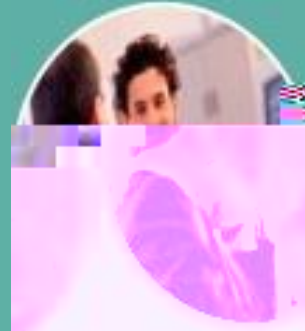




Stay Positive



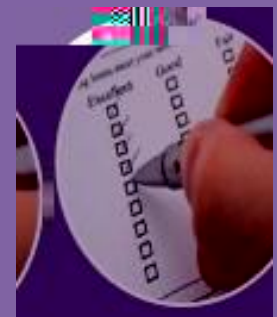
Respond Quickly



Offer Personalised Service



Take ownership without blaming others or the organisation



Follow Up

