



People & Solutions, Inc.

A Newsletter

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Volume 01

Another Day...Another Chance !!!

This is the beginning of a new day.
I have been given this day to use as I will.
I can waste it, or use it for good.

What I do today is important
because I am exchanging a day of my life for it.

When tomorrow comes, this day will be gone forever,
leaving in its place whatever I have traded it for.

I pledge to myself that it shall be gain - not loss,
good - not evil, success - not failure,
in order that I shall not regret the price I paid for this day.

Contributed by: Ronnie Roberts, Greenville, SC

***"UNDERSTANDING YOUR OWN
PERSONAL POWER WITH
OTHER PEOPLE"***

Be bold and courageous. When you look back on your life, you'll regret the things you didn't do more than the ones you did.

***"ACHIEVING EXCELLENCE
WITH CUSTOMERS "***

"Ninety-six percent (96%) of unhappy customers never complain about discourtesy; but up to ninety-one percent (91%) will not buy again from the business that offended them."

"In addition, the average unhappy customer will tell his or her story to at least nine (9) other people and thirteen percent (13%) of unhappy customers will tell more than twenty (20) people," according to a study conducted for the White House Office of Consumer Affairs.

"*However*, ninety-four (94%) will buy again if their complaint is handled quickly and accurately."

***"HOW TO KEEP PEOPLE, PAPER,
& PRESSURE FROM GETTING
THE BEST OF YOU"***

DON'T WASTE TIME

In an average life of 70 years, one will spend approximately:

3 years reading,
5 years talking,
6 years at the dinner table,
8 years in amusements,
14 years working, and
24 years sleeping.

***"ACHIEVING EXCELLENCE
WITH YOURSELF"***

BETTER CAREER ADVANCEMENT - Get ahead through observation.

Example: See how employees at various levels dress - if you see differences, dress like people at the level one step above yours. Watch what people do at lunch - such as eat at their desk or go out in groups. Try to do what successful longtime employees are doing. In meetings, try to sit close to people one level above you without actually encroaching on their territory.

Bottom Line: Learn how successful employees rise in the firm and try to follow their pattern.

If You Are....

**Grouchy,
Irritable, or
just plain Mean
there will be a
\$10.00 charge for
putting up with you.**