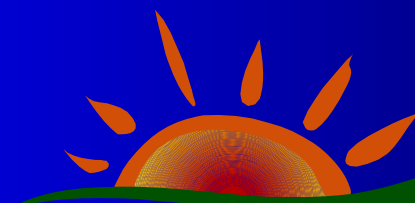
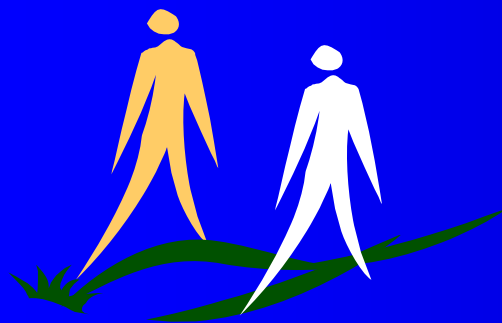


WELCOME TO . . .

Attitude

And the

Bottom Line™



What's the difference?

Obstacle

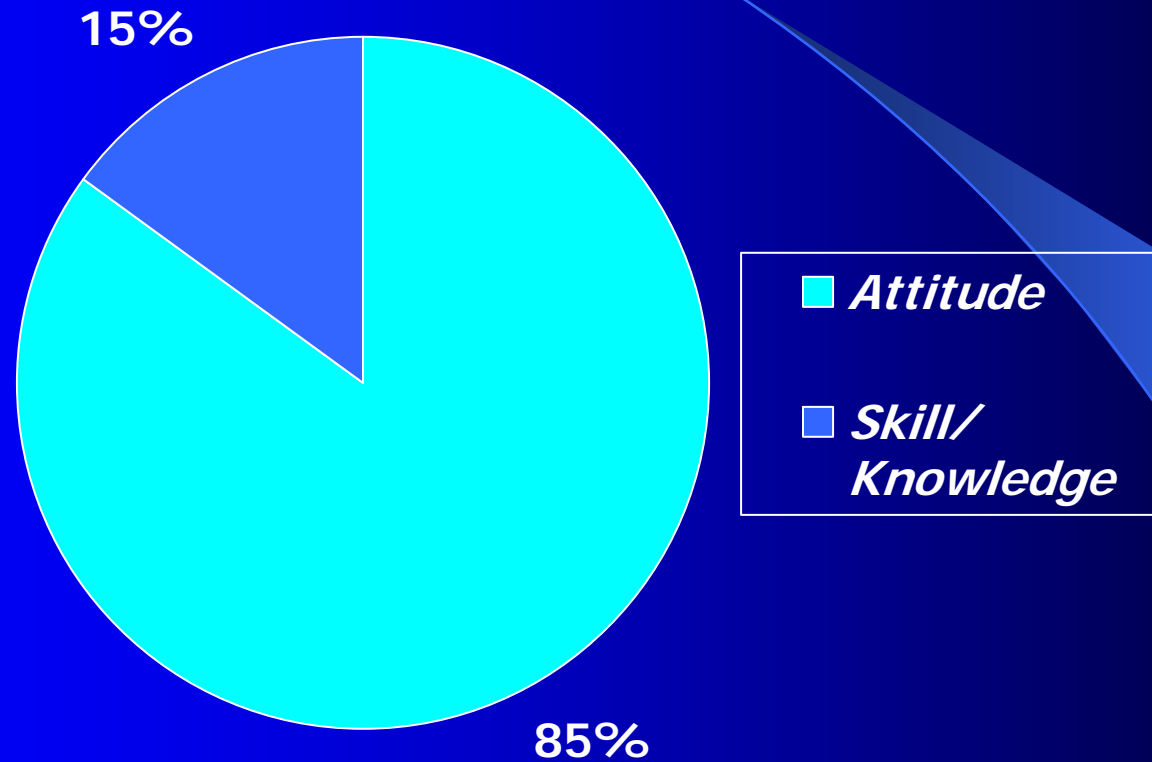
Opportunity

Attitude and the Bottom Line™

*I will pay more for the ability to
get along with others than for
any other skill.*

Charles Schwab
(Former President of U.S. Steel)

Keys to Success ...



Why Customers Quit!

- 68% Because of an attitude of indifference toward the customer by an employee
- 14% Product dissatisfaction
- 9% Competition
- 5% Develop other relationships
- 3% Move away
- 1% Die

- Research from Chicago Institute of Trade

How much does a lost customer cost your organization?

Monthly \$ _____

Annually \$ _____

Customer Service Attitude ...

I can't help the way I feel,
but I can help
the way I think and act.

Bob Conklin, *Adventures in Attitudes*®

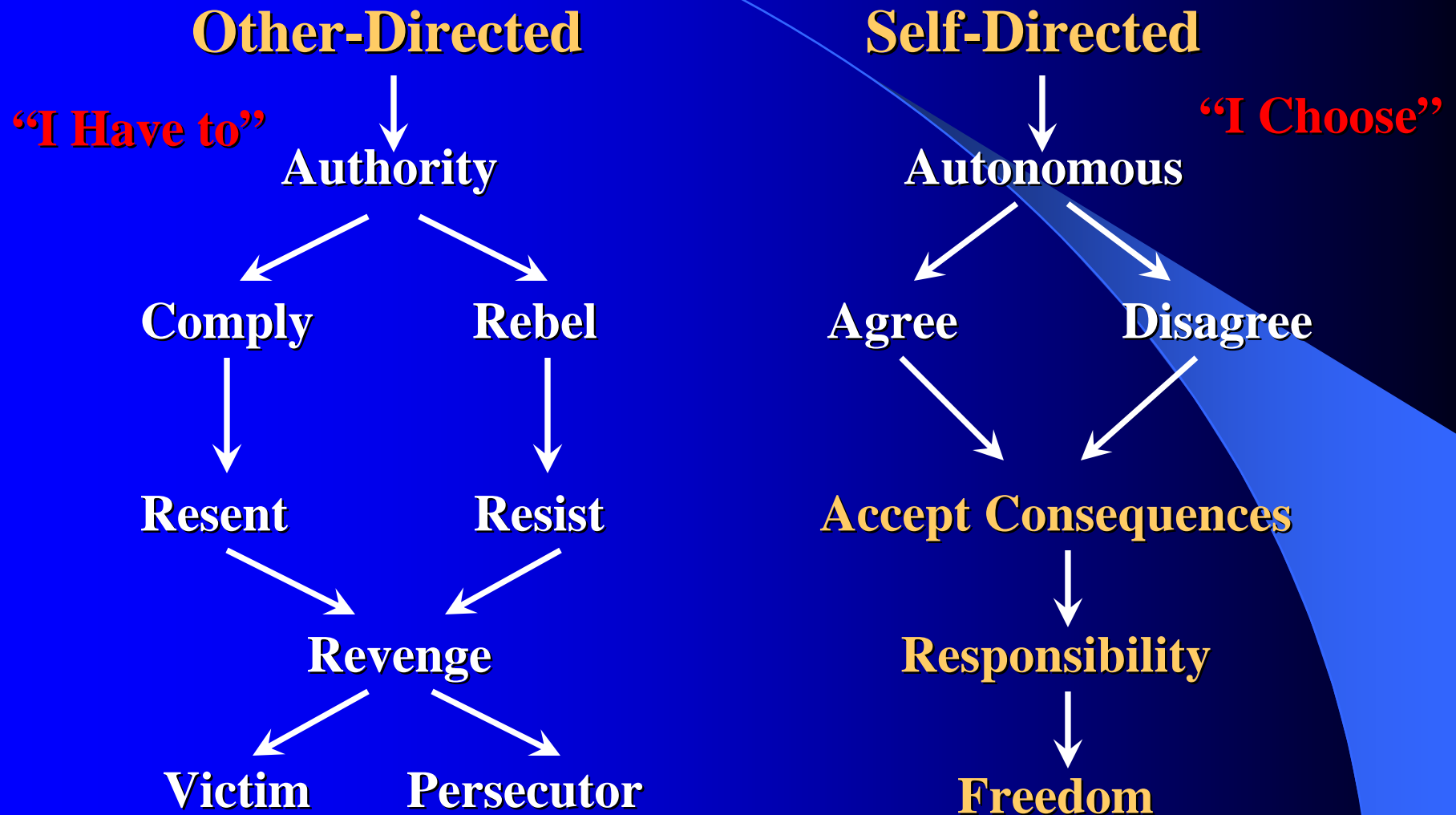
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Customer Service Attitude ...

To the degree that you give
others what they need,
They will give you what you
need!

Bob Conklin

Personal Responsibility



Attitude and the Bottom Line™

- ❑ Developing strong customer service attitudes and behaviors is a PROCESS ...not an event
- ❑ Positive attitudes are developed from the Inside out!

We are,
what we repeatedly do.
Excellence then,
Is not an act,
But a HABIT!

Aristotle

Enjoy Today!

Carole R. Gill

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