

Mr. Rogers Windows and Doors Neighborhood News

Second 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.

what's new? what's news?

Welcome to the Neighborhood!

Lee Ann Derksen - Human Resource Manager
Karell Johnson - Sales Trainer
Aaron Williams - Design Consultant
Mark Clifford - Design Consultant
Dustin Callender - Mechanic/Installer
James Startt - Mechanic/Installer
Joseph Radcliff - Mechanic/Installer

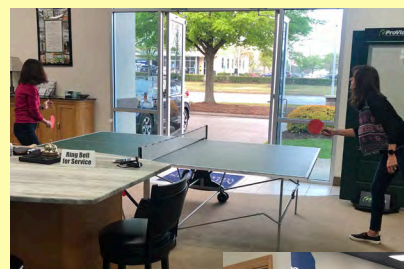
MRW Provides Opportunities to Excel and Grow!

Joshua McCall - Crew Leader
Ryan Crawley - Floating Crew Leader

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

The Epic Showdown!

Contenders: Jennifer Rogers and Nancy Lockwood. A friendly game between competitive spirits.



Recovery for Life Golf Tournament

Our small but intrepid MRW team finished second in their flight.



THANKS TO YOU,
WE'RE CELEBRATING OUR

35TH

ANNIVERSARY!

Gerry Rogers,
Founder/President

It's a pleasure working with each of you!

When Gerry Rogers began installing windows in 1986, he wasn't planning on acquiring the company. But a twist of fate made that option unexpectedly possible.

Customers noticed Gerry's commitment to their satisfaction, and Gerry understood how important it was for customers to believe his commitment.

Mr. Rogers quickly became "your neighborhood window replacement guy."

Gerry continues providing what any neighbor, friend, or family member would – his sincere help and a commitment to do the right thing.

"We feel blessed to be part of this community that's given us so much for the last 35 years."

Thank you all!

Gerry Rogers



Thanks for being part of this fantastic journey! ~ Gerry

Upcoming Birthdays

Cody Hedrick - September 1
Brittney Griffin - September 3
Duane Brown - September 5
Kendell Drummond - September 8

Sharita Polanco - September 8
Mary Gowans - September 11
Alexis Williamsn - September 16
Matthew Wade - September 17
Darin Bullard - September 18
Jonathan Heuneman - September 23
Michael Von Egloffstein - October 2
Lisa Frieman - October 3

David Fuleihan - October 3
Kelly Levenstein - October 7
Angela Tan - October 9
Ashley Hooper - October 10
Jennifer van der Helm - October 13
Craig Bechtold - October 14
Alyssa Hooper - October 19
Tadwin Appleby - November 4

Nancy Lockwood - November 9
Dustin Callender - November 11
Shawn Tennien - November 14
Karell Johnson - November 15
Mark Clifford - November 25
Jimmie Scott - November 29
Anthonyray Taylor - November 29
Steve Redfearn - November 30

Safety First

Dan and Shawn keeping our guys safe by holding their monthly safety training class



Who is that Masked Man?



Kevin Sebring shares his knowledge but not germs at the Williamsburg Product Showcase. This was a great opportunity for MRW to present our quality products and stellar customer care.

Knocking on Heaven's Door

In June, Neighborhood Marketing achieved a 20 day streak for team set goal and they were #1 in the nation for sets to knock ratio



Competition is Heating Up!

Install Competition for the Network as of June 16, Craig #1, Josh #3, Shawn #10, Duane #11, Steve #13 and Mike #17 out of 290 participants in the Blue Region



Historical High!

From 2015 to April 2021, we've pulled our Install NPS score from 78.8 to 94.9. Great Work Install and Processing!

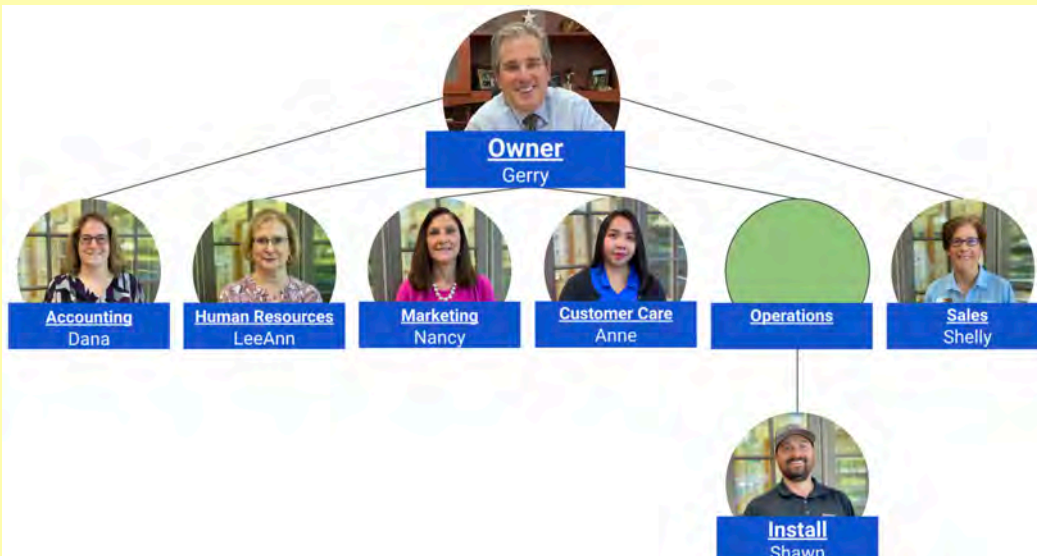


Flooding a Mailbox with Love

Jennifer Rogers reached out and let us know that Scott Park's birthday was going to be in May and requested we 'flood Scott with sweet birthday wishes'. Thanks to the ISC for providing the many cards we sent.

Leaders by Example

In April, the Senior Management staff worked together to secure another 5 year agreement with Renewal by Andersen. Armed with our successes and solid plan for growth, these magnificent 7 (along with Jennifer van der Helm behind the scenes) presented 'one of the best presentations [RbA] has seen'. Within 10 minutes of completing the presentation, Gerry received the call extending our RbA agreement. It was a great reflection of our leadership and all who work here at MRW.



MRW Foundation

Dedicated to helping children, families, and communities.

MRW Adopts a Family!

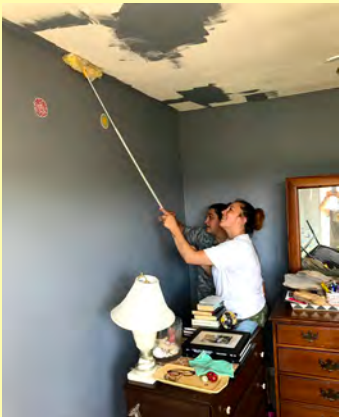
Our 2021 MRW foundation project is still going! Like in our last newsletter, I want to give you an update on where we are and what's going on. The Park's have, over the last few months, had some ER and hospital visits to John's Hopkins that have slowed our progress just a bit, but we are getting back on track.



Ellen has nicknamed you all, her Angels.

Dust Bunnies Banished!

We completed the initial "clean out" of the entire 2nd floor and attic thanks to Katie Paulus, who has earned the title of "genius organizer"! She really knows how to pare down and re-organize so that everything has it's place and is efficient. Thank you, Katie, for all your time and hard work on this part of the project!



Thank you, also to Shawn Tennien and some of the installers who would, at the end of their day when they wanted to go home, go by the Park's house and carry trash and donation items down the stairs and out of the house. We really appreciate that act of kindness, guys!



After the organization part was complete, it was time to get everything cleaned. We enlisted the help of 2 different crews to get this done. On one Saturday a crew went to the Park home and washed all the walls, trim, doors, baseboards, fans, and light fixtures on the second floor. With Swiffers, vacuums, buckets, rags and sponges in hand, we cleaned the entire 2nd floor literally from top to bottom,



excluding the 2 bathrooms and laundry room. That crew was amazing! We were there for 3 hours and knocked it all out!

Our Values:

4 Accountability | Humility | Integrity | Respect | Excellence



Clean as a whistle!

Then on another Saturday, another crew of 6 ladies and Gerry went back out to the Park's home to tackle the two 2nd floor bathrooms and laundry room. Again, with scrubbers, sponges, rags and lots of cleaners, we made

those rooms sparkle, top to bottom. Oh, and our very own Mr. Rogers took on the laundry room himself! And it looked great!

Thank you so much to these 2 crews for all the sweat and hard work put into these days of cleaning! You all were fantastic and worked so well together!

We also want to give a big shout out and thank you to Shawn Tennien and his uncle, Tony Spera, with Spera's LLC. They have been keeping the Park's yard mowed and looking great!

Lastly, we were able to provide outside caregivers to stay with Scott for a long weekend so that Ellen could go visit her parents. She hadn't seen them in over a year. She also got to spend time with one of her daughters and grandchildren.

We did all of this to prepare for our next projects which we will be starting soon. Before long we will be painting the upstairs, so be on the lookout for sign ups! We would love to have many hands to get this painting job done quickly. Another volunteering opportunity is coming in the fall for a bigger landscaping project. We'll need help with that too!

Don't forget that you can also still donate to the Park Project through the GoFundMe we have set up. This will help cover the cost for supplies and services purchased so far and the bigger projects to come (like windows, doors, etc!).



Want to contribute?

Visit MrRogersWindowsFoundation.org to learn more

Thank you All for delivering our clients the WOW they deserve, you can see they appreciate it ~ Gerry

No one could ask for better care and attention through the entire process!



If I could rate you 20 stars, I would! Great job.

Exceptional overall. Measurements are exact, door fit was perfect, and installation technicians are meticulous.

High quality products that are professionally installed by masters of their trade.

I will be a return customer!

Everyone was so pleasant, professional, great work ethic and I would highly recommend them

This was a fantastic experience!

From our initial sales visit to our install team, everything was top notch

Careful, respectful, and efficient every step of the process to replace my windows

They truly exceeded expectations!

Very professional and they knew what they were doing.

Prompt, communicative, and most importantly, professional.

Employee Spotlights

MJ RODRIGUEZ SERVICE COORDINATOR



How long have you been with the company?

I started working at MRW
June 22, 2020

What do you like most about working here?

Positive atmosphere, helpful management, and co-workers

Do you have any advice for prospects or new hires?

To be willing to learn and always put yourself in the

homeowners' shoes/ place to understand their perspective or where they are coming from.

How do you like to spend your free time? During my free time I enjoy spending my time outdoors whenever possible (especially in the spring and summer) I love going to the beach and going to visit with my sister and her children.

JOSEPH SMITH INSIDE SALES CENTER AGENT



Do you have any advice for prospects or new hires?

Try to keep a positive attitude and soak up as much information as possible from people training you. Also everybody here is very helpful so don't be afraid to ask questions.

How do you like to spend your free time?

Most of the time video games or spending time with the family, but I also love hiking and sports!

What makes you most proud?

I earned my degree from Virginia Tech shortly before starting my position here, so I'm very proud to be a Hokie!

See the full Q and A at MrRogersWindows.com/Employee-Spotlight

CODY MCCALL CREW LEADER



How long have you been with the company?

I started working at MRW
5/18/2015

What do you like most about working here?

The atmosphere, and the people. Plus the chance to make stuff look better.

Do you have any advice for prospects or new hires?

Always be open minded and willing to learn

How do you like to spend your free time? Playing with my dog and being with my fiance and family

Beauty at the Beach

Jimmy, Anthony, Gauge and Steven led by Steve

Redfearn spent 8 days transforming this beautiful home,



on Oceanfront Avenue, into a gorgeous Mr. Rogers home. Fantastic job and the homeowners are VERY PLEASED.

A special shout out to Ed English, the Design Consultant, for a great design and to Shawn T for going the extra mile.

Great Work, Team!

SEE YOU 'ROUND THE NEIGHBORHOOD!

Rwanda Update



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 set a goal

of \$1 Million in four years. All aluminum collected from work sites and any aluminum cans donated have been converted to money and channeled into this. Imagine just a couple hundred pounds of recycled aluminum at the warehouse being able to take care of water, sanitation and hygiene for 1 person for life.

Coupled with donations from others, over the past **3 years we've been able to reach that \$1 Million goal!** So many lives have been changed forever because of the MRW Team effort and The Mr. Rogers Foundation.

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

