

Respons.

Responsive:

Responsi

Step 1 **Gather your** team.

Step 2 Watch the video.

http://goo.gl/GUczxm

Step 3 Consider the questions to the right.

Do we portray a desire and willingness to "MAKE SOMEONE'S DAY?"

Is each of us accountable for our own actions?

"People will forget what you saig, what you di Ple will Jorget what you did Ble will forget how people will never forget how feel." Vou made them feel." _ Maya Angelou

Are we truly present for our customers?

Are we ready to assist our customers?

Do we provide open,

honest, and timely

communication to

our customers?

Are our customer interactions positive?