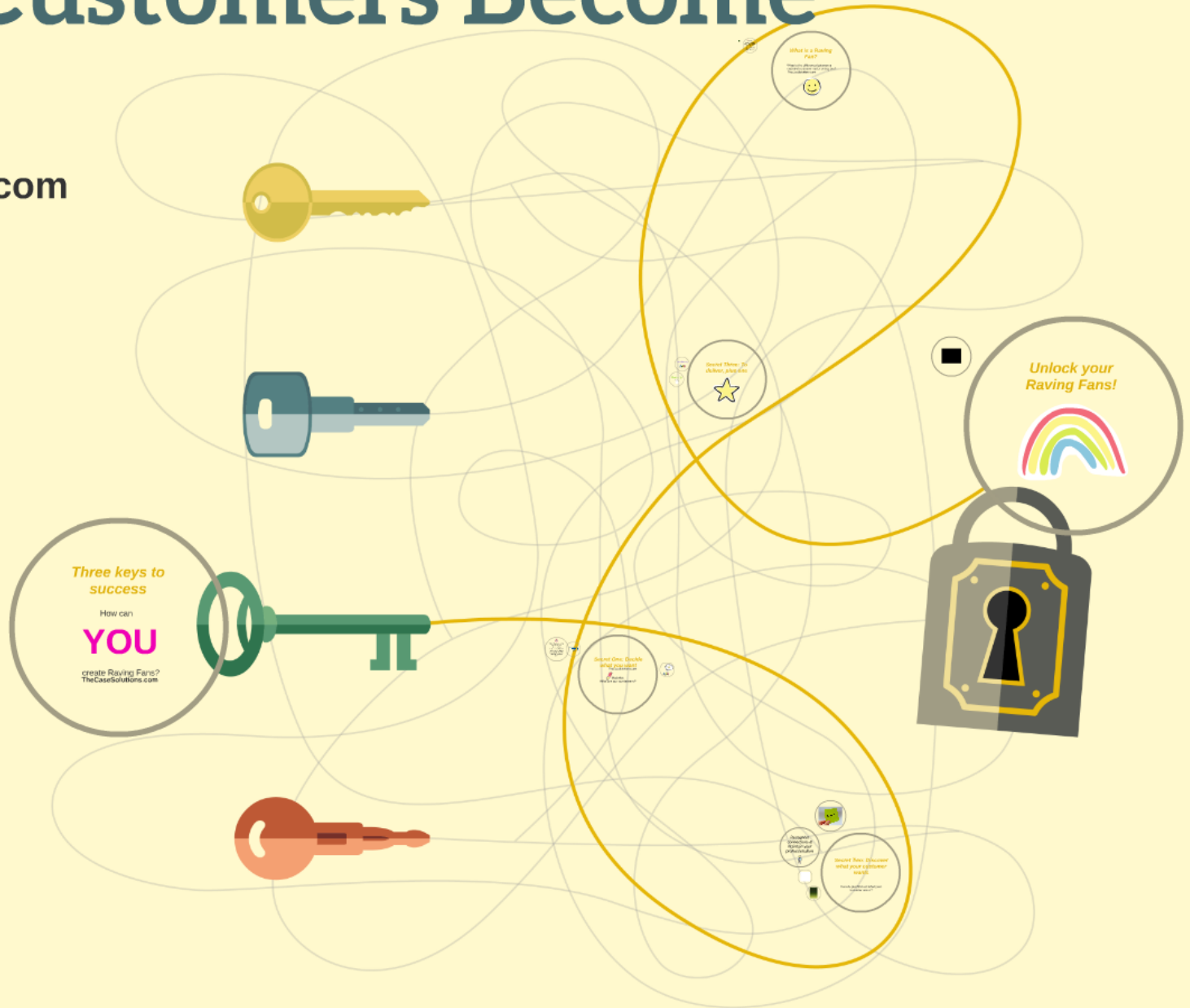


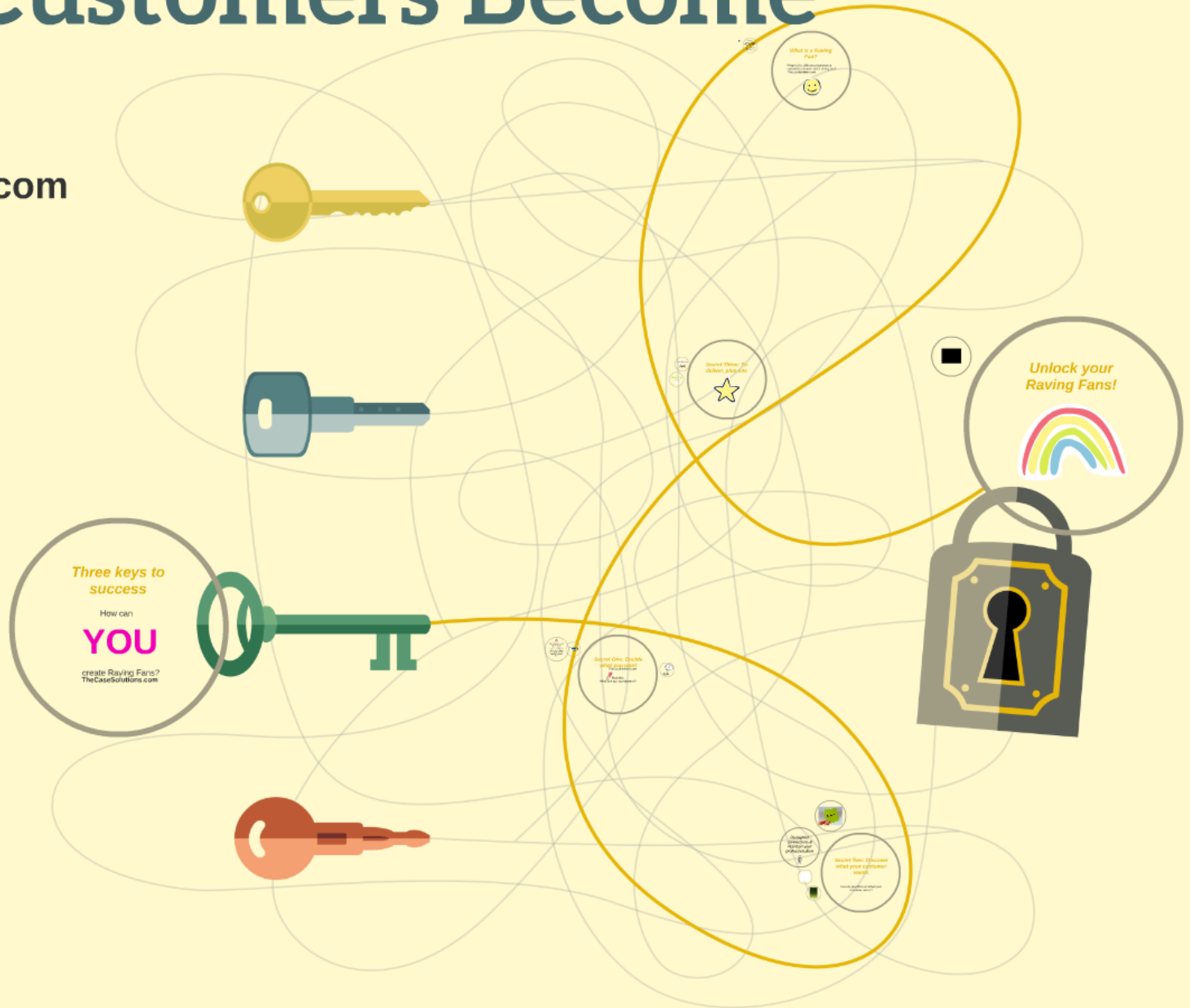
When Customers Become Fans

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What is a Raving Fan?

What is the difference between a satisfied customer and a raving fan?
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Activity:


***Think of somewhere
you go and think about
why you go there.***

***What is it about it
that attracts you?***

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*Three keys to
success*

How can

YOU

create Raving Fans?
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Secret One: Decide what you want

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Activity:
Who are our customers?





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