

## **the WorkStyle Standards**

- You will always receive enthusiastic, attentive and professional service. You will be respected and never taken for granted. Service excellence is our number one priority and we stake our reputation on it.
- We will honour our commitments to you absolutely - what we say we will do, will be done. We work with integrity.
- We undertake to return any phone call the same day and to acknowledge any correspondence received on the same or next business day. Every effort will be made to satisfactorily, and promptly, respond to any requests and resolve any issues raised.
- If at any time you are disappointed with any of our services or products we will rectify that situation to your total satisfaction promptly, however, in the event we do not achieve this, we offer a 100% refund of your program or seminar fee within 30 days of its completion.
- We believe totally that your perception of our performance is always the reality.
- We will be honest, truthful and 'upfront' with you at all times.
- We will communicate with you frequently and openly as we build a win/win, and long-term relationship with you. We want to celebrate your successes and acknowledge your achievements, and we want you to share in ours.
- Our services and products will seldom, if ever, be the lowest priced in the market. However, they will always be designed to add significant value to you, your business and your life.
- Your feedback as to our performance is essential in our on going efforts to innovate and improve and we will periodically ask you to complete a performance evaluation of us. Your ideas, your comments and your suggestions will always be welcomed.
- These are by no means the sum total of our performance standards by which you should judge us, however we believe that they are an indication of our dedicated commitment to you.