

Your M.A.I.L.

July 1999

Your Motivation, Attitude, & Integrity Letter from Success Performance Solutions

I wish I said this....

On interviewing: "You take the word of a complete stranger more than you do your current employees."

Claudio Fernandez-Araoz
HBR, July/Aug 1999

Calendar 1999

July 24, 1999

**Hire for Higher Performance
Creating Relationships That Last
Rid Your Practice of Demotivation**
AGD Annual Meeting
Salt Lake City, Utah

July 27, 1999

**Workforce Shortage 2000
Challenges, Positioning and Solutions**
Eden Resort Inn and Conference Ctr.
7:30 AM (Invitation Only)
Call 717-656-4632 for information

August 10, 1999

New Milestones In Motivation
Lancaster County
Chamber of Commerce
To register, call (717) 397-3531

.....
■ **Enter your best, worst**
■ **or funniest customer**
■ **services stories. Send**
■ **them by fax or e-mail.**
■ **Winners will be**
■ **announced each month**
■ **in Your M.A.I.L. and**
■ **on our website.**
.....

Great Service Can Make You Laugh

How you position yourself at the computer can mean the difference between a bad back and say.....\$35,000 of credit.

Bob Friedman, owner of Pams Press Graphic Design, submitted this customer service story. It did not qualify as the worst or the best, but without a doubt the funniest. (thus launching a new category in our monthly contest.)

Bob writes: About a year ago I filled out a request for some business information on the Internet. I completed the required form, which gathered information for a business profile on me.

Towards the end of the form was the question, "What is your current position" to which I responded "upright at the computer".

I have since received a lot of related and unrelated promotional materials, addressed to: "Robert Freidman, Upright At The Computer."

The best one was a 'very personal letter' from the president of the company. I was congratulated for being a leader in the graphic arts business. It goes on to tell me how unique of a professional I am to have achieved the prestigious position of Upright At The Computer.

The letter ends stating that because I have been "Upright At The Computer" since 1974, I am part of a select group pre-qualified for a \$35,000 business line of credit.

Thanks, Bob for the story.

One Is Fine,

Two Is A Nuisance?

Many of our subscribers are receiving both the e-mail and fax versions of Your M.A.I.L. Please let us know your preference and return to:
E-mail: yourmail@super-solutions.com
Fax: (717) 656-7816

I prefer Your M.A.I.L. by:
E-mail and Fax: Yes No

E-mail _____

Fax _____

Name _____
____ Remove me from both lists.

Free subscription for a friend? Write, fax or call us with their name and we will send them a free subscription as a gift from you.



136 W. Main St.
Suite 200
Leola, Pa. 17540

(717) 656-4632
(717) 656-7816 FAX
email: iwolfe@success.net
<http://www.super-solutions.com>

Your MAIL, a newsletter for the clients of Success Performance Solutions, will be sent to you free of charge unless you unsubscribe.

Each issue will include motivational quotes from top business leaders, important trends in performance improvement and the latest resources for motivational training and selecting people with integrity.