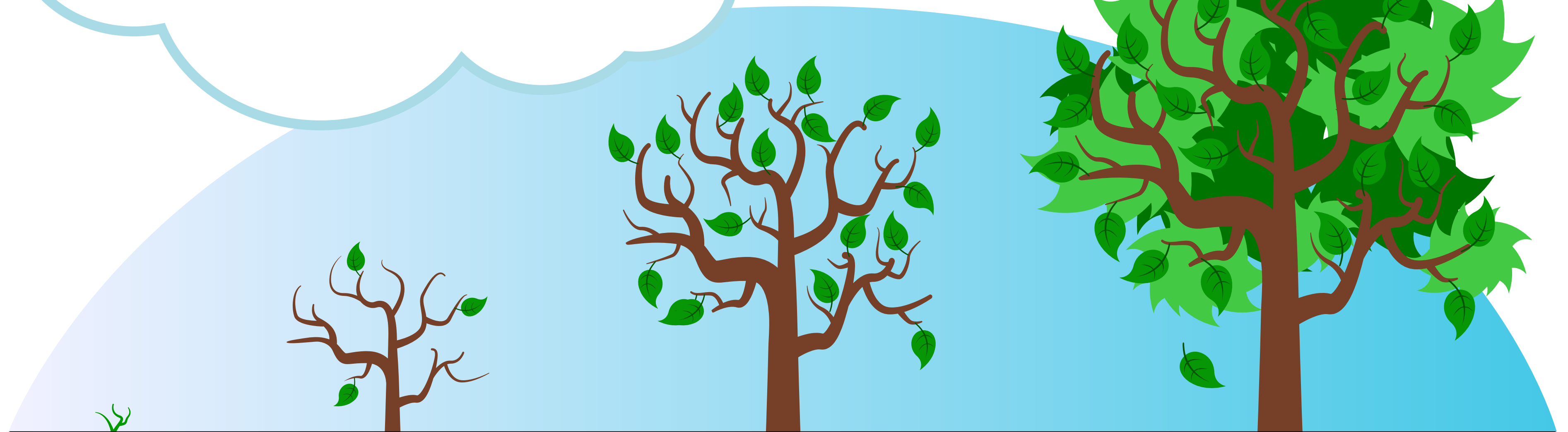


How do **YOU** help grow strong customer relationships?



*Every customer relationship needs constant care!*

From our first-time visitors...

- Clean store
- Friendly greeting
- Quick service
- Strong product knowledge



- Readiness to help
- Competent product support
- Recognition of return customers



- "Thank you!" after every transaction
- Reliable quality of service
- Safe parking lot
- Well-stocked shelves



...to our long-standing customers!

- Knowledge of previous orders/preferences
- Out-reach to loyal customers
- Respectful problem-solving