

# Mr. Rogers Windows and Doors Neighborhood News

Fourth 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?

MRW finished FIRST in the Nation, for NPS Score in 2021! Our homeowners were delighted and they showed their appreciation with high scores

Before the end of November, Marketing had hit its Lead Generation goal of 9,200!! By December 6, Marketing had hit its Leads Issued goal of 5,336, that's booked appointments for the Sales team!

2021 was the best year in the History of MRW and as a result, Gerry happily announced that ***'the results for the profit sharing year finished strong and we distributed our largest Profit Sharing distribution in the history of our company, Congratulations!'***

Out of 2200 installers across the country, MRW had 5 crews in the top 30! Way to go Shawn, Duane, Mike, Josh, and Craig.

In October, Our Service Team was #1 in the country for homeowner satisfaction!

Craig held the #3 spot in the country for the Installation Excellence Contest. Just half a point from a perfect score!

## Twass the Season

We decked the halls with boughs of holly... well, maybe not holly but we definitely decorated the showroom to show our Christmas spirit. Thank you to all those who helped. We hope each of you and your families had a wonderful Christmas as well!

Mother Nature brings the rain and ISC sets the appointments. ISC Manager, Ashley Hooper, is prepared for it all!

## Welcome to the Neighborhood!

Jason Adams - Mechanic/Installer  
Christopher Postlewait - Mechanic/Installer  
Nicholas Waldrip - Mechanic/Installer  
Ethan Wilson - Warehouse Associate  
Elizabeth Connor - Inside Sales Agent  
Raegan Lawrence - Inside Sales Agent

## MRW Provides Opportunities to Excel and Grow!

Dustin Callender - Field Trainer  
Ryan Crawley - Crew Leader

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

Our Sales team received the distinguished ProVia Award and smiled all the way



## Upcoming Birthdays

Benjamin Radcliff - April 11  
Shawn Emch - April 12  
James Startt - April 17  
Ethan Wilson - April 19

Lee Ann Derksen - April 20  
Daniel Wood - April 30  
Harrison Herr - May 8  
Leon Williams - May 9  
Matthew Davis - May 11  
Corey McCormick - May 20  
Gerry Rogers - May 20

Cody McCall - June 3  
Michael Miller - June 7  
Ed English - June 9  
Kendra Cooley-Head - June 11  
Jeff Brinkley - June 12  
Ronnie Delacruz - June 23  
Katie Paulus - June 26

Smiley Loyko - June 27  
Evi Pagan - July 6  
Darrius Griffin - July 7  
Joshua McCall - July 8  
Joseph Burton - July 12  
Meredith Cella - July 29  
Lamont Hairston - July 30

# MRW Foundation

Dedicated to helping children, families, and communities.

## Park Project

Well 2021 has come to an end, and we are nearing the end of our year (or so) long "Park Project". We have done so much to the Park's home over the past year. The upstairs has been totally transformed from cleaning, organizing, painting and the latest ...new carpet! We had the entire second floor and first floor master bedroom re-carpeted, and wow! What a difference! So when all of the children and grandchildren came to visit at Christmas, they had a brand new space to stay in.



After Christmas, we had planned to hire Gabriel, "The Painter" to paint the front entryway and foyer. However after Gabriel heard the Park's story, he donated all the supplies and labor and painted that huge space for free! What a gift and blessing! If you ever need a painter, Gabriel (and his team) is your man! A huge thank you to Gabriel and team!!



The holidays brought an extra struggle for the Park's. Ellen's mother passed away on Christmas Day. It was a sad time for them and left Ellen in a rough spot. Scott must go to Johns Hopkins every 2 weeks to receive his "miracle drug" infusion for his rare blood disorder (CAPS), and Ellen needed to take him AND go to her mom's funeral in TN. Since she couldn't be in 2 places at once, Gerry and I volunteered to drive Scott up to Johns Hopkins.

We were so glad to be able to help

because most of the time when you're helping others, you receive just as much blessing as they do! And we did! We had a great time with Scott in the van on the drive. We talked and sang 70's music the whole way! I'm pretty sure Scott knows every word to every song! It was a great time! And Johns Hopkins is a beautiful facility...as you can see by the picture of the statue of Jesus.



Thank you to everyone who has helped with the Park Project to date!

**Next up....new windows and doors!!**



# Providing Hope For the Future

The Crisis Pregnancy Center (CPC) opened in 1985 with a calling to reach out to women and families involved in crisis-related pregnancies by offering real help for the present, hope for the future, and healing from the past. CPC exists to save lives, spare hearts, and spread the gospel of Jesus Christ.



Gerry Rogers has a heart for God and a love for life. Gerry felt moved to donate funds from the Mr. Rogers Windows Foundation to The Crisis Pregnancy Center. On December 20, 2021, Gerry made a generous donation of \$120,000 to help further his loving commitment to the Hampton Roads community.

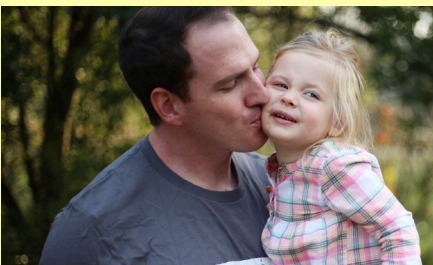


When a woman realizes she is faced with an unwanted or unplanned pregnancy, most often she goes to Google to find out where to go for help. From our research, CPC is the best place. They help women and families from conception to delivery and the first years of life of the child. As we know in business, it's all about marketing and



what name comes up first on a Google search. MRW's donation will help CPC (also known as The Kiem Center) be at the top of their Google search.

When we asked Toby Debause, president of CPC, what this donation means and how it will help, he said this: "A woman who is experiencing a crisis pregnancy is typically scared and alone as she navigates the challenges ahead. She doesn't know that the Crisis Pregnancy Center of Tidewater (CPC) is there to come along side of her and care for her and her unborn child. However, Mr.



Rogers Windows is making sure every woman in our community has the opportunity to know CPC is there for her and her little one because Mr. Rogers Windows is funding CPC's entire online marketing budget for the year and providing critical consultation to make the very best use of these funds. The women CPC serves, like everyone else, will turn to their mobile phones when they have a question or concern and CPC will be the top online offering for these women because of the generosity of Mr. Rogers

Windows. The impact of this gift is beyond comprehension because it will impact generations to come. We are so grateful for the love and support of Mr. Roger's Windows!"

## How wonderful to know that we are helping to save precious babies!

### Our Values:



# HONDURAS

## World Vision: The Mission Continues

WorldVision's work takes them to some of the hardest to reach places, like Honduras. In parts of Honduras, the water they are forced to drink is shocking. The water is overrun with bacteria, viruses, and parasites and children have become sick from drinking this water. The lack of drinkable water is one of the reasons that people migrate away from Honduras.

World Vision is stepping in to take water to communities. This is also the first step to start business or economic development in the community. With the wells built by WorldVision, the community can build irrigation systems to help with crops. Growing their own crops means more income and when you have a sustainable income, you stay and you build.

Clean water is so essential, World Vision with the support of all their donor partners, is making a new commitment to reach everyone, everywhere WorldVision works in the entire country of Honduras. By 2027, World Vision hopes to reach 650,000 people in Honduras with water.

**Your hard work, commitment, generosity and recycling of aluminum, are making projects like this pledge possible!**



Want to contribute?

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



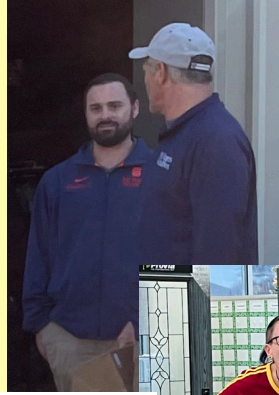
*Thank you ALL for delivering our clients the WOW they deserve, you can see they appreciate it ~ Gerry*



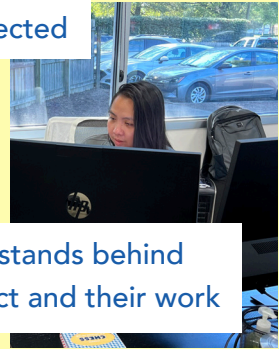
Mr. Rogers Windows was awesome.



Went way beyond what I would have expected



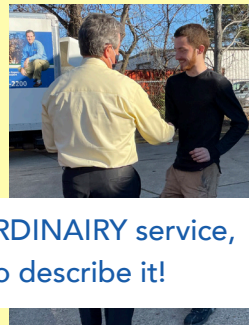
Mr. Rogers stands behind their product and their work



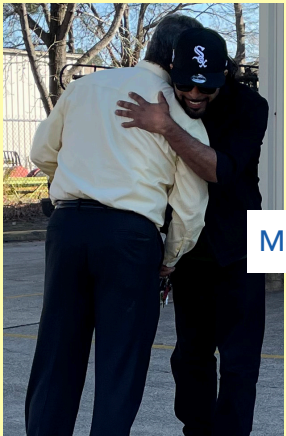
Best Experience Ever!



We received EXTRAORDINARY service, there's no other way to describe it!



Most Amazing!



Polite, respectful, and professional!

They are the A team, undoubtedly!!



Very very satisfied!



They took pride in doing a good job!

Every person we spoke with was top notch



They were the kind of people you wouldn't be scared to leave your pocket book around.



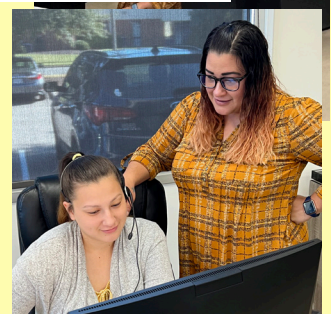
I'll be sharing my experience with the world!



I would recommend your company to all of my friends!



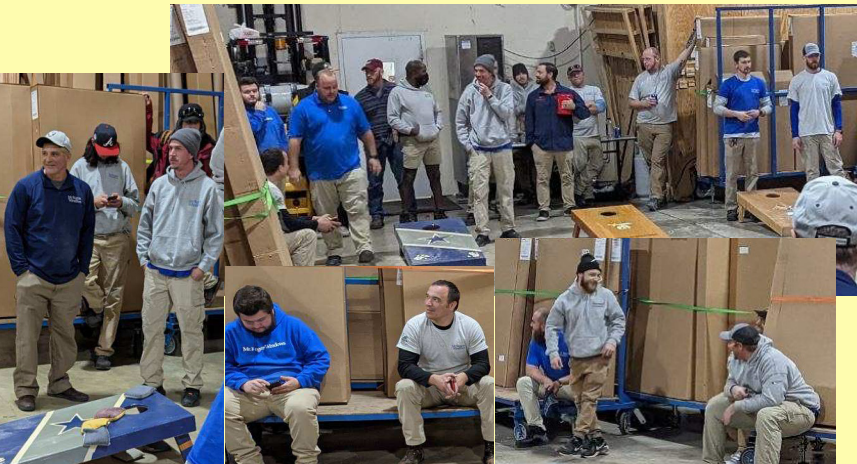
Outstanding job! The work was excellent.





## Christmas and Cornhole.

Install, Service, and Warehouse teams held their annual Christmas party with good food and fun times. These gentlemen faced each other in fierce competition over cornhole bragging rights.



## Thank You, Gerry and Jennifer!



Employees from across the company contributed funds towards a large gift for Gerry and Jennifer to show our appreciation. A getaway trip to their favorite place in the Mountains of Virginia accompanied by great wine and a Visa giftcard.

## Naughty and Nice.

The Showroom held its annual Christmas party. There was food, fun, and lots of laughter! Dirty Santa was a big hit, the game where everyone brings a gift and others are given an opportunity to steal. Some people ended up on Santa's naughty list for sure. And then the real competition began. Ping Pong, Cornhole and Bingo are always crowd pleasers.



## What pairs well with Christmas Dinner? Giving.

With overwhelming generosity, Gerry gave each employee a Honey Baked ham, turkey breast, cheesecake, or pecan pie as an extra gift for Christmas.





## SEE YOU 'ROUND THE NEIGHBORHOOD!

### Celebrating the Victories

Gerry and Jennifer wanted a chance to get the Managers and Assistant Managers together, away from work, for a little food, fun and fellowship. So they opened their home to those in management and their significant others. It was great to celebrate the fact that 2021 has been the best year in the history of our company!!



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