(Mr. Tenkey's Tips # 423) www.mrtenkey.com

October 23, 2020



Dear Management: Your company's goal is to produce the best loan experience it can.  
  
And someone in your company is sub-par, in achieving that goal.  
  
So try this... give them a slice of burnt toast.  
  
And say, "This burnt toast is what you just gave in effort and output."  
  
"Why should the next person in line... or even worse, a borrower have to accept this sub-quality product?"  
  
"Yes, it can be eaten and no one will die..." or "Yes, I can smother it with syrup and serve it as French toast"...  
  
"But why should that have to be?"  
  
Silence...  
  
Then drop the mic... and walk out the door.