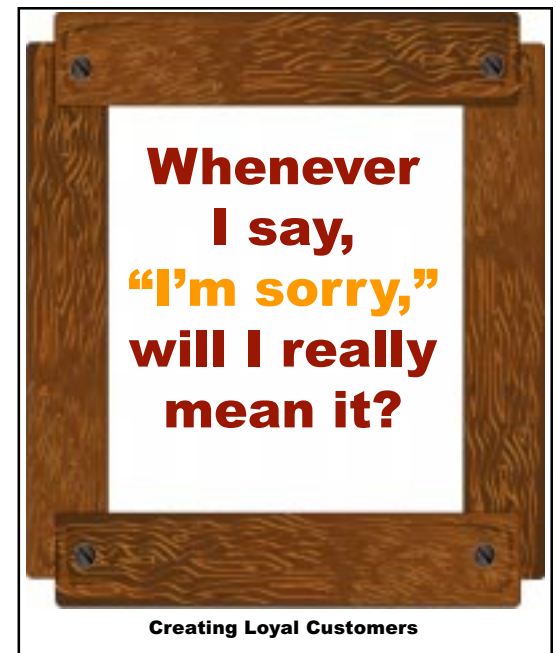


Sample **Creating Customer Loyalty** Poster Questions

(Sixty Total: Size 8.5 x 11" printed in full, vibrant colors on glossy photograph card stock)



Sample A Complaint Is a Gift Poster Questions

(Fifteen Total: Size 8.5 x 11" printed in full, vibrant colors on glossy photograph card stock)



**Most of us
get defensive
when we
hear
complaints.
Will I respond
in a better
way?**



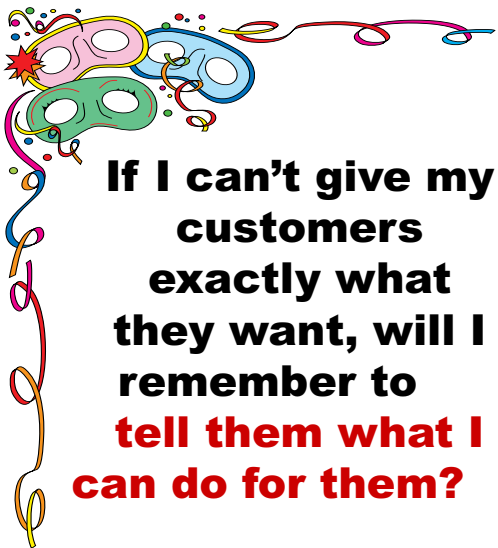
A Complaint Is a Gift




**Will I be sure
to say
"Thank you,"
when I first
hear a
complaint?**



A Complaint Is a Gift



**If I can't give my
customers
exactly what
they want, will I
remember to
tell them what I
can do for them?**




A Complaint Is a Gift




**Will I
remember
it isn't easy
for most
customers to
complain?**



A Complaint Is a Gift



**Will I
remember
customers
think
they are
right,
even when
they are
wrong?**



A Complaint Is a Gift



**When
appropriate,
will I
sincerely
apologize
today?**



A Complaint Is a Gift

Sample **Putting People First** Poster Questions

(Fifteen Total Size 8.5 x 11" printed in full, vibrant colors on glossy photograph card stock)

