

#136 Notes

## Looking Back/Looking Forward

Give yourself a grade on the following items from last year:

- Diamond Presentations
- Customer follow-up
- Clienteling
- Product knowledge
- Being a good co-worker
- Accountability
- Growth in general
- Sales Turnovers
- Group Sales
- Add-on sales

**Store Management:**

- ROI on promotions
- Growth in customer count
- Growth in overall sales
- Growth in profitability

**Valentine's Plans NOW**

*"Write it on your heart that every day  
is the best day of the year."*

Ralph Waldo Emerson

Signature: \_\_\_\_\_