level. Highly recommend. Again, thanks for all the hard work! — John K.C.

Great staff. They always treat you with respect. — Steve W.

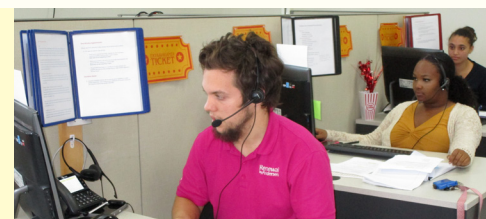
This is our second time using Mr Rogers windows, this time for door installation. It was a big job, including changing French doors to 4-panel sliding glass doors. Craig Bechthold, Zachary Owens and Noah Bechthold were fantastic in the installation and were so clean. Having young children the clean up was so vital and they definitely left it as clean as they found it. Additionally, they always took the time to explain to us what was going on, what they would do and answer any questions we had. They had to come out and replace a panel due to a manufacturers issue and were more than happy to help with any small quirks we found as we had used the doors over the past month. We completely recommend them and will use them again, in hopes of getting lucky enough to have the same crew. Thank you!!! — Natalie B.



We were fortunate to have Craig Bechthold and Zachary Owens as our installers. Their professionalism, friendliness, neatness and the attitude that we should be pleased with everything was most appreciated. A terrific job and we love our door! — Joan H.

Mr. Rogers windows and crew are outstanding! we had all of our windows replaced, a window converted to a door and a door converted to a door. The crew, Jimmy, Josh, Craig, Zachary and Russ, were outstanding, polite, courteous and respectful. I would welcome them to my home anytime, a pleasure to work with. Thank you Mr. Rogers Windows for a great experience. — Johnny R.

I would like to thank the installation team Duane Brown, Shane & Chad for the outstanding job they've done. They were very informative about my energy-efficient windows and I felt very comfortable with them in my home which is so important to me! I would highly recommend this company and team as having a superior product, customer service and trustworthiness!!! Thank you again guys! — Candy B.



The experience was a good one starting with the first contact. This was no ordinary sales person! He had a real sense of design. I originally had two double hung windows in my kitchen with a thick wood post between them. He suggested a single large awning window, with no grids to fill that space. The more I thought about it, the better it sounded, and I love it! (And I can open the window, even when it's raining!) He also noticed something that always drove me crazy. My front picture window and two side windows were completely out of proportion. We fixed that. The installation crew showed up, and they were friendly, efficient and very good at their jobs. They left the place clean and orderly. [...] It's been five years, and I'm still happy! — Bonnie M.

Our Values:

Employee Spotlights



IVETTE PAGAN
ISC ASSIST. MGR

What do you like most about working here?

Everyone deserves to have a job that both makes them money AND makes them happy. I feel very lucky that I truly do love my job and

every one of the people I work with. Not very many people can say the same.

Do you have any advice for prospects or new hires?

The managers are here to help you, not hurt you! Criticism isn't necessarily a bad thing, and there are always opportunities to learn and grow. Stay positive!

What are you most proud of?

As a Christian, working for a Christian based company is a dream come true. I am so proud to work for a company that shares the same values as me and doesn't compromise my relationship with God.

MIKE VEITCH
CREW LEADER

What do you like most about working here?

Being given the opportunity to be part of Mr. Rogers Windows and Doors.

What has been your favorite project working here?

Every job is my favorite!

Do you have any advice for prospects or new hires?

Get ready to be part of a first class, top notch company.

What are you most proud of?

Being the best install crew.



KELLY MONTROSE
EVENT PROMOTER

What do you like most about working here?

The high energy and positive attitude of myself and my team members! We truly are a part of an awesome event team!

Do you have any advice for prospects or new hires?

Mr. Rogers Windows and Doors is a positive, upward mobility company to work for! Excellent training is provided and with a positive, teachable attitude you can grow within the company! Attitude is everything!

What are you most proud of?

I have learned so much working at Mr. Rogers Windows and Doors! Every shift includes learning and growing to be my best. I'm most proud of how my skills have improved and the confidence it brings to being successful on the team!

AMY ANDERSON
DESIGN CONSULTANT

What do you like most about working here?

I love the fact that I can achieve as much or as little as I want. My future is in my hands.

Do you have any advice for prospects or new hires?

Read, read read! I suggest: "How I Raised Myself From Failure to Success in Selling" by Frank Bettger, and "How to Win Friends and Influence People" by Dale Carnegie. Stick to the facts, every single time! It works.

What are you most proud of?

That no matter what life has thrown at me; between my stick-to-it-ness (not really a word, I am sure), and the grace of God, I have always been provided for. I am also most proud of my boys! They are the best thing that my husband and I have ever accomplished. They are kind, sweet, feisty, and all around good kids. We are so blessed.



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. We are continuing to 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.

In the last newsletter I told you about sweet little Esther, her village and their struggles without clean water. I want to share with you a little more of what Gerry and I experienced in a Rwandan village that World Vision (and people like you and me) have helped by bringing them clean water.

In Rwanda, like many areas, there are many natural springs. The problem is that there is no way for them to get the spring water out to communities and villages without help. World Vision uses pumps and pumping stations to pump the water out of the springs to holding tanks. From the holding tanks, the clean spring water is then pumped up higher to another holding area. It is cleaned and disinfected during this process. From the high holding tanks, World Vision's engineers then use gravity to send it down through pipes to the local villages.



Gerry and I were able to visit a village where World Vision has brought clean water. Wow! What a difference in this village compared to Esther's village!! We were privileged to meet with the elders of the community who shared with us all about how their water system works and how much better things are because of this clean water.

When water runs from the holding tanks down to the village it comes to a central tap where the villagers come to collect their water. They do have to walk a little to get this clean water, but NOT NEARLY as far as they did before to collect DIRTY water! World Vision makes sure that the water is no more than a quarter mile (imagine 2-3 city blocks) from anyone collecting. Each village has a water manager who stays at the water tap to watch the tap and to collect a nominal fee for the water. The money collected helps to maintain the pumps, tanks, etc, but also gives the people a sense of responsibility and pride of ownership. They are paying for their water and their water system, so they take better care of it and also do not waste this precious water.



And speaking of responsibility, World Vision doesn't just go into these villages and GIVE them clean water. This is not just a hand out. World Vision teaches them how to use the water properly and how to take care of their water system so that they can maintain it all on their own. In other words, World Vision doesn't give them a fish, but teaches them HOW to fish! A hand UP, not OUT! What a concept, right? Before any village receives clean water, World Vision educates them on HOW it all works and then requires them to have 5 key things in place before they can receive clean water.

- 1-Elevated dish area (keeps clean dishes off the ground)
- 2-Well-built latrine (a toilet area)
- 3-Rubbish pit (keeps garbage away from clean area)
- 4-Tippy tap (hand washing station)
- 5-A place to bathe (area designated for showering or bathing)

Along with these 5 must have elements, the villagers are also taught all about hygiene, like washing hands after using the restroom, etc.



Isn't that a much better way to give? Educate and help people in need learn how to sustain themselves instead of just giving a hand out and soon it goes right back to the way it was before? If you're interested in how you can help educate and help others in need, please contact Gerry or me. We would love to have your help in this adventure! REMEMBER—just \$50 gives a child clean water for their entire lifetime!!! What a gift we can give!!

visit <https://donate.worldvision.org/gift-catalog/clean-water#active>

Mr. and Mrs. Rogers Go To D.C.

Gerry and I were privileged to be asked to speak at the World Vision Water Summit in DC at the Cosmos Club. It was a beautiful event where many people were invited to dinner and were able to hear different people's unique story and why they partner with World Vision. They also learned more about the water crisis in the world, but specifically in Rwanda, where World Vision is trying to reach every person with clean water by the year 2022. We heard expert opinions and people who are partnering with World



Edgar Sandoval
President of World Vision

Vision to make it happen in hopes of getting more people aware of the work World Vision is doing and getting more people to give to the cause. We were just so honored to be able to share our story.

~ Jennifer



Banner for Recycling Aluminum

As a friendly reminder to our staff regarding the collection of aluminum, especially the aluminum from our installations, we created a banner that says it all! MRW takes all the funds from the recycled aluminum and gifts it to WorldVision's Water Ministry. For just \$50, we can give a child water for LIFE! Do you have aluminum (Soda cans, cat food cans, etc.) you would like to contribute? Swing by the warehouse on Professional Place, locate this banner and toss it in the dumpster nearest it.

~ Gerry



Union Mission Ministries

Through the MRW Foundation, Gerry partnered with Union Mission to create a commercial to increase donations to help the homeless.



Recovery for Life Golf Tournament

Fun was had by our Events team and MRW golfers, raising money for Life Changers Recovery for Life Charity.

**The MRW Foundation contributes to several charities.
Ask how you can get involved!**

what's new? what's news?

Welcome to the Neighborhood!

Brittney G. - Call Center Agent
Kevin H. - Design Consultant
Melissa Y. - Design Consultant
Trey C. - Design Consultant
Mary G. - Design Consultant
Brandon J. - Design Consultant
Brooks J. Design Consultant

Gregory J. - Crew Leader
Destini B. - Canvasser
Dyani S. - Canvasser
Darrius G. - Canvasser
Felicia H. - Canvasser
Rodney R. - Canvasser
Timothy S. - Canvasser

MRW Provides Opportunities to Excel and Grow!

Josh Caron - Call Center Agent & Event Promoter

Gregory Jones - Crew Leader

Ivette Pagan - Call Center Assistant Manager

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

New Phone System: Mitel



Mitel creates a seamless integration in our data system by capturing marketing sources and contact info to better assist our Call Center.

New Trucks added to fleet!



Showroom Window Upgrade



Our windows got window treatments! The front windows of our showroom now have beautiful photographs of our very own products! If you haven't already, swing by and have a closer look.

Upcoming Birthdays

David F. - October 3
Lisa F. - October 3
Freddie W. - October 7
Kelly L. - October 7
Angela T. - October 9

Felicia H. - October 9
Ashley H. - October 10
Jennifer V. - October 13
Craig B. - October 14
Alyssa H. - October 19

Carl B. - November 2
Tadwin A. - November 4
Nancy L. - November 9
Shawn T. - November 14
Kenny L. - November 23
Amber B. - November 27

Anthonyray T. - November 29
Jimmy S. - November 29
Steve R. - November 30
Anne D. - December 6
Dyani S. - December 7
Jordan E. - December 9

Timothy C. - December 16
Gary J. - December 20
Stephanie C. - December 28
Joshua C. - December 29
Dana W. - December 30

Employee Picnic: Fun for ALL!



SEE YOU AROUND THE NEIGHBORHOOD!

Upcoming Events

October 10 - 13 - Suffolk Peanut Festival

Celebrate Suffolk's agricultural heritage with a weekend of family fun. Enjoy concerts, amusement rides, contests, competitions, a motorcycle rally, shrimp feast, fireworks, and, of course, peanuts

October 12 - Norfolk Mac & Cheese Festival

Norfolk Mac & Cheese Festival is taking over the Waterside District! Join us for a family friendly event filled with Mac n' Cheese themed activities & madness!

October 24 - November 10 - Homearama @ Culpepper Landing

Browse through the unique, fully furnished homes and see the latest in construction, design, and furnishings for your next home improvement project

November 8 - 10 - Bodacious Fall Bazaar

An amazing three day shopping extravaganza and wine festival that is held at the Hampton Roads Convention Center

November 14 - Art of Healthy Aging Forum & Expo

Learn about 'Aging Out Loud' at the Virginia Beach Convention Center. There will be a panel discussion and exhibitors with information for senior citizens.

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

