



ADDventures

October 2011

Preparing a *script* before any important call or visit can be the difference between winning and losing. It may be no more than key words and phrases and an objective jotted down on the back of an envelope, but it can work like a storyboard to get you where you need to go.

How do you know what words and phrases to use? Think of all the possible ways the individual on the other end of the line, or across the desk, will react. Then devise strategies. You won't plan everything out, but you will be prepared to use key words, phrases and names, while avoiding others. Script writing isn't easy, but it's better than winging it. A script tells you what you intend to achieve. After you've achieved it, say your exit lines.

~The Tactics of Very Successful People

A customer is the most important visitor on our premises; he is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so.

~ Mahatma Gandhi

Being on par in terms of price and quality only gets you into the game. Service wins the game.

~TONY ALESSANDRA

November 6, 2011 daylight saving time ends and time is set back 1 hour. This is the time to change your battery in your smoke alarm.



One of the tests of leadership is the ability to recognize a problem before it becomes an emergency.

~Arnold H. Glasow

**October
ADD STAFFers
of the month:**

**Congratulations for
jobs well done.**

**Carol D.
Melissa B.
CJ W.
Dennis Y.
Collin S.
Erica O.
Sylvia W.
Connie Y.
Hortencia Y.
Mary M.**

Analytical software enables you to shift human resources from rote data collection to value-added customer service and support where the human touch makes a profound difference.

~ Bill Gates

What goes around the world but stays in a corner?

Answer to September riddle: A Comb