

PINNACLE PERFORMANCE

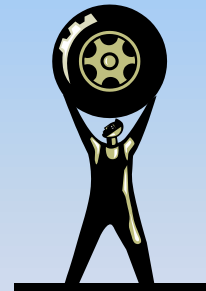


Pinnacle Performance Training

HIGH PERFORMANCE

SALES / CUSTOMER EXPERIENCE / WINNING TEAM CULTURE

TRAINING PROGRAM



Pinnacle Performance Posters

To Display / Reinforce
Pinnacle Performance Training Principles

--
Available in 16" x 20" horizontal or 18" x 24" vertical formats

--
Professionally produced on premium photo paper

Premium Glossy

Our shiniest, vibrant finish on HP Professional Gloss Photo Paper has a luxurious thick feel and is perfect for photo-quality printing.



ALWAYS BE GRATEFUL -



Pinnacle Poster # 1

16 x 20

- ALWAYS BE GRATEFUL -

When a customer purchases
a product or service from our business,
even if the transaction did not involve you,
the customer is indirectly paying you.
For, without them, there is no paycheck,
no job, no business to be had.



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Pinnacle Poster # 1

18 x 24

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Pinnacle Poster # 2

- BE VALUABLE -

What You Do and How You Do It
will either Add or Subtract from
our Customer's Perception of Value

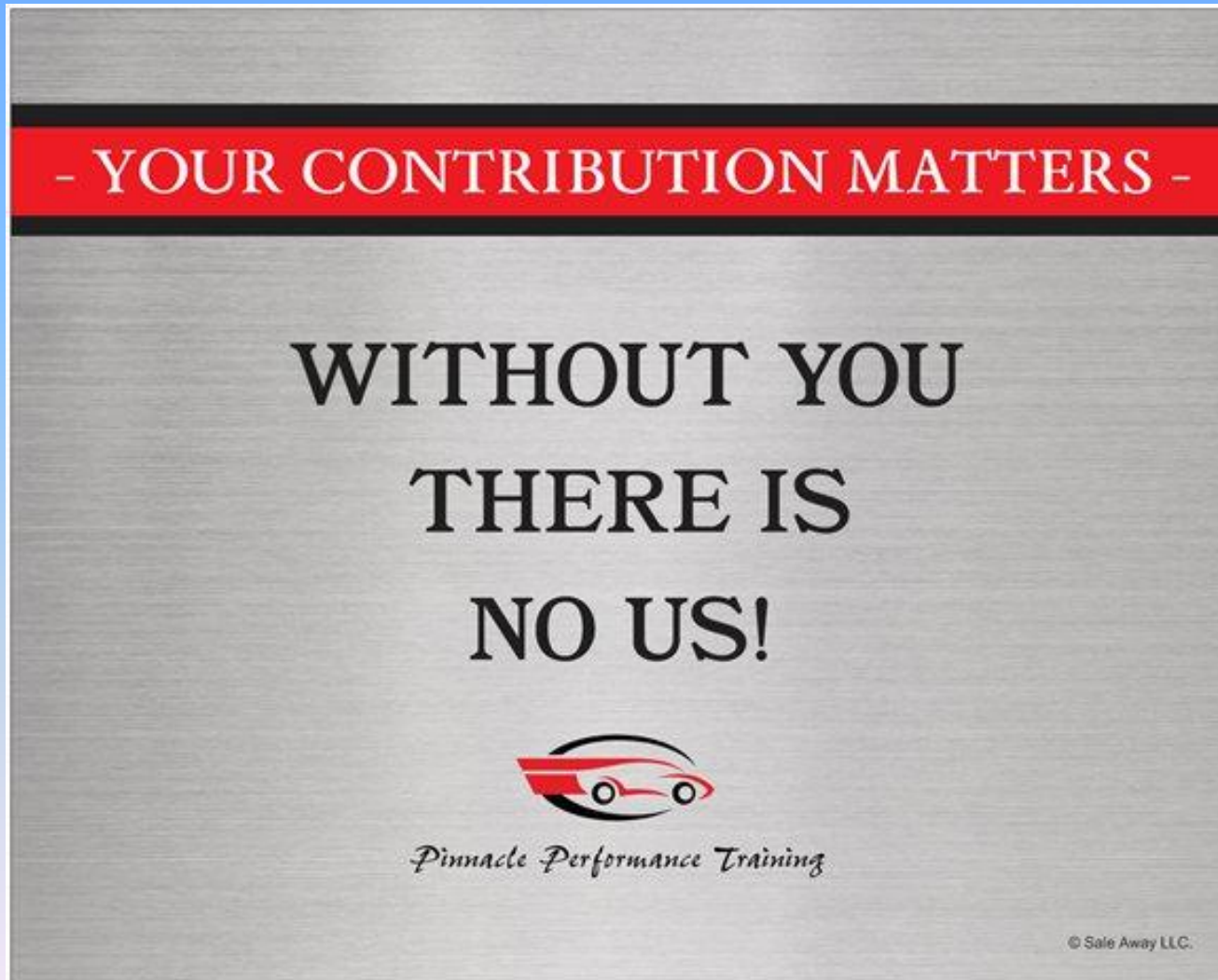


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Pinnacle Poster # 3



Pinnacle Poster # 4

- Our Success Depends On You -

Personal
Responsibility
In
Delivering
Excellence



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Pinnacle Poster # 5

16 x 20

- FOCUS ON QUALITY -

Customer Engagement Success
is not measured in the amount
of customers you interact with
but rather in the
Quality of the Connections
made with each one of them.



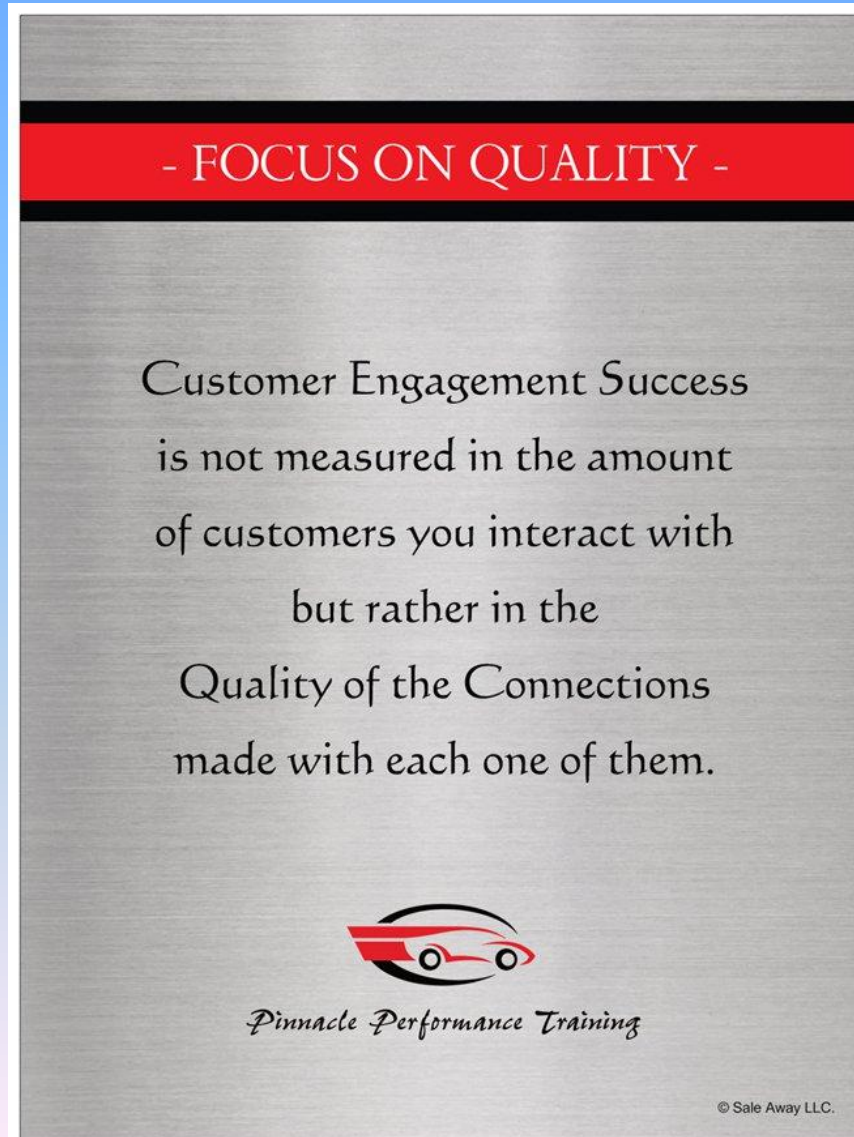
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Pinnacle Poster # 5

18 x 24



Pinnacle Poster # 6

- BE A STRONG LINK -

Every team member is a link
in our customer service chain.

We are only as strong
as our weakest link.



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Pinnacle Poster # 7

- YOU ARE AN EXAMPLE -

Whether you are a good example
or not
is up to you.



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Pinnacle Poster # 8

- STRIVE TO IMPROVE -

Small, consistent improvements
over time
equal BIG results!



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Pinnacle Poster # 9

- BE A JEDI -

PINNACLE JEDI
DO NOT TRY TO DO..
THEY JUST DO.



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Pinnacle Poster # 10

- BE EXTRAORDINARY -

The difference between
ordinary and extraordinary
is that
Little Extra!



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Pinnacle Poster # 11

- Customer Relationship Manager -

The primary function of every employee in our company is the acquisition and maintenance of customers.

Every behavior that supports this principle is acceptable behavior. Any behavior that contradicts this principle is unacceptable behavior.

Your paycheck at the end of every week represents your contribution to 'the acquisition and maintenance of customers'.



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Pinnacle Poster # 12

- BE A DOER -

You are not on our team
for something to do.

You are on our team to do something.
Something that will have a positive impact.

Commit to making a difference,
and you will.



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PINNACLE PERFORMANCE

CONTACT STEVE

PINNACLE PERFORMANCE
Sales / Customer Service / Leadership
Training & Professional Development

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