

2025

BANKO

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WELCOME TO JULY

Welcome to the July edition of the Banko Employee Newsletter! This month's issue is packed with updates and highlights including our Employee Spotlight, helpful firework safety tips, a roundup of local July 4th events, and valuable customer service advice in our Customer Service Corner. You'll also find safety reminders, training updates, team shoutouts, and much more. We want this newsletter to be meaningful to you, so please let us know what topics or features you'd like to see in future editions. We appreciate each of you and hope your summer is off to a great and productive start!



BANKO SUPERHEROES & SIDEKICKS

Whether you're scaling a ladder, braving a storm, answering a phone or helping a homeowner feel safe and secure—you make a difference. We see it, and we appreciate it.

You are all our SUPERHEROES!



JULY BIRTHDAYS

Diana Jenkins	Omar Vizcarra
Mattea McCallum	Diana Jenkins
Heather Sanford	Eric Larson
Abdulrahman Maghtha	Dusty Simon
Nicky Rivera	Brett Bielan



NEW HIRES

Apprentice	Chris Alexander Randy Porter
Customer Service	Milena Mateo Cierra Owens
Builder Service	Rachel Younger

JULY CALENDAR

- 7/4 Independence Day (offices closed)
- 7/12 Sensory Saturday Kids Free - Mosi Museum
- 7/19-20 Bradenton Home Show
- 7/19 National Ice Cream Day
- 7/28 World Conservation Day
- 7/31 Last day to enter Summer Photo Contest



JULY 2025 SCHEDULE



7/1-7/2	Athletics (H)
7/4-7/6	Twins
7/7-7/9	Tigers
7/10-7/13	Red Sox
7/18-7/20	Orioles (H)
7/21-7/23	White Sox (H)
7/25-7/27	Reds
7/28-7/31	Yankees



HUMAN RESOURCE HAPPENINGS

Head-to-toe virtual care from MDLIVE.

It's easy to connect to care.

Virtual care visits are convenient and easy, whether you choose on-demand care or to schedule an appointment. And you can select an appointment in English or Spanish.

1. Access MDLIVE by logging into myCigna.com® or by using the myCigna® App.
2. Find the "Talk to a Doctor" button on the homepage. You may have to scroll down.
3. Select the type of virtual care you need – Medical or Counseling. Estimated cost will be shown.⁶
4. Schedule your appointment or start your visit today.



Visit myCigna.com or call MDLIVE at 888.726.3171 when you need virtual care.



Congratulations!

Congratulations to Chris Alexander and Randy Porter on earning your Phase One Apprenticeship Certifications!

Your hard work, dedication, and commitment to growing your skills are truly appreciated. This is a big step forward, and we're proud to have you both on the Banko team! Keep up the great work!



Todd Sanford
Chris Alexander



Randy Porter

DID YOU KNOW?

The Declaration of Independence wasn't actually signed on July 4th. Most delegates didn't sign the document until August 2, 1776 - July 4th is when it was officially adopted.

Americans consume around 150 million hot dogs on Independence Day! That's enough to stretch from D.C. to L.A. more than five times!



EMPLOYEE SPOTLIGHT

MORGAN BRADY
Installer

GET TO KNOW MORGAN

This month, we're proud to shine the spotlight on Morgan Brady, one of our dedicated and hardworking installers here at Banko Overhead Doors. Morgan brings a positive attitude, strong work ethic, and a great sense of humor to every job site.

BEST ADVICE YOU'VE EVER HEARD? Work smarter not harder.

DREAM VACAY SPOT? The Maldives - sunshine, clear waters, and total relaxation.

FAVORITE MOVIE QUOTE? "Just keep swimming."
Dory - Finding Nemo

Thanks for all you do, Morgan!



FIREWORK SAFETY FOR A SAFE & FESTIVE JULY 4TH

As we gear up to celebrate Independence Day, here are some quick reminders to help you and your family stay safe while enjoying fireworks:

1. **LIGHT ONE AT A TIME AND STAND BACK:** Never light multiple fireworks at once. Once lit, back up to a safe distance immediately.
2. **KEEP WATER NEARBY:** Have a bucket of water or garden hose close in case of firing malfunctions.
3. **NEVER RELIGHT A "DUD" FIREWORK:** If a firework fails to go off, wait 20 minutes, then soak in water - don't try to relight it.
4. **USE OUTDOORS ONLY & AWAY FROM STRUCTURES:** Set fireworks off in open areas - away from buildings, vehicles, and dry grass.
5. **SUPERVISE KIDS AT ALL TIMES:** Even sparklers burn at 2,000°F! Keep fireworks out of the hands of children and ensure adults are always supervising.

From all of us at Banko - have a safe, happy, and sparkling 4th of July!

SEE NEXT PAGE FOR LOCAL AREA FIREWORK EVENTS!

SUMMER PHOTO CONTEST

It is that time of year again and we cannot wait to see your best summer fun in pictures.

Send a picture(s) of your good times over the summer and enter to win a gift card!

Submit to
Marketing@BankoDoors.com

Contest ends 7/31/25

"We had a wonderful experience with Banko. They found the problem quickly and gave a fair price for repair. Parts needed to be ordered, but they were back within 2 days to fix.

We will definitely use them for any future needs."



SAFE DRIVER AWARD JUSTIN CARLOCK



We are thrilled to announce that our Safe Driver Raffle winner is **Justin Carlock**. By demonstrating exemplary driving skills and consistent safety on the road as well as maintaining a clean vehicle, Justin has been awarded a certificate of recognition and a \$25 Amazon gift card.

GARAGE DOOR FACTS

- 70% of homeowners use the garage door as their primary entrance - making it the most used door in the home!
- A new garage door has one of the highest ROIs in home improvement at 194%.
- Garage doors typically last 15-30 years, but springs and openers may need replacement every 7-10 years depending on usage and maintenance.

C. Schiefelbein
Apollo Beach, FL

LOCAL AREA FIREWORKS

Here are some exciting July 4th firework events in your area to celebrate Independence Day:

Tampa - Boom by the Bay & Boat Parade
 📍 Riverfront Park
 🕒 4 PM - 10 PM

Enjoy a festive boat parade, live music, family activities—and stunning fireworks over the bay.

Orlando - Fireworks at the Fountain
 📍 Lake Eola Park
 🕒 4 PM - 10 PM

Join the community for lawn games, food vendors, and a spectacular fireworks display as the sun sets.

Venice - City of Venice Fireworks
 📍 North Brohard Beach
 🕒 9 PM

A classic beachfront celebration—perfect for cozy evenings and oceanfront views.

Palmetto & Bradenton - Cities in Unity
 📍 Both sides of the Green Bridge & Rossi Park
 Riverside
 🕒 5 PM - 10 PM

Two cities coming together for parades, live entertainment, food vendors, and a joint fireworks finale.



LIFE SAVING LESSONS CPR TRAINING

👏 A big shoutout to everyone who took part in the training—your commitment to safety, responsibility, and teamwork reflects the very best of what it means to be part of the Banko family.



CUSTOMER SERVICE CORNER How to De-Escalate a Difficult Customer

At Banko Overhead Doors, providing great service includes knowing how to handle upset customers calmly and professionally. Whether over the phone or in person, staying composed, listening actively, and showing empathy are key.

Phone Tips:

- Stay calm and neutral in tone
- Let customers vent without interrupting
- Use their name and empathize
- Clarify the issue by repeating it
- Provide clear next steps or solutions

In-Person Tips:

- Use open, non-defensive body language
- Lower your voice to de-escalate
- Acknowledge their frustration
- Step away briefly if tension is high
- Call for help if the situation escalates

Reminder: It's not personal—responding with professionalism can turn a tough moment into a positive customer experience.



America fireworks independence white
 BBQ freedom July
 blue fun patriotic
 celebrate grateful proud
 family grilling red
 festive historic summer



July is the month to turn up the heat—not just in the weather, but in your hustle. Push forward, stay focused, and make this your hottest month yet.