

MOTIVATIONAL QUOTES

Mahatma Gandhi

- A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so.
- Be the change you wish to see in the world
- You cannot travel the path unless you have become the path yourself

Aristotle

- Pleasure in the job puts perfection in the work
- We are what we repeatedly do. Excellence then, is not an act, but a habit.

Buddha

- Your work is to discover your work and then with all your heart to give yourself to it.

Winston Churchill

- Attitude is a little thing that makes a big difference

Albert Einstein

- Weakness of attitude becomes weakness of character

Dwight D. Eisenhower

- Motivation is the art of getting people to do what you want them to do because they want to do it

Malcom S. Forbes

- If you have a job without aggravations, you don't have a job

Benjamin Franklin

- When you're finished changing, you're finished
- Well done is better than well said

John Quincy Adams

- If your actions inspire others to dream more, learn more, do more and become more, you are a leader

Robert Frost

- The world is full of willing people, some willing to work, the rest willing to let them

Henry Ford

- Coming together is a beginning. Keeping together is progress. Working together is success

Robert Half

- Delegating work works, provided the one delegating works, too

Jim Stovall

- You need to be aware of what others are doing, applaud their efforts, acknowledge their successes, and encourage them in their pursuits. When we all help one another, everybody wins.

Henry J. Kaiser

- When your work speaks for itself, don't interrupt

Kate Zabriskie

- When you start viewing your customers as interruptions, you're going to have problems

Denis Waitley

- Winners take time to relish their work, knowing that scaling the mountain is what makes the view from the top so exhilarating

Benjamin F. Fairless

- What is the recipe for successful achievement? To my mind there are just four essential ingredients: Choose a career you love, give it the best there is in you, seize your opportunities, and be a member of the team.

Sam Ewing

- Hard work spotlights the character of people: some turn up their sleeves, some turn up their noses, and some don't turn up at all

Fernando Flores

- Great work is done by people who are not afraid to be great

Bill Bethel

- A successful team is a group of many hands but of one mind

Oscar Wilde

- The best way to appreciate your job is to imagine yourself without one

Rich DeVos - *Ten Powerful Phrases for Positive People*

- If you wait until you have all the knowledge and experience you think you need you'll never take a risk or achieve a goal
- Trying – even if we fail – is better than having to say sorry later. Even if we don't achieve success in a venture, we've had the experience, we've enlarged our thinking, and we still may have achieved more than we'd ever thought possible
- We have great opportunities to be positive people who encourage more “can do” people
- It's important to encourage a “you can do it” attitude in others and within yourself. Sometimes it is the only thing that drives a person to accomplish his goal.
- Earning and showing respect begins with listening to people
- Showing interest in everyone we meet is one of the highest forms of respect
- Teamwork is not possible without respect and trust

Jeff Bezos

- We see our customers as invited guests to a party, and we are the hosts. It's our job every day to make every important aspect of the customer experience a little bit better.

Kerry Stokes

- The most important adage and the only adage is, the customer comes first, whatever the business, the customer comes first

Rupert Murdoch

- You've got to look for a gap, where competitors in a market have grown lazy and lost contact with the readers or the viewers

Lord & Harvey

- We all process information in two ways: With our emotions and with our thoughts. Did you know that strong feelings unconsciously process and respond to information or situations *faster* than do our rational thinking processes? Hmm... Makes me want to be more aware, slow down and think through a situation when I am feeling really excited or crabby.

Tony Alessandra

- Being on par in terms of price and quality only gets you into the game. Service wins the game.

Parature

- Being in service doesn't mean being humble and servile, but rather giving them that warm fuzzy feeling that they are in the right place to get help

Rob Morton – *The Disney Institute*

- A key message...was the idea that 'It may not be our fault, but it is our problem.' The concept is that *everyone* is responsible and accountable for the passenger experience
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Zig Ziglar

- People often say that motivation doesn't last. Well, neither does bathing—that's why we recommend it daily

Jim Rohn

- One customer, well taken care of, could be more valuable than \$10,000 worth of advertising

Dale Dauten

- If you want to be creative in your company, your career, your life, all it takes is one easy step... the *extra* one. When you encounter a familiar plan, you just ask one question: What ELSE could we do?

Ken Blanchard

- The key to successful leadership today is influence, not authority

Donald Porter - V.P. British Airways

- Customers don't expect you to be perfect. They do expect you to fix things when they go wrong.

Charles Popplestown

- You cannot always control circumstances, but you can control your own thoughts

Unknown

- The quality of our work depends on the quality of our people
- Life is short, Break the rules, Forgive quickly, Kiss slowly, Love truly, Laugh uncontrollably, And never regret anything that made you smile