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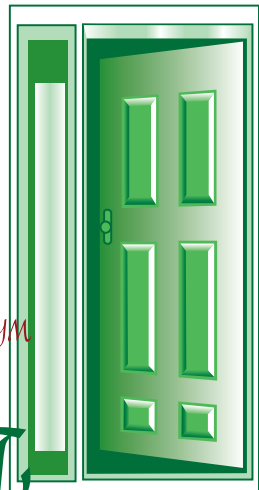
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2. The client/customer is not a routine concern. He/She requires evaluation of and help with their problem.
3. The client/customer is deserving of the most courteous and attentive service that we can give.
4. The client/customer has honored our business by choosing us to assist their needs.
5. The client/customer is not an interruption of our life and work. He/She is the purpose of it.
6. The client/customer is here because He/She needs to be helped, not necessarily because He/She wants to be.
7. The client/customer is not a cold statistic. He/She is a flesh and blood human being with emotions and feelings like our own.
8. The client/customer is not someone with whom we should argue or match wits.
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