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

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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.