

Mr. Rogers Windows and Doors Neighborhood News

Fourth 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



After our previous experience with Mr. Roger's Windows, we would never consider going anywhere else. The quality products that they provide to their customers speaks volumes, but in all honesty, it's the service and the expertise of the people of Mr. Rogers Windows that will bring us back again and again.



EXCELLENT customer service and communication.



We are over the moon with our beautiful new door...
PERFECT Installation!!!



This is by far the best construction company I've ever had.

If this is the standard procedure across the company then you have a gold standard. Well done. Top Tier.

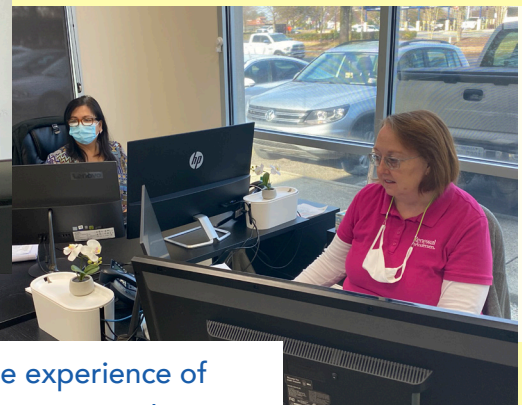
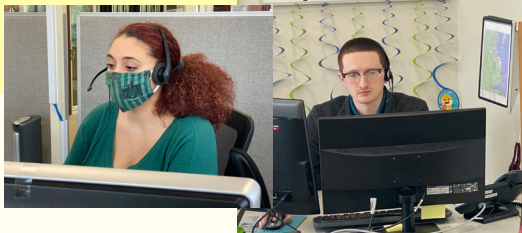


Outstanding crew!



10-Star Review to Service Team! Thanks Tadwin and Smiley for all you do out there in service everyday!!!

Fantastic overall experience, amazing quality service and products



I really couldn't be more impressed with the whole experience of buying Renewal by Andersen windows from Mr. Rogers Windows.

MRW Foundation

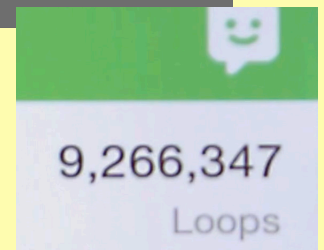
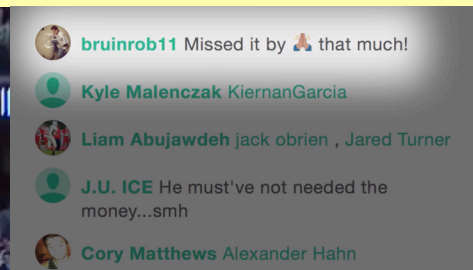
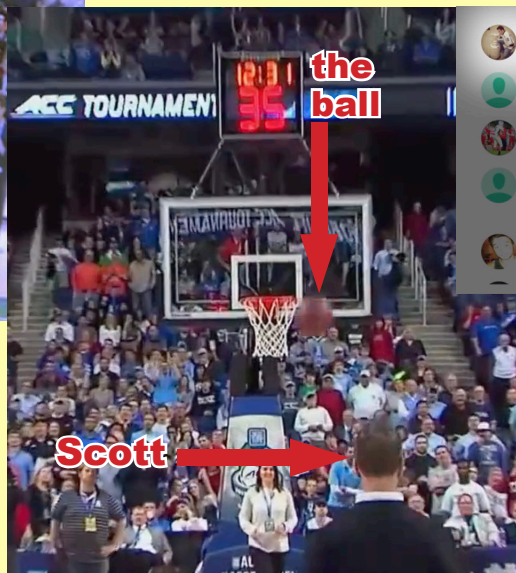
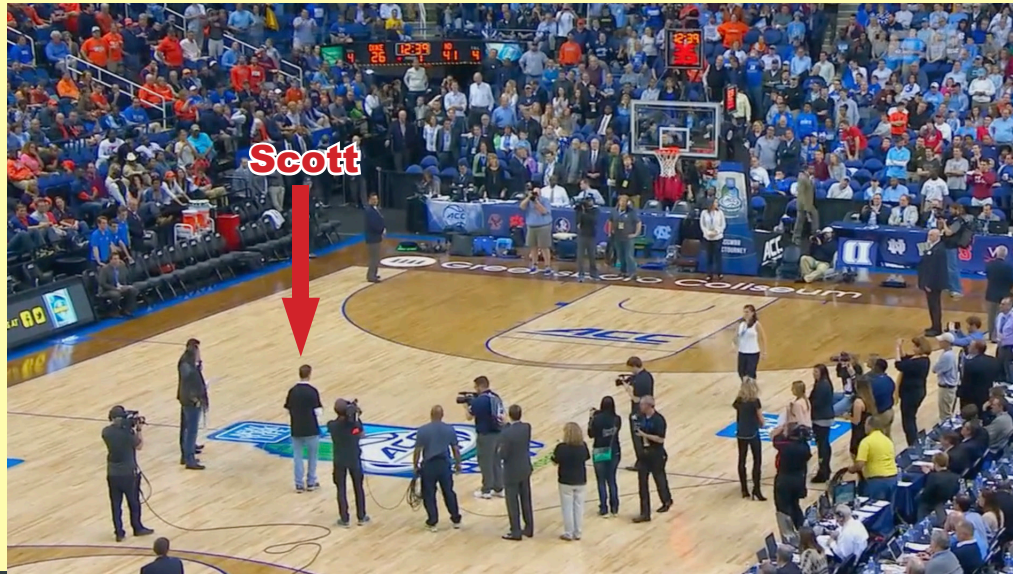
Dedicated to helping children, families, and communities.

MRW Adopts a Family!

For 2021, we've adopted a local family, Scott and Ellen Park of Virginia Beach.

An incredibly inspirational story!

In 2015, Scott Park got a taste of internet fame... he went viral for missing a half-court shot that could have won him \$1Million... had he made it. The journalist who posted the missed shot soon realized he'd missed his mark in giving people someone to joke on.



Number of views reached in less than 24 hours

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

Scott and Ellen Park: The Back Story



You see, Scott and Ellen Park dedicated their lives to helping and mentoring the youth of the community, going above and beyond in many instances to make sure that teens had positive experiences in their lives. Both Scott and Ellen took such joy in encouraging kids to

reach for the stars and

NEVER GIVE UP!

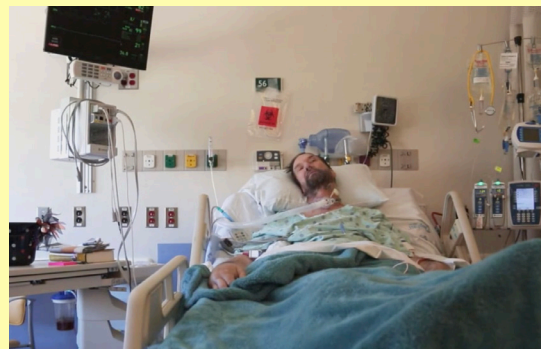


In 2009, Scott's health started fading. After numerous tests and doctor visits, he was diagnosed with CAPS, a disease where his blood clots and attacks his organs. He was in desperate need of a new kidney and his friend happily donated him one of his. With the help of the new kidney, about 39 medications, and frequent trips to Johns Hopkins, Scott was able to resume a moderately normal life with his disease kept at bay. Scott knew he would never have the strength to make that shot, but he decided to go through with it anyway, to show the kids he mentored that even he never gave up, even knowing the odds, and his health, were stacked against him.



We're accepting monetary donations through our GoFundMe account
Visit MrRogersWindowsFoundation.org to donate

Shortly after his infamous basketball shot, Scott had another setback with his health. He suffered a series of strokes. Doctors soon discovered that his disease had progressed and the medicines were not helping. The strokes were being caused by his disease attacking his brain. After being in a coma, Scott has rebounded some but he's lost the usage of his right arm, lost the ability to walk, and has to have 24/7 care. Scott's wife, Ellen has stood by Scott and cared for him through it all. Ellen is now Scott's full-time caregiver.



With all the medical bills and time spent

on Doctor appointments and general care, there are no funds or time left over to maintain their home. Their house has several repair projects needed, so the MRW Foundation is reaching out to the community to rally behind the Parks. The Parks have seen how quickly the internet can catch on to an embarrassing moment and run with it, but we'd like to show them how quickly the internet can be used to care and lift them up. If you'd like to contribute, The MRW Foundation has a GoFundMe page where anyone can contribute and help us take care of the Parks in 2021.



Curious about the other charities we contribute to?
Visit MrRogersWindowsFoundation.org to learn more

Scott and Ellen Park: How the MRW Team Fits...



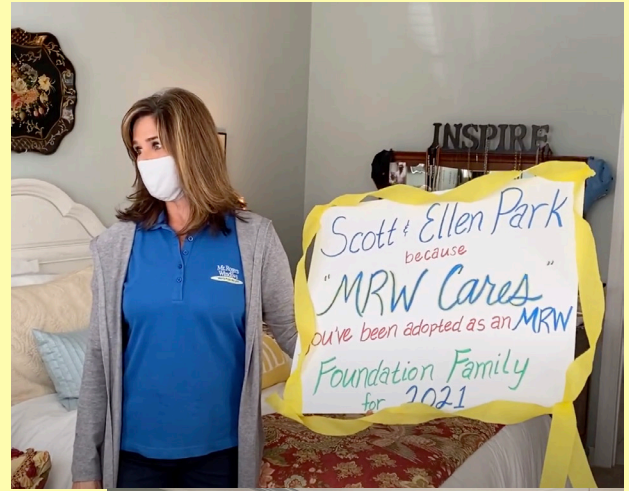
Not only are we trying to obtain donations to help with the projects for the Park's home, **YOU** can help too! The Mr. Rogers Windows family

has been given this wonderful opportunity to put our hearts and hands to work to help this family. As a team, we are going to be performing most of these projects ourselves. What better way to give back to others in our very own community than to use our talents and work to help! We will be doing many different projects from cleaning, organizing, landscaping, maintenance work, painting, flooring and, of course, windows and doors!

Will you consider how you can help? What talents can you bring into this home? Are you willing to be assigned a simple task? There are many things to do, and we would love to see our MRW team come together and help a family who has helped so many people in our community. In the coming weeks you'll all be given opportunities to sign up for jobs...**will you be a part of this worthwhile project?**

The work has already begun:

There were a couple of areas in need of immediate attention that we have already had repaired. There was a leak in one of the upstairs bathrooms that came down into the kitchen, so we had the leak repaired and then replaced the drywall in the kitchen. A similar situation happened in the dining room, where there was a gaping hole in the ceiling. Not now! We had that repaired also! So the work has begun and will continue for the entire year of 2021.



what's new? what's news?

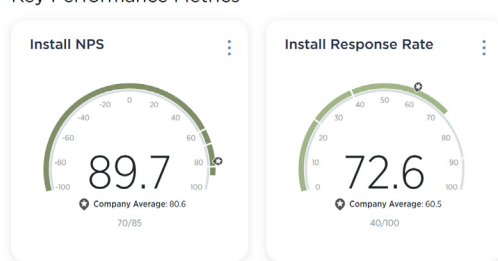
Smashing Goals

Congratulations Team!!!

We finished the year with unprecedented homeowner satisfaction numbers. Yes the 89.7% NPS is phenomenal but look at the response rate, **WOW!** Most surveys are lucky to receive a 40% response rate and we have 72.6% of our clients responding to our surveys. Plus, we achieved a very high review score of 848. With these numbers combined, we're well on our way to achieving the Green Diamond award.

Thank you everyone for working so hard to take such care of our clients who trust us and invest in our families. ~ Gerry

Key Performance Metrics



Welcome to the Neighborhood!

Joshua Charles - Proximity Marketing
Marc Harris - Proximity Marketing
Daniel Rosenberger - Proximity Marketing
Gabriel Dickerson - Event Promoter
Shan Piercy - Mechanic
Michael Von Egloffstein - Mechanic
Matthew Wade - Mechanic
Scott Wheeler - Mechanic
Holly Swetson - Sales Trainer

MRW Provides Opportunities to Excel and Grow!

Justin McKenzie - Crew Leader
MJ Rodriguez - Service Coordinator
Andrew Rogers - Proximity Manager

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

~ Gerry

Smilin' and Dialin'

Our MRW ISC lead by Ashley Hooper, had a yearly goal of turning the 7,000 leads generated by all marketing efforts into quality appointments and 4177 appointments. They achieved this goal in less than 10 months!



Preparation is Key

Daniel Wood rocks! He had everything lined up and ready to go for the truck delivery. Thanks Daniel for everything that you do behind the scenes that keeps our work running smoothly.



Wheelin' and Dealin'

Our MRW Sales Team lead by Shelly Pereira, had a yearly Net Sales goal of \$14,221,473. On October 6, they blew past this goal with \$14,286,166! And finished the year with \$18,147,000!!!



Measuring Success

Jon Hooper has measured over \$3.5 million dollars worth of windows and doors this year with a .1% error rate. That's POINT 1. I'd say that is about as close to perfection as you can get. Jon also has to become a design specialist and sales rep on the preview to keep things flowing smoothly. Not to mention always being the technical expert.



Upcoming Birthdays

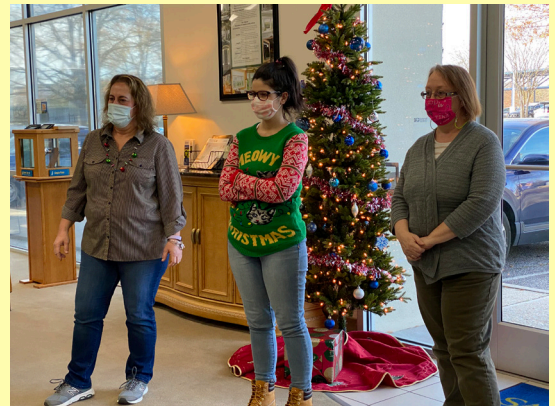
Charles Rohlfing - February 11
Joseph Smith - February 18
Melvin Smith - February 2/26
Kevin Sebring - March 2
Ryan Crawley - March 8

Veronica Rupert - March 13
Taylor Braun - March 18
Cristina Borges - March 22
Michael Ruiz - March 24
Andrew Rogers - March 27

Rachel Ridgwell - April 3
Shawn Emch - April 12
Daniel Wood - April 30
Harrison Herr - May 8
Jesse Hagan - May 9

Matthew Davis - May 11
Susan Lavin - May 11
Courtney Neeson - May 15
Thomas Foster - May 20
Gerald Rogers - May 20

SEE YOU 'ROUND THE NEIGHBORHOOD!



Gift of Appreciation

The Christmas Holiday looked a bit different this year but we still felt the Christmas Spirit! The staff came together and gifted Gerry and Jennifer with a weekend stay at one of their favorite getaways and paired it with some lovely wine.

