



Neighborhood News

Mr. Rogers
Windows and Doors

Third Quarter 2023



MR. ROGERS WINDOWS			
CLUB	AL CENTRAL	W-L	PCT
1	MINNESOTA TWINS	74 - 67	.525
2	CLEVELAND GUARDIANS	68 - 74	.479
3	DETROIT TIGERS	64 - 77	.454

what's NEW

4, 5 MRW Foundation

6 Go Tides!



WELCOME TO THE NEIGHBORHOOD!

Patricia Alt -- Event Promoter
 Joshua Barker -- Mechanic/Installer
 Tyler Bowes -- Canvasser
 Venus Byrd -- Event Promoter
 Brandon Caylor -- Design Consultant
 Maurice Decaul -- Design Consultant
 Angelica Fowler -- ISC Agent
 Eric Fox -- Design Consultant
 Maylissa Luby -- Design Consultant
 Zachary Mosher -- Mechanic/Installer
 Darren Murray -- ISC Asst. Manager
 Audrey Alan Poland -- Mechanic/Installer
 Carla Reynolds -- Customer Care



MRW Provides Opportunities to Excel and Grow!

Amanda Bustillos

Team Lead → Customer Care Asst. Manager

Shawn Tennien

Install Manager → Operations Manager

John White Jr

Mechanic/Installer → Crew Leader



Upcoming Work Anniversaries!

Elizabeth Connor — Nov 16	2 years
Ashley Hooper — Nov 18	9 years
Cody McCall — Dec 2	4 years
Andrew Rogers — Dec 13	7 years
Josh McCall — Dec 18	6 years
Brandon Kunkle — Jan 3	1 year
Mellissia Morrison — Jan 3	1 year
Shawn Tennien — Jan 5	10 years
Michael Beaman — Jan 9	1 year
Ronald Corder — Jan 9	1 year
Moein Ghaemi — Jan 9	1 year
Kayla Guilles — Jan 12	1 year
John White Jr — Jan 16	1 year
Tamikia Floyd — Jan 20	1 year

Do you have any friends or family that would be a good fit for our MRW Family?

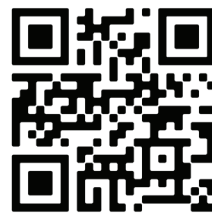
\$1000 Referral Bonus

CANDIDATE MUST PROVIDE YOUR NAME WHEN APPLYING AND STAY WITH THE COMPANY FOR 90 DAYS

Are you looking for an opportunity to grow and excel within the MRW Family?

WE'RE always
HIRING
TALENTED
 people

Scan code for our applicant website and share today!



HIRING NOW!



WORLD CLASS



Sales Team Rockstars!

Shout out to the sales team, who together on the last day of July, sold **\$270,964** with a **66.7%** close rate. The total for the month was **\$2,604,921** with a **30.9%** close rate. Rock on Sales Team! WOW!

SPOTLIGHT ON...



Shawn Tennien
Operations Manager

▲ Installation Manager

▲ Project Manager

▲ Specialty Crew Leader

▲ Crew Leader

Shawn has been part of the MRW Family for **10 years** and has led our install department through some of the most challenging times in our company's history. With the pandemic and unprecedented growth, Shawn more than doubled the number of our installation teams, all during one of the worst labor shortages in our country's history. And he was still able to maintain the highest customer satisfaction NPS score on project scores of any location in North America, leading us to earn **3 Green Diamond Awards**.

Thank you Shawn for all of your hard work and congratulations on a well deserved promotion.

-Gerry



What are MRW fans saying...

"Superb group of people that work at Mr. Rogers...they have pride in working for a company that cares for their people."

"Logan B, Ryan H, and a H, worked quickly and efficiently... don't lose these men, they are an asset to your company."

"Both Mikey and Tyler were 'World Class'."

"We are so impressed with the kindness of installers. Thank you Mr. Rogers for an amazing experience!"

"I wish more companies would strive to have such great customer service and quality in mind. Thank you so much for your professionalism, friendliness, high quality work and time!"

"Very positive attitude toward the job, extremely helpful!"

"Experience was effortless and completely stress free. Your service can't be beat!"

"We've seen the Mr. Rogers commercials for years and always wondered if real life could live up to what's promoted. Well, it did and actually was way better than we could have imagined!"

"I am glad I selected Mr. Rogers Windows...they are quite professional in whatever they do!"

MR. ROGERS WINDOWS

CLUB	AL CENTRAL	W-L	PCT
1 MINNESOTA TWINS		74 - 67	.525
2 CLEVELAND GUARDIANS		68 - 74	.479
3 DETROIT TIGERS		64 - 77	.454
4 CHICAGO WHITE SOX		55 - 86	.390
5 KANSAS CITY ROYALS		44 - 98	.310

	1	2	3	4	5	6	7	8	9	10	R	H	E	MVR	B	S	O
JAX	0	0	0	4							0	0	4		0	0	0
NOR	0	0	0	4							0	0	4		0	0	0

NAVY FEDERAL
Budweiser
CINTAS
Canon
CANON VIRGINIA, INC.



Despite the weather doing its best to throw us a curveball, the first Tides game MRW attended, our team spirit and camaraderie shone through. The force was with us on a fun Star Wars themed night at Harbor Park the second time around!

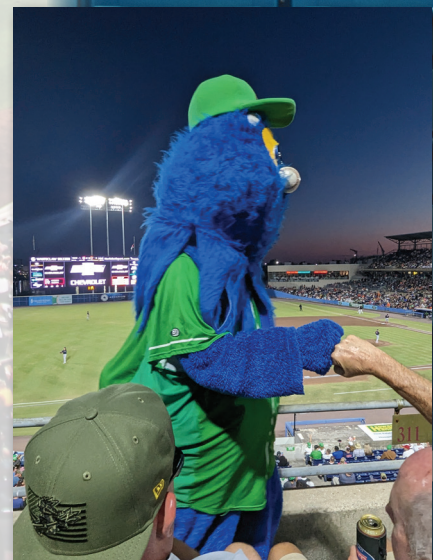


"Difficult to see; always in motion is the future." —Yoda, The Empire Strikes Back (He must have been speaking on the weather forecast)



It turns out, a little rain can't compete with the warmth of shared smiles and good company.

Thanks to everyone who joined us — here's to more unforgettable moments together!



Mr. Rogers & Windows and Doors



Norfolk Tides defeated the Oklahoma City Dodgers to win the Triple-A National Championship in September!



Fun Fact about the song "Take Me Out to the Ballgame!" - penned in 1908 by 29-year-old Jack Norworth, a Tin Pan Alley songwriter who, by his own account, had never been to a baseball game.

Speaking of Champions, check out these winning Signature Service Pillars totals!

BEST OF THE BEST

Signature Service Pillars

Total Trust

Current Year (2023): Total Tr



Total Respect

Current Year (2023): Total Re



Total Care

Current Year (2023): Total Ca



Total Delight

Current Year (2023): Total De



Upcoming Birthdays!

Tadwin Appleby — Nov 4

Carla Reynolds — Nov 4

Nancy Lockwood — Nov 9

Fatima Turner — Nov 9

Dustin Callender — Nov 11

Shawn Tennien — Nov 14

December Bryant-Walker — Nov 15

Venus Byrd — Nov 21

Sarah McCall — Nov 22

Anthonyray Taylor — Nov 29

Steve Redfearn — Nov 30

Ronald Corder — Dec 5

Anne Delacruz — Dec 6

Zackary Mosher — Dec 8

Floyd Bartlett — Dec 12

Michael Lynch — Dec 17

Tamikia Floyd — Dec 20

Eric Houk — Dec 24

Eric Fox — Dec 25

Kevin Warnecke — Dec 27

Maylissa Luby — Dec 28

Dana Wyman — Dec 30

Jonathan Hooper — Jan 10

Michael Beaman — Jan 21

Stephen Milacci — Jan 27

WATER AND HEALTH UPDATE

Healthcare facility upgrades in Zambia: Fully funded!

I'm excited to share a **World Vision** update with you. As a team we committed over **\$1 million** to finish the job in Rwanda and by the end of this year that work will be done.

Hallelujah!

Now we are well into our second million dollars committed to finish the job in Zambia.

The health care centers are fully funded and 37 of the 50 million to finish the job in Zambia has been raised.

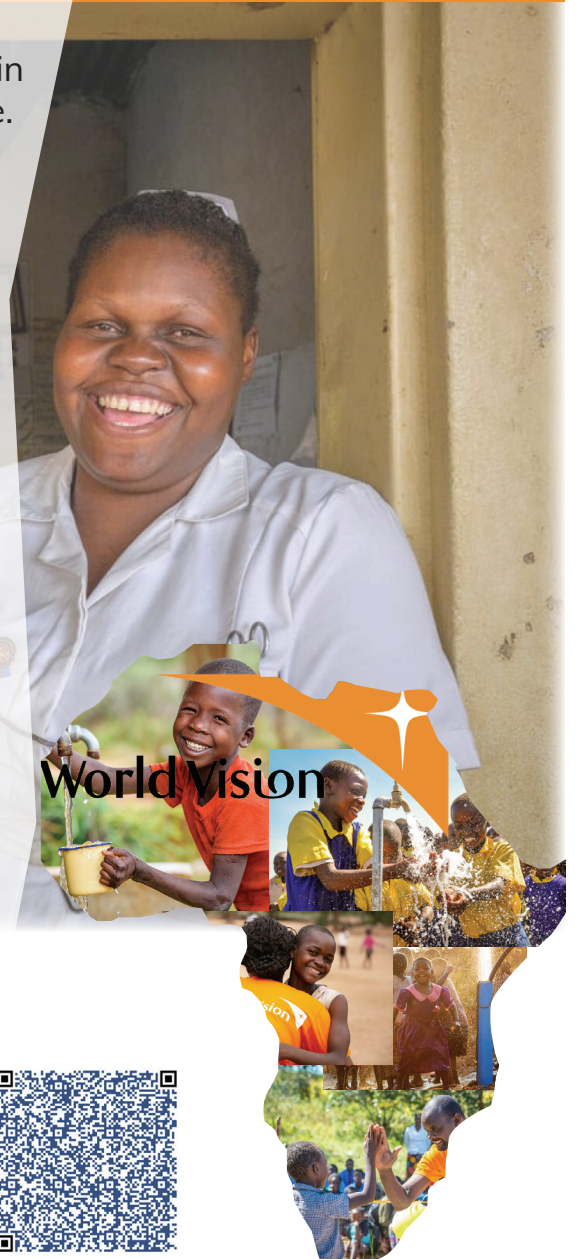
When we were there in June we visited a healthcare center where the nurse told us that one night, because they do not have electricity, she was delivering a baby, and when she turned to reach and grab a flashlight, the baby popped out and fell on the floor.

Thankfully, the baby was fine but we knew at that point we had to get these 125 healthcare facilities upgraded. No Mom or baby should have to endure that. Praise God the funding is in place, and the work will be done by the end of this year. Now they will all have clean water, electricity and proper care.

Thank you for all your hard work at Mr Rogers Windows that helps to facilitate this work.

-Gerry

Scan the code for more
World Vision Water updates!



recovery for life
hope, help and healing

The Gala was spectacular. We enjoyed a nice dinner along with music. The silent auction was the main focus of the night to raise funds to help recovery 4 life help people in community. Trips, jewelry, restaurant gift cards, and many other items were to be purchased. It is all done online so you were notified in real time if someone bid higher - it became quite competitive!



Paul Atkinson, CEO for Eggleston, was the guest speaker. Eggleston helps find jobs for and teach skills to persons who are disabled. Most people think of adults with Downs Syndrome, etc. but they also help veterans and others who are struggling with coming out of addictions.

The highlight of the night featured the beautiful people that crossed the stage to share what struggle they have overcome. They held up a poster board that may say "Alcoholic" then they flipped it around and it would say "8 months sober" so you saw who they were and who they have become.

For an end to the night, they then do some straight asks for money-so they will say we need 10 donors to give \$1,000 and people held up an auction card. They continue to move down the list and it's shown live. It was amazing to see the amount of generosity people have, including employees from Mr. Rogers Windows.

It's a great thing we are blessed to be a part of through being Team members at Mr. Rogers Windows!

-Lisa



Welcome Back Darren!

Our Assistant ISC Manager, Darren Murray, has circled back to join us again, bringing a wealth of experience, expertise & fresh perspective. Previously with MRW from 2014-2016, Darren then embarked on a 7 year journey managing multiple call centers (evolving one from only 7 agents to 170!). He has expressed how proud he is of his accomplished work, but the traveling he endured, was exasperating. So, when he saw MRW was in need, he was very excited to reunite with Gerry, sharing similar values and always asking, "What can I do to help" our customers, colleagues and community. Welcome back, Darren!



BEHIND THE SCENES MAGIC



SEE YOU 'ROUND THE NEIGHBORHOOD!

what's NEXT

United Against Cancer
Ho Ho Holidays!