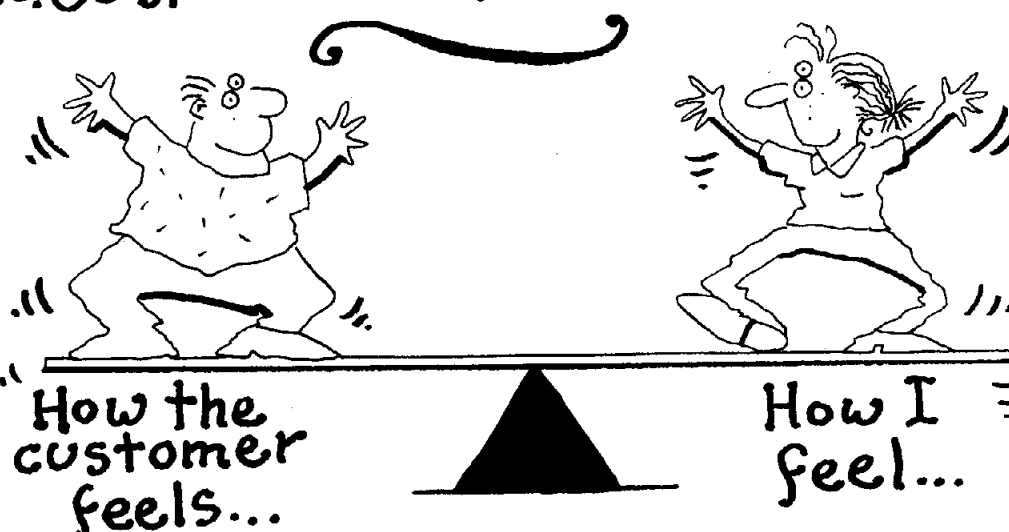


You can't change a customer's attitude, but you can change yours!

1. What are your sparkly bits saying?
2. Be an energy giver and a "stress buster."
3. Have fun at work!
4. Have an outside-in focus.
5. Listen with your eyes for feelings (S. Covey).
6. What is your real purpose at work?
7. Why do customers really come to you?
8. Ask "What do I do that makes you feel good"?
9. People don't care how much you know until they know how much you care.
10. Customers or partners?



Customer Caring Scale

Blow this place UP - it stinks! they treat me.

I hate the way they treat me.

Hello! I'm here - can you see me? know I exist.

You woke me up...

How can I help you?

OK, ho hum Service.

What fun it is to come here!

I love this place. I'm never going anywhere else.