

Certificate of Graduation

Presented to

for the successful course completion of

DRIVERS **OF** SUCCESS



PROSPER *u*

location

presented by

I'm a Prosper U graduate - I've learned to:

- ⇒ **PREBOOK** so I can see my clients sooner.
 - **PROSPECT** for new clients so I can build my business faster.
 - ⇒ **MAXIMIZE MY AVERAGE TICKET** by adding on services.
 - ⇒ **SELL RETAIL** by telling, not selling. I understand it is the most profitable part of the business.
My retail strategy is WHAT, WHY, WHEN, WHERE, and HOW and what I LOVE about the product.
 - **MAXIMIZE** the client's experience.
 - ⇒ **PROVIDE LEGENDARY CUSTOMER SERVICE** by putting the client first.
 - **GREET THE GUEST** by smiling, touching, mentioning the clients name and making eye contact heart to heart.
 - **GIVE AN ADDED VALUE SERVICE** to enhance the client's experience.
 - **COMMUNICATE WELL DURING THE CONSULTATION** which it's the most important part of the client's experience.
 - **CONFIRM** with the client what they want during the consultation using the L.I.S.P.A. Model.
 - **COMMUNICATE** and know it's the key to a great relationship.
 - **PAY ATTENTION** to the client, showing them I care.
 - **EMPLOY PROPER ETIQUETTE** by listening, smiling, and looking the client in the eye.
 - **USE PLEASE, THANK YOU, YOU'RE WELCOME** and other attributes of great manners.
 - **BE POSITIVE** because I know you get what you put out and a positive attitude adds to the grand experience and culture.
 - ⇒ **RETAIN** my clients by managing the process of contacts in the client's experience, executing great work, experience and service.
 - **ASK FOR REFERRALS** so I can build my business faster.
 - **INCREASE MY CLIENT BASE** by working hard to build my business with referrals, prospecting for new clients, and social media.
 - **UTILIZE DOWN TIME** by thinking and planning how to build my business.
 - **USE SOCIAL MEDIA** to stay on the client's mind and give people something to talk about.
 - **CREATE GREAT CULTURE** by adding to and not taking away from a positive environment.
 - **OUT POLITE** a negative client.
 - ⇒ **IMPROVE CLIENT RETENTION** by working smarter not harder.
 - **BE INSPIRED DAILY** and to do what it takes to be a great service provider.
 - **BRING THE CLIENT BACK** and that this is the #1 Goal for success.
- ➔ **PROSPECT, MAXIMIZE AND RETAIN MY CLIENTS.**

Thank You,

