

Thought for the day – 15

‘Wash your dirty laundry in private’

When solving a problem in front of a customer, outstanding employees and managers never argue or try to apportion blame.

Customers should only witness the straight, simple resolving of the problem.

Fault-finding is never relevant.

Your first priority should always be your customer.

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This thought has been taken from Graham’s book 'Companies don’t succeed, people do!' Graham delivers outstanding sales training – click [here](#) for details of some of his programmes.

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