



# ***ONE-SHEET***

**This passion of mine,  
Alzheimer's Prevention (prentalzheimers.cc), is  
financially supported by you registering for and  
attending:**

**Quality Improvement in Customer Service, *Kaizen:*  
Customer/Guest/Patient "Process" Continued Micro  
Improvement ®**

[Personalizedsalescoaching.com/one-day](http://Personalizedsalescoaching.com/one-day)

**HERE IS WHAT YOU WILL LEARN:**

- Bruce Seidman Precepts**
- Rule CCC: 3 over arching ideals in your work**
- WORK/PEOPLE RULE: TREAT ALL WORK AS "BATCH"  
TREAT ALL PEOPLE AS "PRECIOUS"**
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