

Mr. Rogers Windows and Doors

Neighborhood News

First Quarter 2022



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?

And They're Off...

For Q1, Marketing is coming out of the gate and starting 2022 with such strong results under some pretty challenging covid and weather conditions. They've achieved 110% of their Names With Phone goal and 110% of their Leads Issued goal!

Target Acquired

We finished the month at \$2,626,907, our biggest volume month to date so far with a 26.5% closing average. That is a record volume month for us in just 28 days, WOW! Way to go, Shelly and Team!

Fun with Numbers!

Big shout out to Dana and Katie, our smash hit accounting duo! With limited man-power and long hours, these ladies work so hard behind the scenes. Thank you ladies for your accuracy, accountability, and organization!

Grand Slam

Shawn, Anne and their teams are knocking it out of the park with a 98% install NPS and a 60% return rate. Thanks Install & Processing!

Welcome to the Neighborhood!

T. Noah Russell - Assistant Sales Manager
Amanda Bustillos - Customer Care
Shavonne Samuel - Customer Care
Taylor Doyle - Customer Care
Brittany Castillo - Design Consultant
Elliot Dane - Design Consultant
Andrew David - Design Consultant
Robert Lane - Design Consultant
Todd Nicholas - Design Consultant
Ronald Reid - Design Consultant
Heather Mathias - Inside Sales Agent
Gabriele Maxwell - Inside Sales Agent
Kaden Greenwood - Installer/Mechanic
Nash Kahler - Installer/Mechanic
Andrew McKenney - Installer/Mechanic
Logan Bryant - Installer/Mechanic
Hailoves Stallings III - Installer/Mechanic
Kenslee Pierre - Proximity Marketing
Alexis Smith - Proximity Marketing

MRW Provides Opportunities to Excel and Grow!

Stephen Ballance - Field Trainer
Dustin Callender - Floating Crew Leader

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

Let's Crown the Winners!

After a long winter, HR Manager, Lee Ann Derksen called upon the Showroom for a day of fun. Bingo, food, and Darts/Ping-Pong were on the agenda. We showed the new hires how to let their hair down and just enjoy a fun few hours with colleagues. Thanks Lee Ann for hosting and thanks Marketing for paying for lunch.



Upcoming Birthdays

Kaden Greenwood - August 1
Tyler Smith - August 4
Elizabeth Conner - August 8
Jennifer Rogers - August 9

Stephen Ballance - August 13
Jason Adams - August 15
James Lee - August 15
Michael Veitch - August 25
Duane Brown - September 5
Mary Gowans - September 11
Darin Bullard - September 18

Ronald Reid - September 21
Jonathan Heuneman II - September 23
Hailoves Stallings III - September 23
Todd Nichols - September 30
Michael Von Egloffstein - October 2
Lisa Frieman - October 3
David Fuleihan - October 3

Nash Kahler - October 7
Angelita Tan - October 9
Ashley Hooper - October 10
Jennifer van der Helm - October 13
Craig Bechthold - October 14
Alyssa Hooper - October 19
T. Noah Russell - October 22

MRW Foundation

Dedicated to helping children, families, and communities.

Bringing Water to the World

As most of you know already, The MRW Foundation has been working with and supporting World Vision for many years in the efforts to bring clean drinking water to people in need of it. In the past 4 years the foundation pledged and paid \$1 million to help “finish the job” in Rwanda. That means

that World Vision, because of donors like the MRW Foundation, has raised enough money to bring clean drinking water to everyone, everywhere they work in Rwanda!

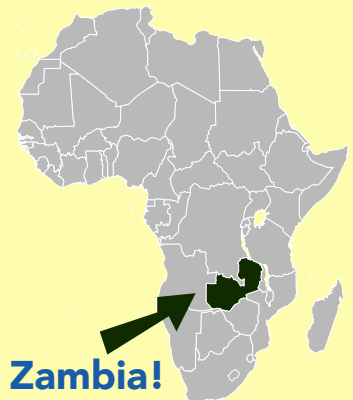
Thank you for your hard work that made that pledge a reality!

So now that the fund raising in Rwanda is done, World Vision is moving on to Zambia to finish the job there. And the MRW Foundation is very pleased to announce that on World Water Day (March 22), **we were able to pledge another \$1 million over the next 8 years towards bringing clean water, sanitation and hygiene to**

every person everywhere that World Vision works in Zambia by 2030! Isn't that great!?

As you'll recall it only takes \$50 to provide water to 1 person for life. We were able to do that for 20,000 people to help finish the job in Rwanda, and now we will be able to do that for 20,000 more to help finish the job in Zambia! Thank you again for all your hard work to help make these pledges possible!

Trivia Fun! Do you know how many organizations the MRW Foundation helps support financially on a monthly or yearly basis? Do you know which ones they are? (This doesn't include special projects like the Park Project, etc) Test your knowledge... answer on next page.



Union Mission Suitcase Drive

Thank you to everyone who donated a suitcase for the Union Mission. We notified our team of the collection, and we also notified our community through social media and our sign out in front of the showroom. We collected 10 suitcases from within our team and our community, and Nancy Lockwood and Jennifer van der Helm were kind enough to take them over to the Mission.



The Union Mission is one of the local homeless shelters that the MRW Foundation helps support financially. The Union Mission uses suitcases for the residents to store their belongings in while they are residing there. Then when the residents have completed the program at the Mission and are ready to get back out on their own, they are given the suitcase to carry their belongings. It's wonderful that we can know our donation is helping others in this special way. Thank you again to everyone who donated and delivered!

Trivia Fun!

- | | |
|--|--|
| 1 - World Vision | 4 - Crisis Pregnancy Center of Tidewater |
| 2 - St. Judes Children's Research Hospital | 5 - Union Mission Ministries |
| 3 - Recovery for Life | 6 - Compassion International |
| | 7 - American Cancer Society |

The camera loves him and so do we.



Sometimes it takes a village, other times it takes a team of very talented people to get a commercial from script to screen. O'Brien Et Al helps to make Gerry and Nancy's vision come to life on a screen nearest you.

Our Values:

Craig has done it! He WON the install excellence award for the Blue (Southeast) region for RBA installers. This comes as no surprise to all of us who have watched as he racked up four crew of the month awards in-house. That's 33.3333333333333333333333333333% of the entire year by Install Manager, Shawn T's math. And that's out of nine MRW crews that were running in 2021!

Craig has been with MRW for over 20 years now and actually taught Shawn T. how to wrap windows in 2004. Craig knows what it takes to W.O.W the customer day in and day out. He takes extreme pride in the work he does and this award proves it.

Awesome job, Craig! We appreciate you and your service for the past 20 years to MRW and our customers.



Our illustrious sales team got together at Pop's Diner to celebrate their world class 2021 success.

Many well deserved accolades and awards were given. There was even trips to St. Thomas awarded.

Great Work Sales Team!

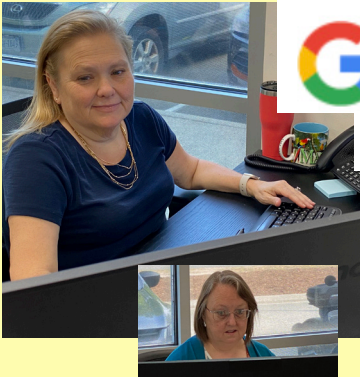
Canvass Team Lead and Field Trainer Darrius Griffin broke his own personal record in March for Appointments Set. Darrius set 75 total appointments in March, ranking him third in the entire country! He was up against hundreds of other canvass agents across the Nation.

Darrius is an integral part of the Proximity Marketing team, he also takes care of the team vehicles and preparing the team to go out every day to achieve set goals.

Thank you very much for your hard work, Darrius!

Visit MrRogersWindowsFoundation.org to learn more

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



The company is superb and 5 star!

From beginning to end, this was the best we've ever had doing a home improvement job in our house.



I have to commend all the folks involved with my service issue for their very professional, courteous, and friendly attitude.

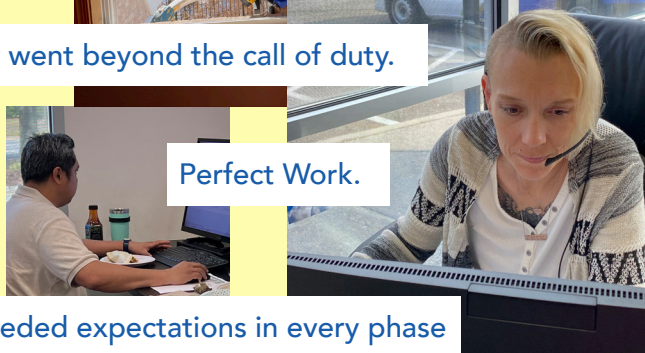
VERY BIG THANK YOU to the installation crew

Repair person was so upbeat and personable

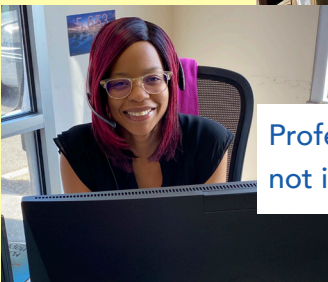


They went beyond the call of duty.

Perfect Work.



Exceeded expectations in every phase



Professional and on time. Very fast and not intrusive. Recommend to anyone.

Thank you so much for such professionalism and compassion.



Besides having a superior product, the quality of your installation crew is outstanding!



Everything about the experience was wonderful!



Well informed and empowered to make appropriate decisions.

We've already recommended Mr. Rogers and our installation crew!



Always made sure everything was good

We Delivered the W.O.W!!

On January 31, 2022, RbA awarded us with the coveted Green Diamond Award. Out of about 100 Renewal by Andersen locations, only 13 have won the Green Diamond three or more times in a row and we are one of them! WOW!

First in the Nation with our NPS Score!

The minimum qualifiers:	Our team achieved:
85 NPS	94.6% NPS
40% Response Rate	73% Response Rate
800 Reputation.com Score	825 Reputation.com Score

Our Customers Told Us They Were DELIGHTED!



Great Work, Team!

SEE YOU 'ROUND THE NEIGHBORHOOD!

Postponed due to Snow!

Our Event team had a wild ride in the first quarter. We were scheduled to attend three shows and each one was postponed due to snow! We rallied and quickly hopped on the opportunity when they rescheduled. We had a beautiful crew to help set appointments and we were visited by our own celebrity couple, Gerry and Jennifer Rogers. Thanks Event team for all your hard work!



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