

# RETAILING & CUSTOMER SERVICE – MISTAKES™

Judgement		Track Your Current Progress		
<b>Best Result</b>	<b>Worst Result</b>	<b>Not Listening</b>	<b>Ego</b>	<b>Knowing Better</b>
<b>Success Criteria</b>		<b>Pressure</b>	<b>Greed</b>	<b>Short Term Thinking</b>