

## IGNITING EXCELLENCE

You know your service is good. You know you treat your internal customers well. So what's preventing you, your employees, and your organization from exceeding your goals?

Perhaps you're struggling to find the right balance between delivering what your customers want and what you have to give. Are you and your employees clear about what you're supposed to do with customers and are all of you empowered to deliver it?

**Igniting Excellence** is an interactive 1-2 hour workshop that outlines steps you can take to ignite the excellence in your organization, your employees, and yourself. Four words can help you focus your organization to get significant results:

-  **DEFINE**
-  **DEVELOP**
-  **DISCOVER**
-  **DELIVER**

You'll be able to use these words to quick start your path to excellence and set you apart from your competition. You can't afford to miss this presentation.

FOR INFORMATION ABOUT OFFERING THIS **FREE**  
WORKSHOP TO YOUR PROFESSIONAL ASSOCIATION,  
PLEASE CONTACT:

Laurie Glover, President  
QSTS, Inc.

Phone           561.573.1007  
E-mail           Laurie@qstsinc.com  
Website         www.qstsinc.com