



### **TIP OF THE WEEK**

July 8, 2008

Many years ago when Jennie and I were out to dinner, Ruppert, the then owner of a favorite restaurant of ours, came by our table while the waitress was standing there and berated her in front of us for placing the butter on my plate in a way he didn't like. We were so distraught that we could barely finish our meals. And it was at least ten years before we went back. Actually, we waited until after we'd heard Ruppert had died.

So here's the tip. Never treat your employees badly in front of clients. If you must make a correction in front of the client, be as calm and gentle as possible and then discuss it with the employee when you can do so in PRIVATE. Also, never say bad things about your employees to customers. You should handle customer problems promptly and can even say, "I asked Sam to handle it this way next time" or "Susie and I decided to part company." Airing dirty laundry makes you look small - and you're bigger than that.

Good luck. Work **ON** your business. Stay in touch.

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