




THE PACESETTER WAY HUDDLE NOTES

Commit to the Ultimate Customer Experience: Customers are the center of our universe, the reason for our being. Make every customer interaction incredible, going above and beyond what the customer could have imagined possible. Create extraordinary experiences that they will tell others about.

Congratulations team. Thanks so much for demonstrating the Ultimate Customer Experience daily. We know there are many times we all go above and beyond and are not recognized, but be sure the customer notices the difference whether spoken or not. Keep up the good work!!!

A summary of our plays:

-  Ryan T. – We have been collaborating throughout training...all participating, asking questions, giving ideas, and processing various problems....all for the purpose of providing the ultimate customer service experience.
-  Jennifer Burdette - I had a customer of another associate call while he was out of the office regarding a price discrepancy. I immediately apologized for the mishap and told him I would get to the bottom of it and call him back as soon as I could. Based on the circumstances in this particular situation, before calling the customer back, I thought I should speak with Chad and review my findings with him and to see if this is how he or someone in sales would approach the situation. Once we were in agreement, I then called the customer back and explained how the price discrepancy happened. He then understood and was very thankful for getting back to him as promised.
-  Chad to Thomas S. and Vicki - We are meeting every Monday morning to make sure stock inventory is being managed properly. This includes reviewing Buy Requests, Purchase Orders, and inbound material status and make sure we have the right items and the proper volumes to support our forecasted growth for 2017.

Next week, the Executive Leadership Team will be leading our huddle. Please be sure to comment on our [website](#) about all you are doing to live out these fundamentals!

