



2019 Mavro Retreat

Focus on Camaraderie and Customer Service

Every year, all Mavro employees gather together to review the previous year and set the direction for the future. This year, Mavro held its annual company-wide meeting in St. Pete's Beach, Florida.



Mavro Employees and Guests at the 2019 Retreat

During our main work session several team members presented different topics relevant for the entire team. The topics covered included forms processing automation, integrated remote capture, and more. The group was shown some of the new innovative features that have been recently delivered and those that are being developed, and discussion focused on how we will bring those to market.

We celebrated Mavro anniversaries for five associates and awarded the performance leaders in our company-wide exercise program, Mavrosize. Lastly, Mavro pre-retreat homework was applied, and we reviewed a case study podcast on customer service. The resulting roundtable discussion identified what a best-in-class customer service company is doing well and what Mavro can improve on to make our customers' experience even more positive.

Our time together was indeed valuable, and we look forward to making continued improvements for our customers.



Spending time together with our teammates wouldn't have been complete without a little fun! A highlight of the retreat was a Mavro Beach Day at the Don CeSar hotel. There were many activities such as ocean kayaking, beach volleyball, cornhole, football, Jenga, frisbee, cards, swim rafts, and more. There was a little something for everyone. And, in true Mavro fashion, there was a lot of competition and effort delivered during the volleyball match.



The Don CeSar Hotel

The 2019 Retreat was a perfect blend of activities targeted to improve our overall performance while cementing the already strong bond amongst the Mavro associates.

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