



People & Solutions, Inc.

A Newsletter

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FRESHEN YOUR MARRIAGE

~ Bring something new to the relationship... like calling your spouse for a surprise lunch date or renting a movie you saw on one of your first dates.

~ Tell your spouse a story or offer a compliment when you walk in the door after work.

~ Never go two weeks without spending time alone... if not an overnight getaway, at least a few hours alone doing something special together.

~ Put a love note in your spouse's briefcase or purse, saying you will be thinking of him/her all day.

~ Hug each other every day.

Cathleen Gray, Ph.D. Cathlic Univ. of America

“UNDERSTANDING YOUR OWN PERSONAL POWER”

Understand that happiness is not based on possessions, power, or prestige, but on relationships with people you love and respect.

“ACHIEVING EXCELLENCE WITH FAMILY MEMBERS”

FEWER FAMILY CONFLICTS

When your children cause problems or start to drive you crazy, look at what needs adjusting in your own life.

REASON: Children reflect their parents' behaviors and attitudes.

ASK YOURSELF: What is this situation telling me about myself? and What values and attitudes am I giving my children?

ULTIMATELY: Until you deal with yourself, any attempts to fix a problem child can worsen the situation.

"IF YOUR BOSS IS DISORGANIZED..."

- ~Then you need to know what he expects.
- ~ Keep your knowledge of company's business at a maximum.
- ~Ask questions when you don't understand.
- ~Remind your boss about deadlines.
- ~Offer to gather information the boss needs.
- ~Make sure that you are organized.

"A LIFETIME CUSTOMER"

- ~ Set customer service goals and make sure your employees are aware of the goals.
- ~The return on investment for companies which are customer - driven is 10 to 1.
- ~Think of your self as a "customer satisfier." Businesses who fail to do so lose 15 to 30% of their potential gross sales.
- ~Get a committment for customer service from your "top" managers.
- ~ Determine the causes of unmet customer needs and complaints.
- ~Know what your customers expect.
- ~Train ALL of your employees in customer service *regardless* of their job description.



“Next Time, Use ALL of your fingers when you wave at me!”