Salesmanship

A corporation may spread itself over the entire world and may employ a hundred thousand men, but the average person will usually form his judgment of it through his contact with one individual. If this person is rude or inefficient, it will take a lot of kindness and efficiency to overcome that bad impression. Every member of an organization who, in any capacity, comes in contact with the public is a salesman and the impression he makes is an advertisement, good or bad."

What kind of example are we setting?

Don't Whine!
Don't Complain!
Don't Make Excuses!