

## Clarifying Your Expectations

1) I believe that customer service is one of the most critical components for success in this business.

Strongly Disagree Disagree Neutral Agree Strongly Agree

2) I have specific strategies I will use to give great service and keep all the customers who buy my products.

Strongly Disagree Disagree Neutral Agree Strongly Agree

3) I have specific plans and strategies for giving my business partners excellent service and support.

Strongly Disagree Disagree Neutral Agree Strongly Agree

4) I have specific plans for getting involved in events, activities, and opportunities in my community.

Strongly Disagree Disagree Neutral Agree Strongly Agree

5) I plan to continually give back and make a difference in my community as my time and resources grow.

Strongly Disagree Disagree Neutral Agree Strongly Agree