

# Mr. Rogers Windows and Doors Neighborhood News

Third 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?



A big shout out to Lee Ann Who set up and ran our first job fair in almost 2 years. She was able to set up three quality interviews for Sales and Install. Great job Lee Ann, thank you!

We started July in the #2 spot in the Network with an NPS score of 94.7 by mid-July we'd taken the #1 spot and held strong through August and September!

40% of the top ten installers in the entire region are from Mr. Rogers Windows! Congratulations Craig, Josh, Shawn, and Duane.

Sales team hit a whopping 40% close rate in July. They really know how to bring home the bacon.

Shout out to our marketing and sales teams who smashed through our previous 1 day sale record and topped it on September 21st with \$356,000 in sales. Congrats Marketing and Sales and thanks for all your hard work!

## Welcome to the Neighborhood!

Lamont Hairston - Mechanic/Installer  
 Ronnie Delacruz - Warehouse Associate  
 Joseph Burton - Design Consultant  
 Daniel Ferster - Design Consultant  
 Daniel Kablach - Design Consultant  
 Ryan Lindsey - Design Consultant  
 Matthew Eriks - Design Consultant  
 Eldora Grandison - Design Consultant  
 Kendra Cooley-Head - Design Consultant  
 Teena Houston - Inside Sales Agent  
 Dakota Keys - Inside Sales Agent  
 Leon Williams - Proximity Marketing Agent  
 Samuel Williams - Proximity Marketing Agent

## MRW Provides Opportunities to Excel and Grow!

Alyssa Hooper - Full-Time Specialty Agent

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

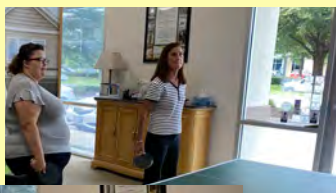
At the beginning of July, Darrius Griffin, our Canvass Team Leader and In-Field Trainer placed 2nd in the Nation for appointments set. By the end of July, he jumped into the #1 position.



## MRW Triwizard... I mean... Triathlon

The first ever MRW Triathlon was held in August. Players embarked on a whirlwind journey of meeting their partners to battling through fierce competition and chowing down on some delicious food. Everyone did amazing! There was Ping Pong, Cornhole, and Velcro Darts and one team swept first place in ALL THREE events! Congratulations to the Triathlon Winners

Gold = Joe and Ashley  
 Silver = Nancy and Brittney  
 Bronze = Alyssa and Jennifer V



## Upcoming Birthdays

Daniel Kablach - December 4  
 MJ Rodriguez - December 4  
 Anne Delacruz - December 6  
 Michael Lynch - December 17

Eric Houk - December 24  
 Kevin Warnecke - December 27  
 Daniel Ferster - December 30  
 Dana Wyman - December 30  
 Jonathan Hooper - January 10  
 Matthew Eriks - January 21

Nicholas Kuhn - January 21  
 Joseph Smith - February 18  
 Eldora Grandison - February 28  
 Kevin Sebring - March 2  
 Ryan Crawley - March 8  
 Veronica Rupert - March 13

Ryan Howard - March 14  
 Cristina Leuellen - March 22  
 Aaron Paul - March 22  
 Shelly Pereira - March 23  
 Andrew Rogers - March 27



## Rwanda Update



## World Vision Success

As most of you know, the MRW Foundation and Mr. Rogers Windows made a pledge to World Vision and their water and sanitation and hygiene (WASH) program in 2018. We pledged to give a million dollars stretched over 4 years, to be paid in

full in 2022. We are so excited to report that as of September 2021, we have made the final payment of the pledge...a full year early!! **Isn't that just how God works?!**



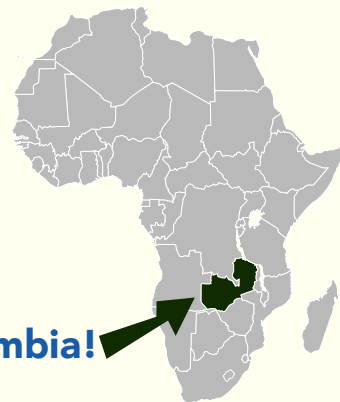
Just to give you an insight into what this money does... World Vision can provide fresh, clean drinking water and sanitation and hygiene education and services to one person for LIFE for \$50. And World Vision does this at a rate of one person every 10 seconds. So what does this mean to you? It means that, because of your hard work and generosity, 20,000 PEOPLE will receive access to clean water, sanitation and hygiene education and



services for life! No more children, like Esther, walking 3 or more miles to collect dirty water! And with the commitment of all of World Vision partners, the entire country of Rwanda, everywhere World Vision works, will receive fresh, clean drinking water within a quarter mile of their villages by the end of 2022.



Thank you to all of you! Because of all your hard work, commitment, generosity and recycling of aluminum, you have made this pledge possible! Now that the work is almost done in Rwanda... **On to Zambia!**





# MRW Foundation

Dedicated to helping children, families, and communities.

## Park Project

The MRW Foundation Park Project is continuing to move forward! We have accomplished quite a bit in the last few months. As most of you know, we “adopted” the Park family for the year of 2021, to help them with some cleaning, organizing, home repairs, landscaping, and home health care for Scott. Here’s what we’ve done since the last newsletter

**Man versus Nature!** On Saturday, September 18th, we had Tony Spera of Spera LLC, who is also Shawn

Tennien’s uncle, meet up with a crew of MRW team members and some of their family members at the Park home to do some landscaping. With his years of landscaping experience, Tony headed up our mission, assessed the situation, and assigned all of us a job to do. We cut down a couple of wild trees, trimmed some other trees, tidied

up overgrown bushes and plants, weeded, and really helped to tame the yard. We even had some youngsters (Shawn’s

sons) out to help! It was a beautiful day to be outside working and the result was just as beautiful! Thank you to everyone who came out that day to help! And a huge thank you to Tony Spera for heading up the landscaping project AND for volunteering to mow the Park’s yard EVERY week!!! WOW!



## Our Values:

Accountability | Humility | Integrity | Respect | Excellence



# Never underestimate the power of a fresh coat of paint!

On Saturday, October 2nd, a MRW crew of 8 and a 1/2 people met at the Parks house armed with rollers, brushes, step ladders, and smiles. We painted the

entire upstairs level of the house. If you're wondering how we could have a 1/2 person, that was our sweet "little" helper, Emily. Emily is the daughter of Brittney, in Processing, and Darrius, in Proximity. The entire second floor of the Park home now has a fresh coat of beautiful paint! And, we knocked it out in about 4 hours! What a

difference it makes. Ellen came upstairs amazed at the sight! It's a great feeling to know that we are helping this deserving couple. Thank you to our painting crew for showing up and getting the job done!

Our work at the Park home is not done yet! Stay tuned for updates... next up...new carpet!!

**Don't forget** that you can 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 the carpet, windows, doors, etc!).

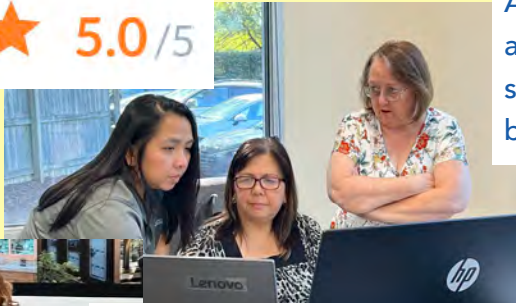


Want to contribute?

Visit [MrRogersWindowsFoundation.org](http://MrRogersWindowsFoundation.org) to learn more



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



Awesome folks who care about everything from scheduling to the very best repair service



Excellent Quality!

Heckin' awesome!

Great customer service from sales presentation to final installation



We are very grateful!

Polite, courteous, and readily answered any questions we had.



You're the BEST!!!!



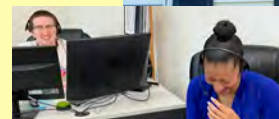
Very satisfied with the windows, some of which are more than 15 years old. The occasional service needed has been super!



They were helpful, accommodating and made it a great experience.



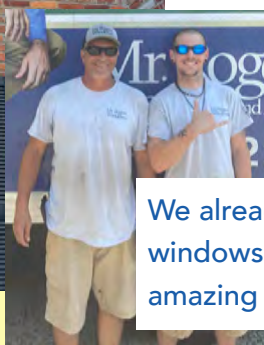
They went the extra mile



We were completely blown away with the service we received and would highly recommend this company



We already knew we had the best windows, but we weren't expecting amazing techs for installation!





# Employee Spotlights

## JEFF BRINKLEY DESIGN CONSULTANT



### How long have you been with the company?

I started working at MRW August 28, 2017

### What do you like most about working here?

I have made a few friends along the way. Also, knowing that we have the best window, and the best installation, is a confidence builder.

### What makes you proud?

Professionally, I am most proud of my consistency. Personally, I am most proud of my daughter, Simone. She is one semester away from getting her Associates degree in Elementary Education. She plans on transferring to ODU, getting her Bachelors degree, and becoming a second grade teacher.

## MIKE VON INSTALL TECH



### Date you started working for Mr. Rogers Windows?

I started working here October 29

### What do you like most about working here?

My boss, Shawn Tennien

### Do you have any advice for prospects or new hires?

Stick with a great job!

### How do you like to spend your free time?

I play guitar.

### What are you most proud of?

My kids.

See the full Q and A at [MrRogersWindows.com/Employee-Spotlight](https://MrRogersWindows.com/Employee-Spotlight)

## Staging Success

If you have ever wondered why our customers love us so much because of our installs, here is one reason. World class customer service begins with organization and cleanliness.

Look at this organization and cleanliness that Daniel and the

warehouse team keep up with in our warehouse. You could almost eat off those floors. And look how everything is staged and ready to go.

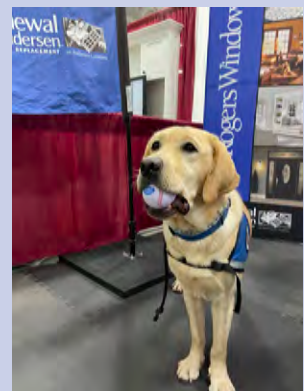
Thanks guys for setting us up for

success out in the field, it truly does make a big difference.



## We're Baaaaccckkkk

After the pandemic brought events to a screeching halt, MRW attended our first event in 18 months! The Mid-Atlantic Home and Garden Show had better than expected attendance even though it was smaller and we set 21 high quality appointments! We even made a furry friend, Glory with Mutts with a Mission.



## Great Work, Team!

## SEE YOU 'ROUND THE NEIGHBORHOOD!

### Up to the highest height!

Our customers, with the help of our Design Consultants, create windows and doors that suit the homeowners' needs and wants. Then our Install crews put that into action. For the Nourdeen project, the crew removed a picture window with a circle top above and installed one 60"x90" springline window.

That's a 5 FOOT by 9 FOOT window! Our installers work with care and precision to ensure a proper fit and that everything is done with our Signature Service. This project changed two windows into one window and gave the homeowner a clearer and unobstructed view from inside. Imagine the beautiful light that comes through!!

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

