

**10.4.16**

## **Tech Tip Tuesday**

Take pride in your work

This should go without saying but every now and then we need little reminders to keep us on the right path.

Your work is a reflection not only of your business but also you as a person. Part of what you are selling customers is yourself and that they can trust you to do good work. Don't let them down.

There is no faster way to damage the reputation of your business then to do bad work and walk away like it was satisfactory. People talk and write reviews much more about negative experiences than the positive ones. Studies have shown that twice as many people will hear about a negative experience than a positive one.

This does not mean you need to be perfect and never make a mistake. I can guarantee that you will mess up a floor if you haven't already. Everyone in this business does at some point. So when you make that mistake take care up it quick as possible. This will keep customers happier and they will be less likely to spread negative feedback.

Always remember we are here to support you as well. Ask for help when you run into issues with installations and/or customers and need help or advice. We may have already dealt with similar situations and are always happy to help. We are a team, you're not in this alone.

“Perfection is not attainable, but if we chase perfection we can catch excellence.”  
Vince Lombardi