

# Mr. Rogers Windows and Doors Neighborhood News

First Quarter 2021



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!

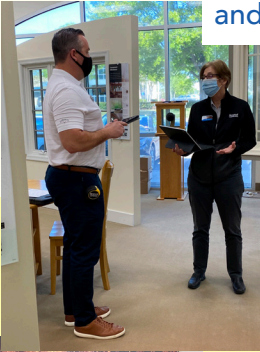
~ Gerry



The installers did an outstanding job and were professional and very nice.



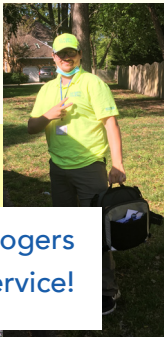
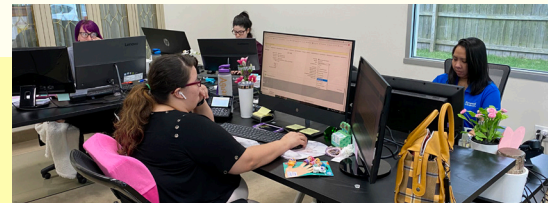
Cleanest mechanic of the month!



I have fallen in love with my home again



This group was fantastic in everything they did! Amazing job with PHENOMENAL standards.



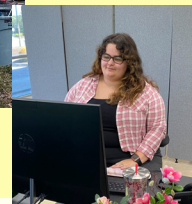
My windows are beautiful! The installation team were outstanding! I rate them a perfect 10!

Thank you to every one at Mr. Rogers Windows for your world class service!

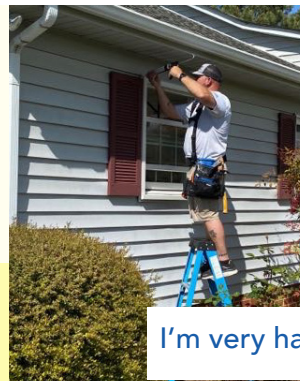
You made the job look EFFORTLESS!



Your crew rated ★★★★★★★★★★s from our perspective.



I am a long time customer and I have never had any concerns that were not addressed and remedied over the span of 19 years. One of the best companies and crew of people I have ever had to do business with. Honest and do exactly what they say they will do.



I'm very happy with the results!





# what's new? what's news?

## Congratulations Team!!!

We were awarded the Angie's List (now Angi) Super Service Award! This is based on MRW's Angi reviews, and overall GPA for the site.



## Welcome to the Neighborhood!

David Harris - Proximity Marketing  
Josiah Hill - Proximity Marketing  
Giorgio Panayiotou - Proximity Marketing  
Stephen Balance - Mechanic/Installer  
Cody Hedrick - Mechanic/Installer  
Darin Bullard - Design Consultant  
Corey McCormick - Design Consultant  
Demetra Frink - Service Coordinator  
Loriah Nichols - Inside Sales Agent

## WARNING: Sharks Spotted

Our MRW ISC Manager, Ashley Hooper, is raising BABY SHARKS! And yes, we do need a bigger boat... for all the leads they are scheduling. The ISC has adopted the baby shark strategy, where customer service meets sales, and the results speak for themselves.



## MRW Provides Opportunities to Excel and Grow!

Brittney Griffin - Customer Care Concierge  
Joshua McCall - Crew Leader  
Courtney Neeson - Inside Sales Agent

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

*~ Gerry*

## Refreshing RbA

Every so often brands decide they want to refresh their look to flow into the future with a new style to match a changing focus. But don't worry, even though the look is slightly different, the people, product, and service are the same unrivaled quality.

**Renewal  
by Andersen®**  
WINDOW REPLACEMENT



an Andersen Company

Left: Previous Look



Right: New Look

**RENEWAL  
by ANDERSEN**  
FULL-SERVICE WINDOW & DOOR REPLACEMENT

## Spreading The Love

Mrs Rogers putting together a Valentine's Day surprise for the install, service, preview and warehouse teams.



## We Look Good in Any Weather



## Kicking the Year in Gear

Marketing and Sales hit their goals for the months of January, February, and March!

In February, MRW grabbed the #1 spot for NPS in the country and we're still holding strong!

Install Crews lead by Matt, Craig, and Steve are in the top 5 for the National Install Contest!

## Upcoming Birthdays

Jayson Clark - June 1  
Cody McCall - June 3  
Edward Thomas - June 3  
Michael Miller - June 7  
Ed English - June 9

Kirsten Davis - June 9  
Jeff Brinkley - June 12  
Gauge Digiovanni - June 17  
Giorgio Panayiotou - June 18  
Katie Paulus - June 26  
Smiley Loyko - June 27  
Gabriel Dickerson - July 3

Ivette Pagan - July 6  
Darius Griffin - July 7  
Joshua McCall - July 8  
Meredith Cella - July 29  
Tyler Smith - August 4  
Jennifer Rogers - August 9  
Justin Cook - August 12

Stephen Ballance - August 13  
Shan Piercy - August 14  
James Lee - August 15  
Demetra Frink - August 18  
Mike Veitch - August 25  
Daniel Rosenberger - August 27

# MRW Foundation

Dedicated to helping children, families, and communities.

## MRW Adopts a Family!

As most of you know by now, the Mr. Rogers Windows Foundation is doing something a little bit different this year. We have adopted a family for the year of 2021, Scott and Ellen Park. We will be working on many home repair projects for the Park family.



## The project is well under way!

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!



After that, we started the "clean out" of the upstairs. We began with the attic. A team of employees came out and brought everything from the attic down to be sorted through. We've helped Ellen sort through all of the attic boxes and all 4 bedrooms on the 2nd floor, so far!



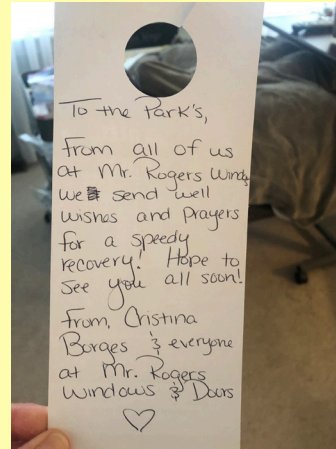
## Our Values:





We truly appreciate the people from our team who have helped! From our own "organizational genius", Katie Paulus, to many of our sales team and install team who

have been our heavy lifters! One of our canvassers, when she realized she was canvassing in the Park's neighborhood, stopped and took the time to write them a sweet note on one of our door hangers!



Thank you for all your help and thoughtfulness! And don't worry if you haven't had the opportunity to help just yet... there are many more hands needed over the next few months!!

Please know that any help you give is making a huge difference in the lives of Scott and Ellen. Speaking of the work that has been completed so far, Ellen said to me last week, *"The weight on my shoulders is feeling lighter already!"*

Wow! What a great feeling to know that we, as a team, are making this kind of difference to this special family!

If you would like to donate to this project, you can visit our foundation webpage

at [MrRogersWindowsFoundation.org](http://MrRogersWindowsFoundation.org) and contribute to the GoFundMe Account.

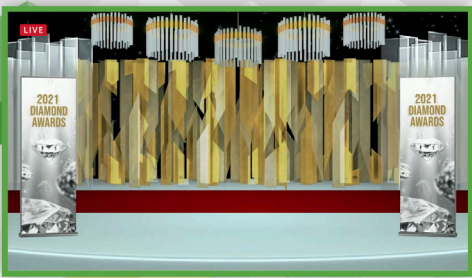
**Every little bit helps!**



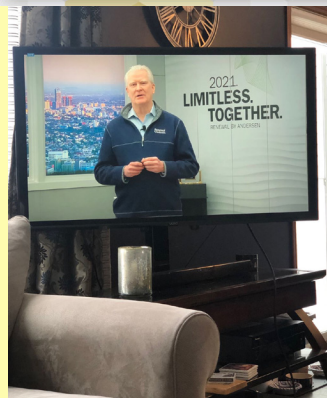
Curious about the other charities we contribute to?  
Visit [MrRogersWindowsFoundation.org](http://MrRogersWindowsFoundation.org) to learn more



# RbA Virtual Summit Diamond Awards



The RbA Summit Diamond Awards Event is an annual occurrence. It's a time for the RbA network to reflect on the previous year and celebrate the achievements. In a normal year, people travel from all over the Nation to attend in a warm, sunny location.

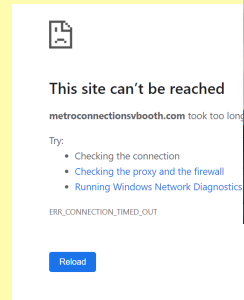


This year RbA decided to host the event virtually and while it was different, and had a few technological issues... it was a great time!

There was music, entertainment, and most importantly the best people in all the land. Some people brought their dogs as guests, some were dressed to the Nines and some were dressed to the 4 and a halves?



**Our Virginia Beach location was nominated for three awards!** Special shout out to our very own, Ashley Hooper who was nominated for Outstanding Leadership by an Inside Sales Center Manager!

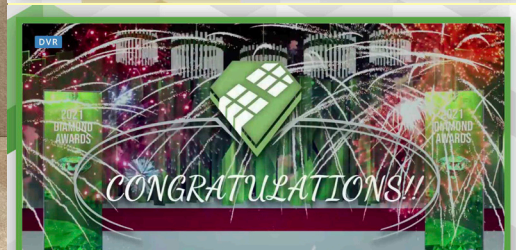
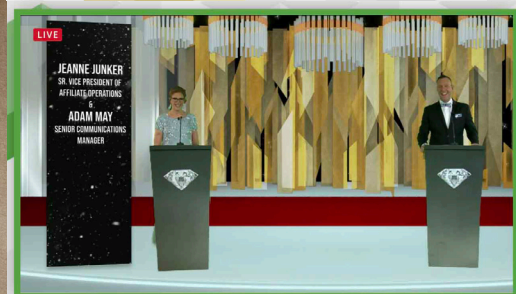
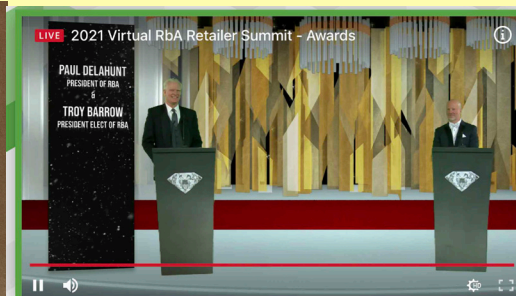
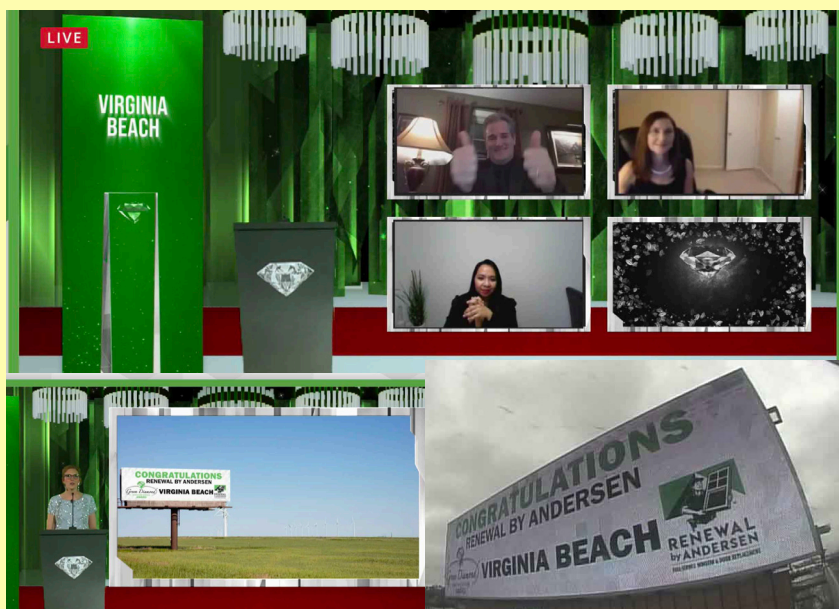




# We Delivered the W.O.W!!

On February 2, 2021, RbA awarded us with the coveted Green Diamond Award. Out of about 100 Renewal by Andersen locations, roughly 20 locations earned this prestigious award, and we were actually in the top 10 in the nation! WOW!

The minimum qualifiers:	Our team achieved:
85 NPS	89.7% NPS
40% Response Rate	73% Response Rate
800 Reputation.com Score	839 Reputation.com Score



Cottage Grove gifted us a special billboard to congratulate us. And while we all enjoy being recognized by the Network, this award means so much to us, because it's all based on customer satisfaction.

## Our Customers Told Us They Were DELIGHTED!



# Great Work, Team!



## SEE YOU 'ROUND THE NEIGHBORHOOD!



### Fundraising Goal Complete!

Some of you may remember that in the summer of 2019 Gerry and Jennifer traveled to Rwanda, Africa and the Lord laid on their heart to help bring clean drinking water to every person in that country. They included us, the MRW Team, in this worthwhile goal and we've been steadily contributing ever since. All

aluminum collected from work sites and any aluminum cans donated have been converted to money and channeled into this. In February, all WorldVision donors celebrated the completion of fundraising for providing fresh clean drinking water to every man, woman, and child in the entire country of Rwanda where WorldVision works. An over \$30 Million goal, FINISHED.

And that means over a million lives will be changed forever. It means no more walking 30-45 minutes to get dirty water. It means kids can go to school, and mothers can have a sanitary childbirth.

### Now Let's Get to Work on the Rest of the World!

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

