



TRUE VALUES

- ◆ **Smile** when you speak.
- ◆ We sweat the small stuff.
- ◆ We find a way to say **“YES”**.
- ◆ If you haven't listened to an upset customer long enough for them to apologize to you, ***you haven't listened long enough.***
- ◆ Within each mistake lies opportunity.
- ◆ Make your words like chocolate.
- ◆ We follow the wisdom of ***Vanilla Ice:***
 - ◆ Stop, Collaborate & Listen
 - ◆ If There is a Problem,
Yo, We'll ***Solve*** It!