

**The Pandemic is
“Mostly” Over...**

**NOW
WHAT?!**

Restaurants/Food Service



SHAFER® PROJECTION TV

Turn your Den or Rec Room Into a Video Theatre

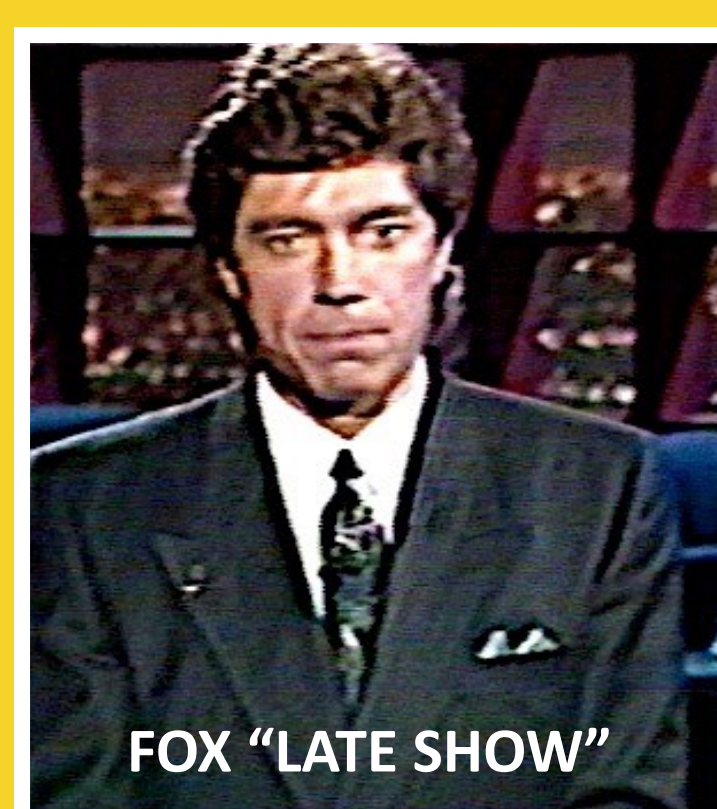
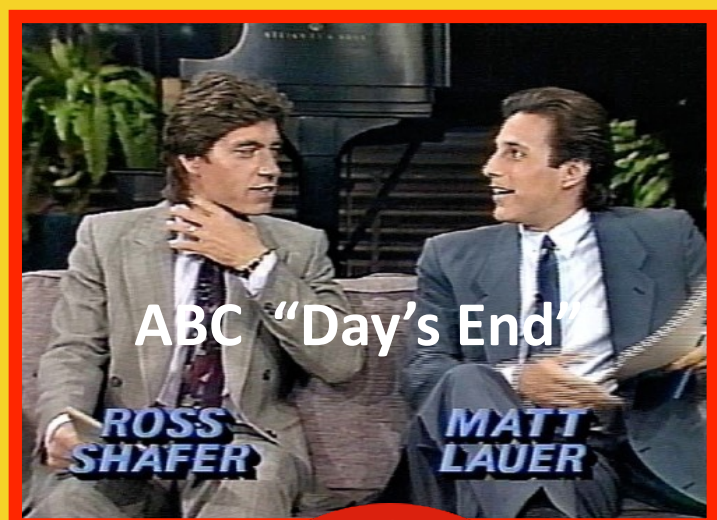
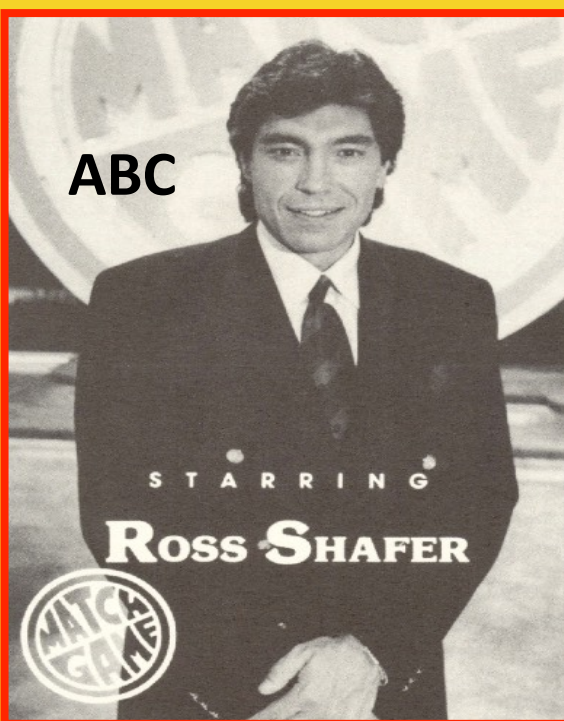
- 4 Ft. and 5 Ft. Screens
- Ceiling Models Available

At last the Northwest's largest maker of Giant TV Screen systems is offering direct to you, for your home, the same Projection TV usually seen commercially. Come, see and compare during this sale!

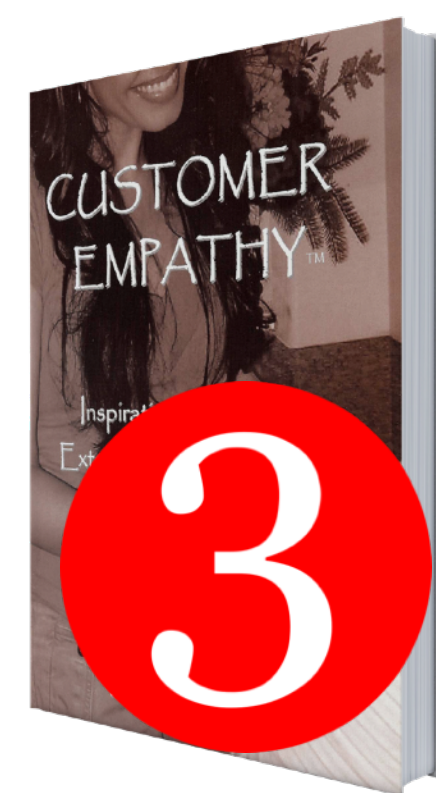
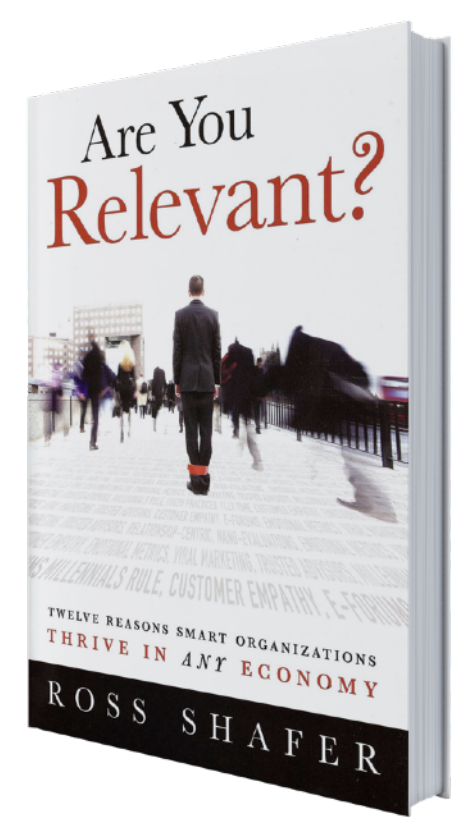
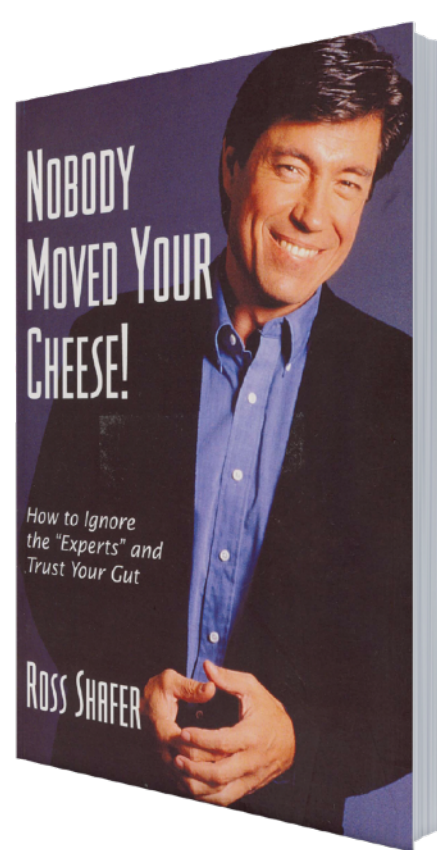
SOUNDS O.K.! AS LOW AS **\$997**

Manufacturing

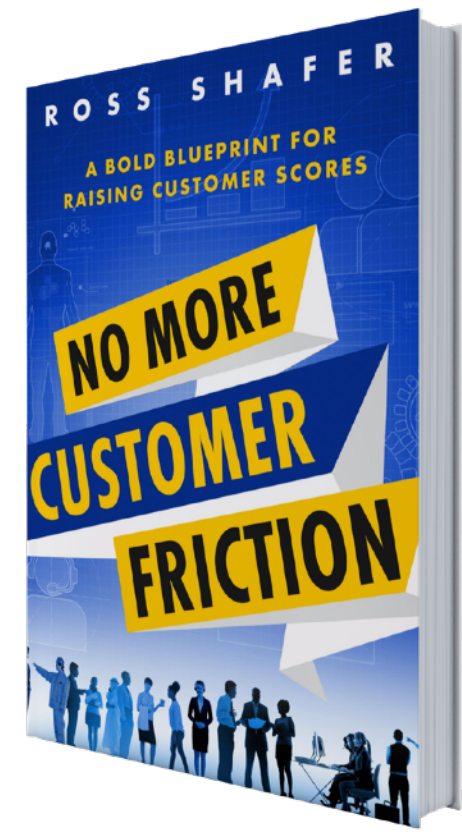
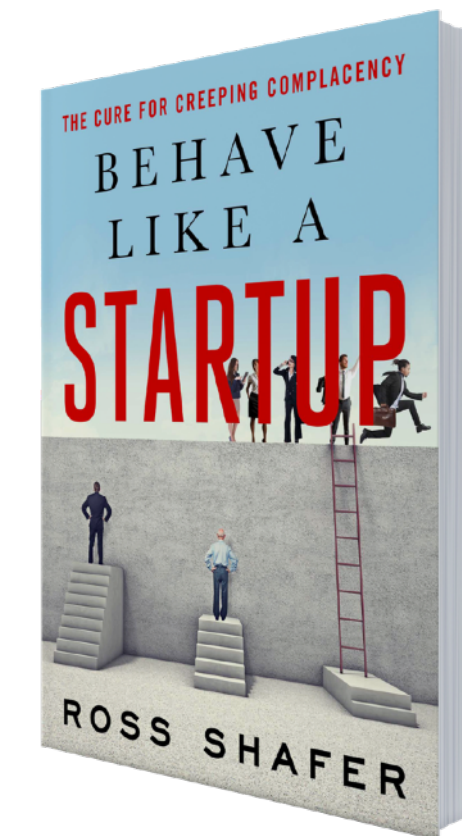
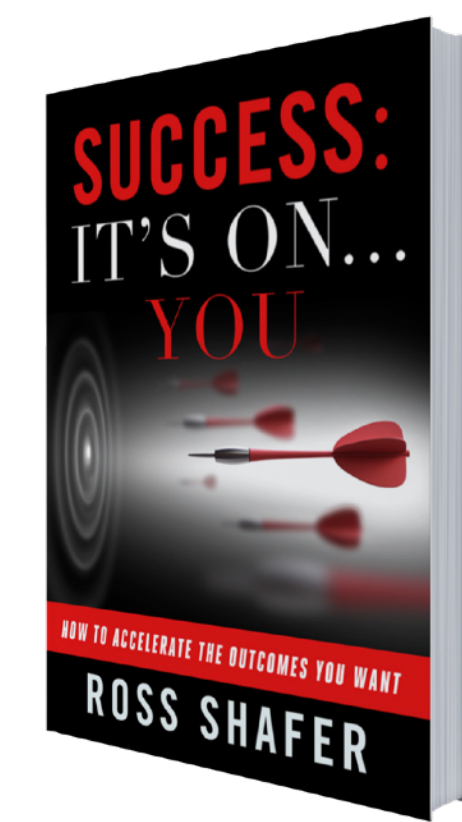
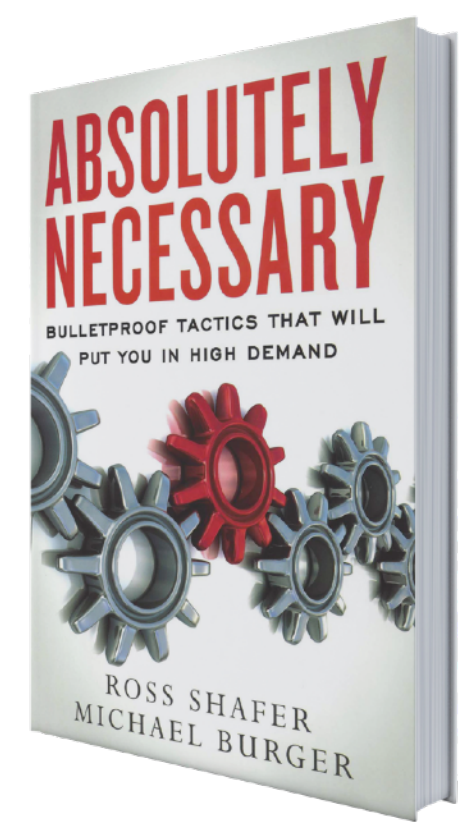
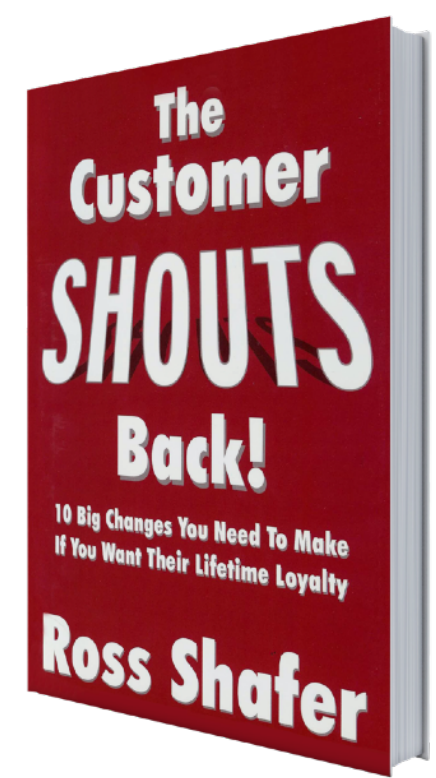
COLLECT 300 Center Puyallup, Wash. 98371



2



3





15-yr old

Ross Shafer

Blackfeet Nation

Chemeketa Reservation

(Salem, Oregon)

Puyallup Reservation

(Puyallup, Washington)

Charles Shafer
1927-2001



**Follow
the
Tracks
of the
Herd**

Startups
Notice What
Other Companies
IGNORE



Ross Shafer
Age 22



COOK-LIKE- A-STUD

* 38 lip smackin' meals men can prepare
in the garage ... using their own tools!

Foreword by
JEFF "THE FRUGAL GOURMET" SMITH

Ross Shafer





The background features a complex pattern of white technical drawings, including cross-sections and mechanical parts, overlaid on a light blue background. Scattered throughout are binary digits (0s and 1s) in various sizes and orientations, creating a digital or data-driven aesthetic.

Don't Let Complacency Creep in

Hotel Events

FRIDAY 78° HIGH 78° LOW 68°
SATURDAY 77° HIGH 67° LOW
SUNDAY 76° HIGH 66° LOW
9:34



Group/Event	Room
GENERAL ELECTRIC	
BREAK OUT SESSION	
A	

CRASH THE WRONG MEETINGS

Committee	Maxis Ballroom	10:00 AM - 11:00 AM
Morrow Technologies		
Client Appreciation Lunch	Grand Ballroom 1 & 2	11:30 AM - 1:30 PM

Association of Human Nature Convention



[RESERVATIONS](#)

[LOCATIONS](#)

[MENUS](#)

[GIFT CARDS](#)

[BANQUETS & MEETINGS](#)

[ABOUT US](#)

[Restaurant Home](#)

[Make A Reservation](#)

[Map & Directions](#)

[Hours of Operation](#)

[Menus](#)

[Corporate Events / Banquets](#)

[Calendar](#)

[In the Neighborhood](#)

[All Denver, CO Locations](#)

[View All Locations](#)







LARAMAR

55,000 UNITS





amazon.com.

Dogit Silent Dog Whistle by Dogit

\$3.74 Add-on Item

Add it to a qualifying order within **17 hours** to get it by
Tuesday, Oct 15

More Buying Choices

\$3.74 new (6 offers)

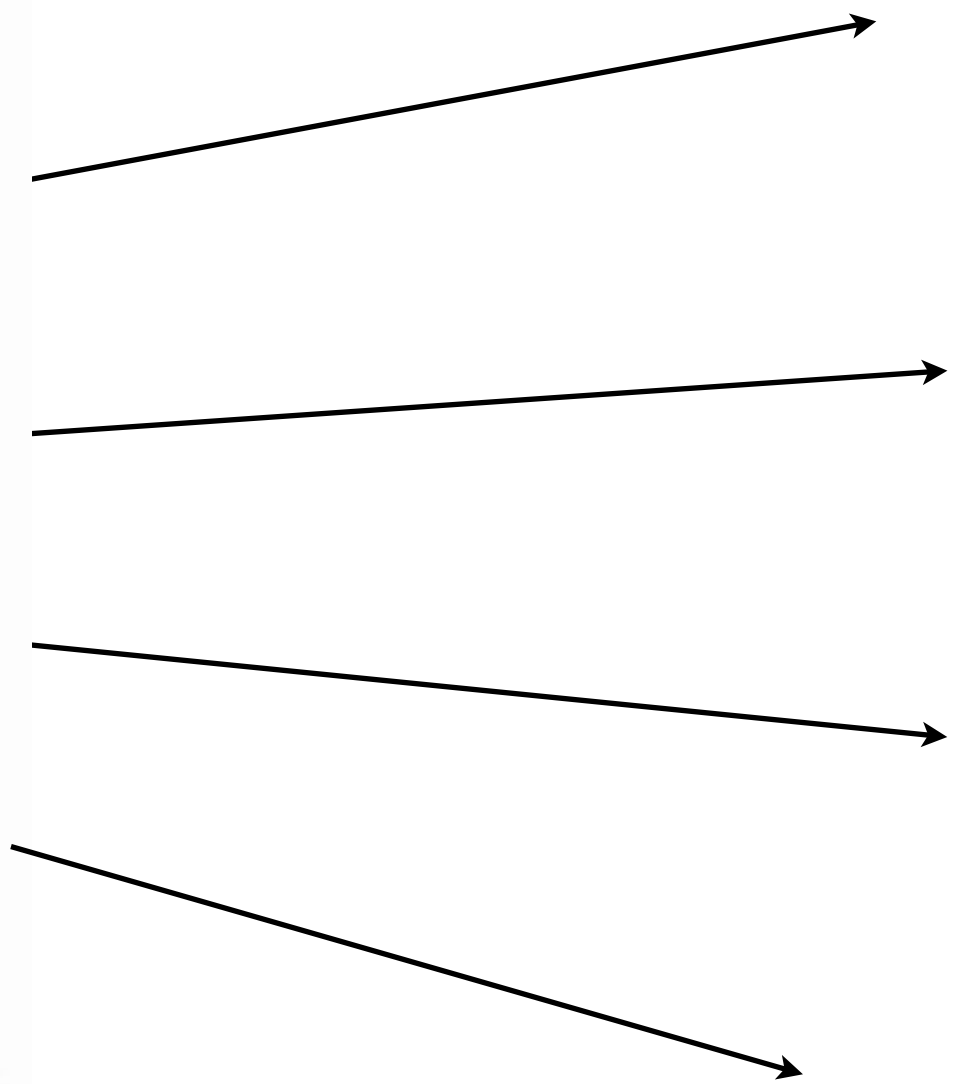
\$4.99 used (1 offer)

The background features a complex pattern of white technical drawings, including cross-sections and mechanical parts, overlaid on a light blue background. Scattered throughout are strings of binary code (0s and 1s) in various orientations and sizes, creating a digital and engineering aesthetic.

**Let's Listen
to Our
Front Line Folks**

The “Empty Bag” Issue

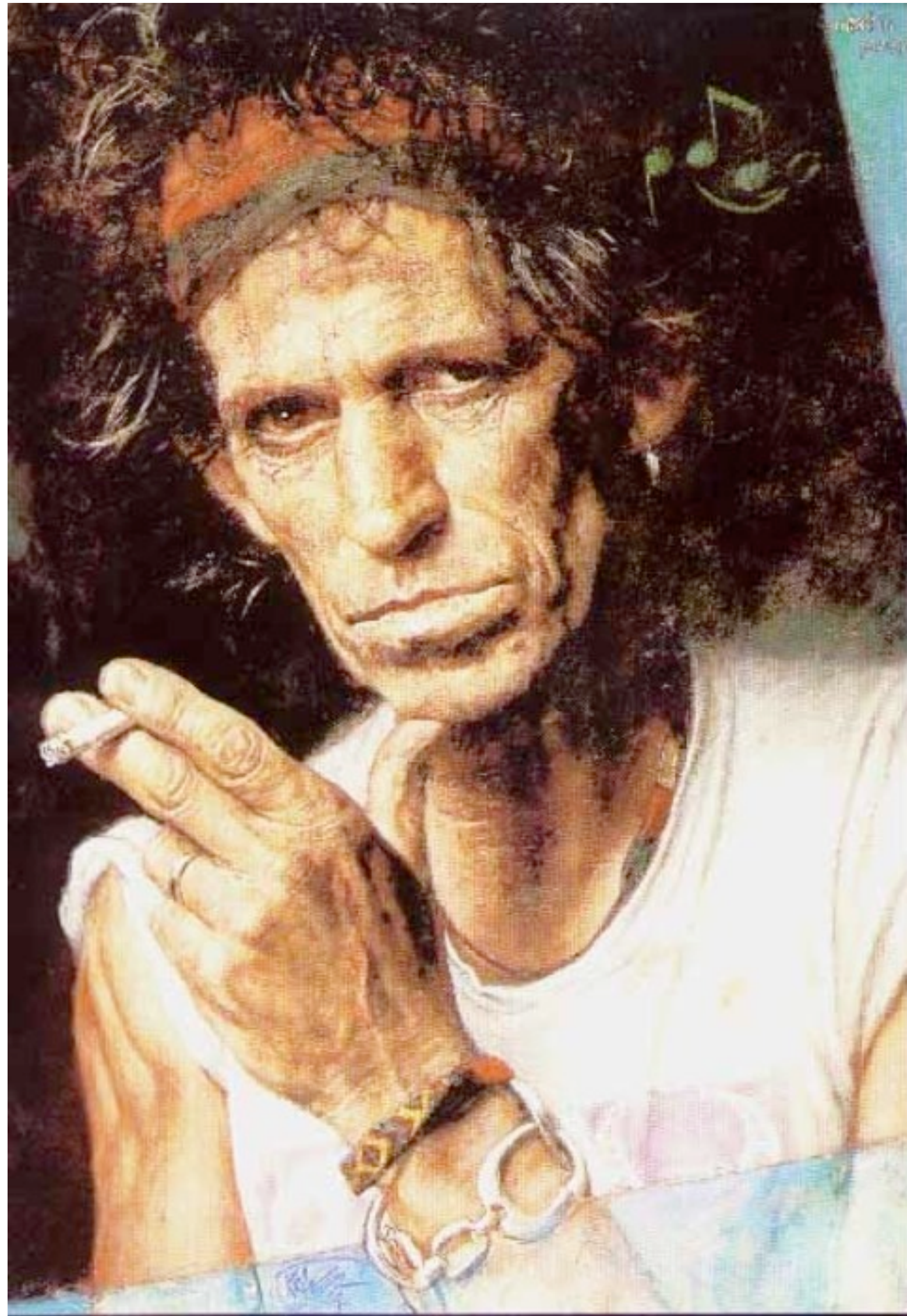




The background is a light blue gradient with a complex technical drawing overlay. The drawing consists of various geometric shapes, lines, and circles, resembling a mechanical or architectural blueprint. Interspersed throughout the drawing are strings of binary code (0s and 1s) in a lighter blue color, some of which are slightly blurred or faded, creating a sense of depth and digital connectivity.

**World Class
Expertise
is YOUR Unfair
Advantage**

Whenever I feel like I'm
getting complacent,
I remind myself of the
World-Class resilience of a
man whose had 60 years of
uninterrupted success...

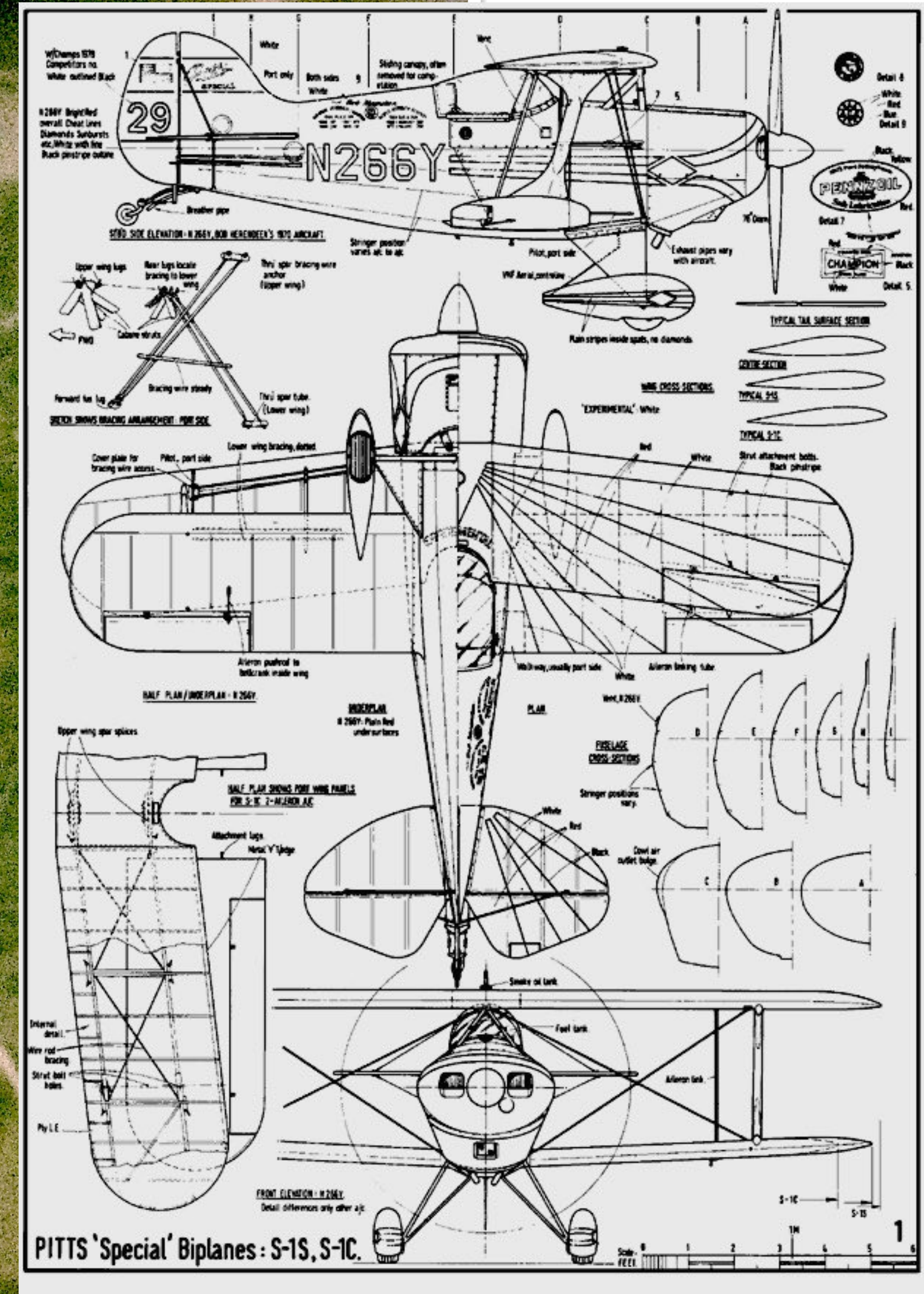
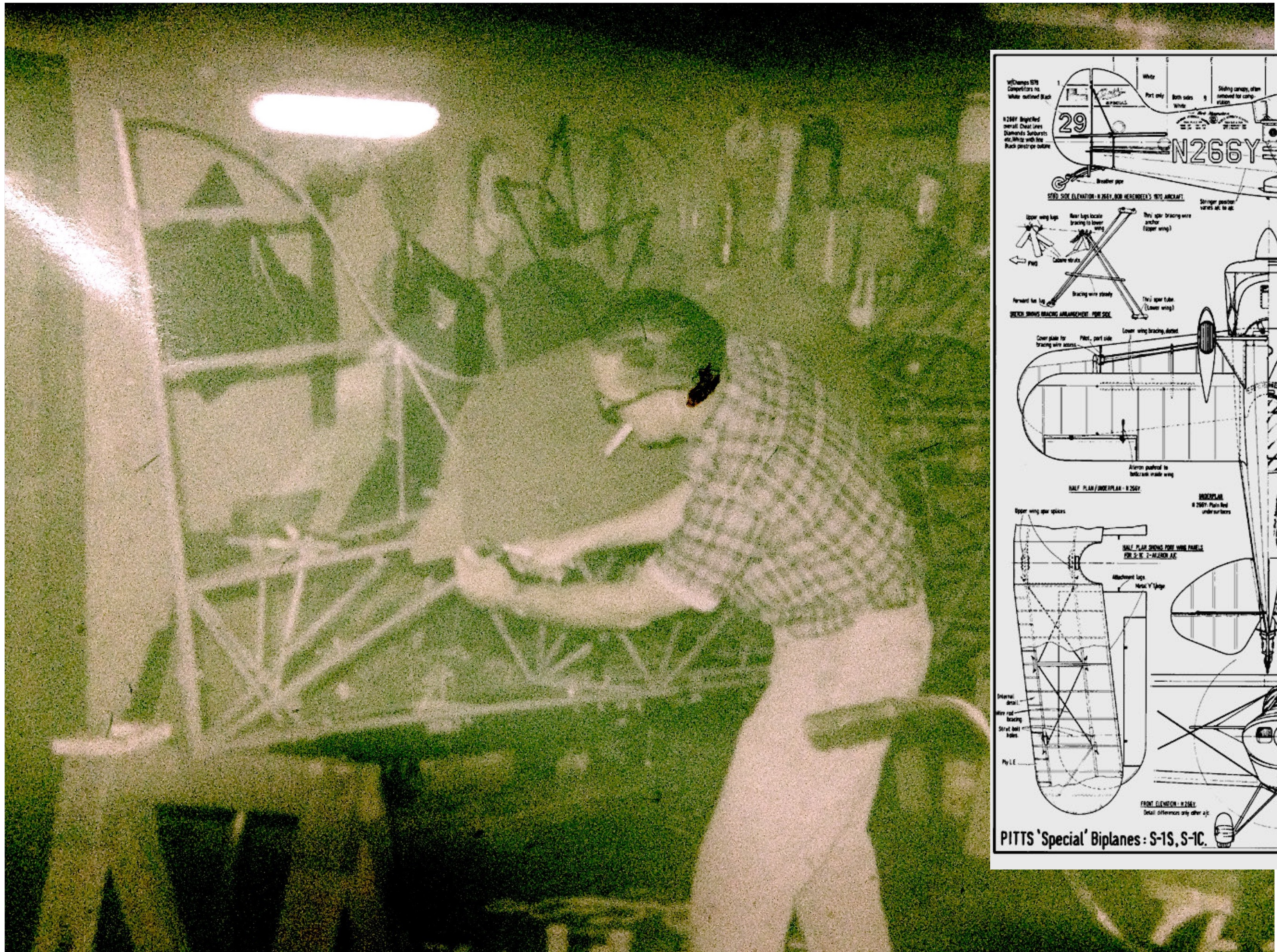


Keith Richards - Rolling Stones



R.I.P.
Charlie Watts

\$750million Tour...at 78 years old!





Maiden flight - May 1971



“You can build anything in the world as long as You have a blueprint ”

Chuck Shafer





1,127 Free Throws in a Row



Game Shows

THE ALLURING, AMUSING, AND HIGHLY REVEALING
GAME OF ROMANTIC PURSUIT.

**LOVE ME
LOVE ME
NOT**

YOU'LL LOVE IT AT FIRST SIGHT!



ROSS SHAFER
IS YOUR HOST FOR TV'S
MOST PROVOCATIVE
NEW HALF-HOUR
GAME SHOW STRIP.*



CBS
CBS COMMUNICATIONS INC.
NATIONAL ADVERTISING SALES REPRESENTATIVE



TELEVISION

*MGM-UA TELEVISION WILL RETAIN ONE MINUTE FOR NATIONAL SALE



**But How do Your
Customers
Experience YOU?**

Excellence is NOT



Eliminate the



Moments

CSAT (Customer SATisfaction)



“Determine what customers want and deliver that. You don’t necessarily have to exceed expectations.

The bigger risk to loyalty is when you fail or disappoint them.”

CES (Customer Effort Scoring)



“Service organizations create loyal customers primarily by reducing customer effort; **NOT by delighting them in service interactions.**”



**“Thanks for calling.
My name is Jason.
How can I
provide you with
outstanding
customer care?”**



**Raised Scores 21 points
in 90 days**

Westar Energy®



(5)  **Moments**

Won't Fix (1)





TOYOTA

OF PUYALLUP



customer first.



Freshly baked Otis-Spunkmeyer cookies.

The background is a light blue gradient with a complex technical drawing overlay. The drawing consists of various geometric shapes, lines, and circles, resembling a mechanical or architectural blueprint. Interspersed throughout the drawing are strings of binary code (0s and 1s) in a lighter blue color, some of which are slightly blurred or faded, creating a sense of depth and digital connectivity.

Give
YOUR BRAND
A Reason to
Dominate

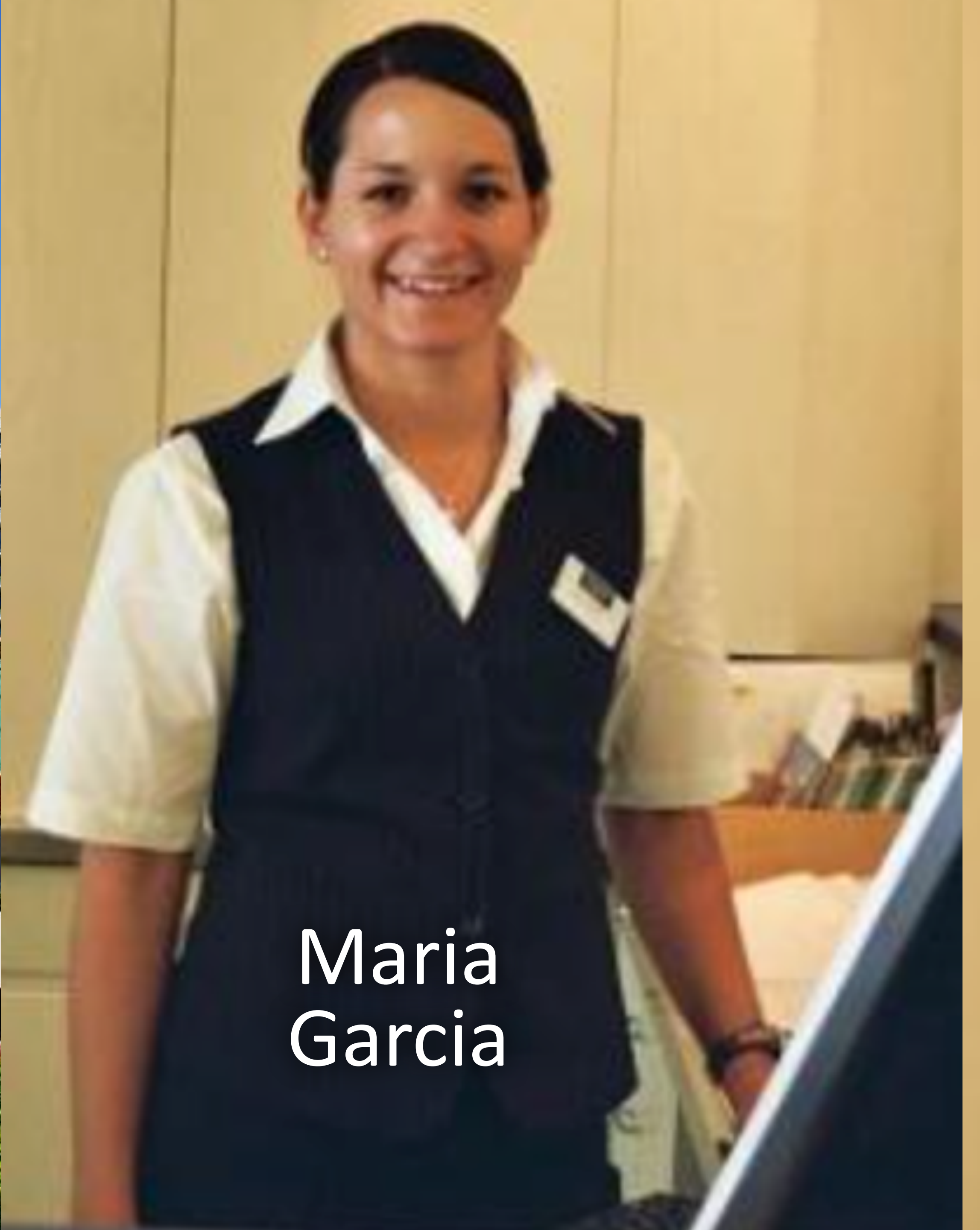
“...the ability for a 43-yr old accountant to dress in black leather, drive through small towns, and have people be afraid of him.”



John Hixon Hixon's Market Sweetwater, TX.

(\$250k gross)





Maria
Garcia

SOCIAL MEDIA

doesn't

Sustain Customers

CURIOSITY DOES



How to Be Professionally CURIOUS





FREE RESOURCES

You



ROSS SHAFER
Funniest Expert on *CHANGE*

Visit Ross Shafer's Website

Ross Shafer View as: Yourself

Home Videos Playlists Channels Discussion About

Relevant Leaders Club Download All

The Relevant Leaders Club (by Ross Shafer) uses innovative case examples to help both young and highly experienced leaders find relevant business solutions for motivating your workforce, creating leadership...

Why is the Lifespan of a Company only 15 Years? | Leadership Speaker | Ross Shafer

How to Pitch Your Big Ideas to the Boss | Leadership Speaker | Ross Shafer

Should You Change Your "Leadership" Persona? | Leadership speaker | Ross Shafer

How Can Leaders Make Better Decisions? | Leadership Speaker | Ross Shafer

How Can Small Office Financial Advisors Beat The Big Guys? | Leadership Speaker | Ross...



Download Free e-Books

www.RossShafer.com

3.6% Unemployment

**(Yet, 85% of people
HATE their jobs)**

Inc.

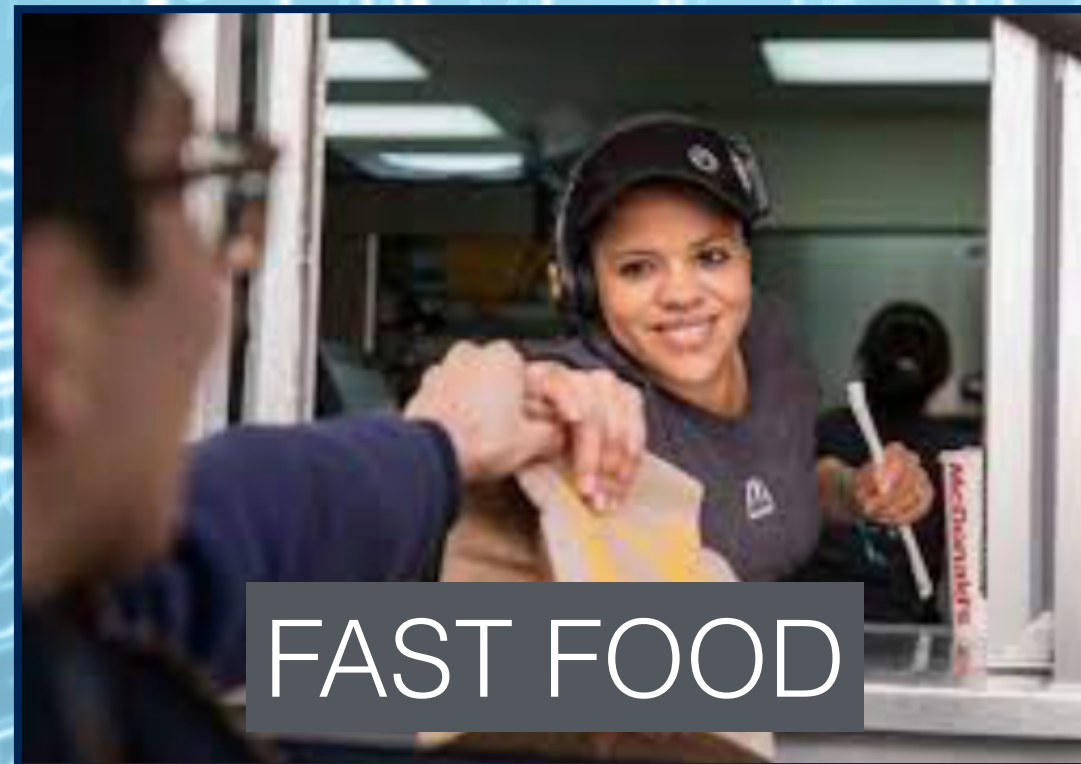
<https://www.inc.com/kevin-j-ryan/7-percent-workers-dream-career-survey-unhappy-workers.html>

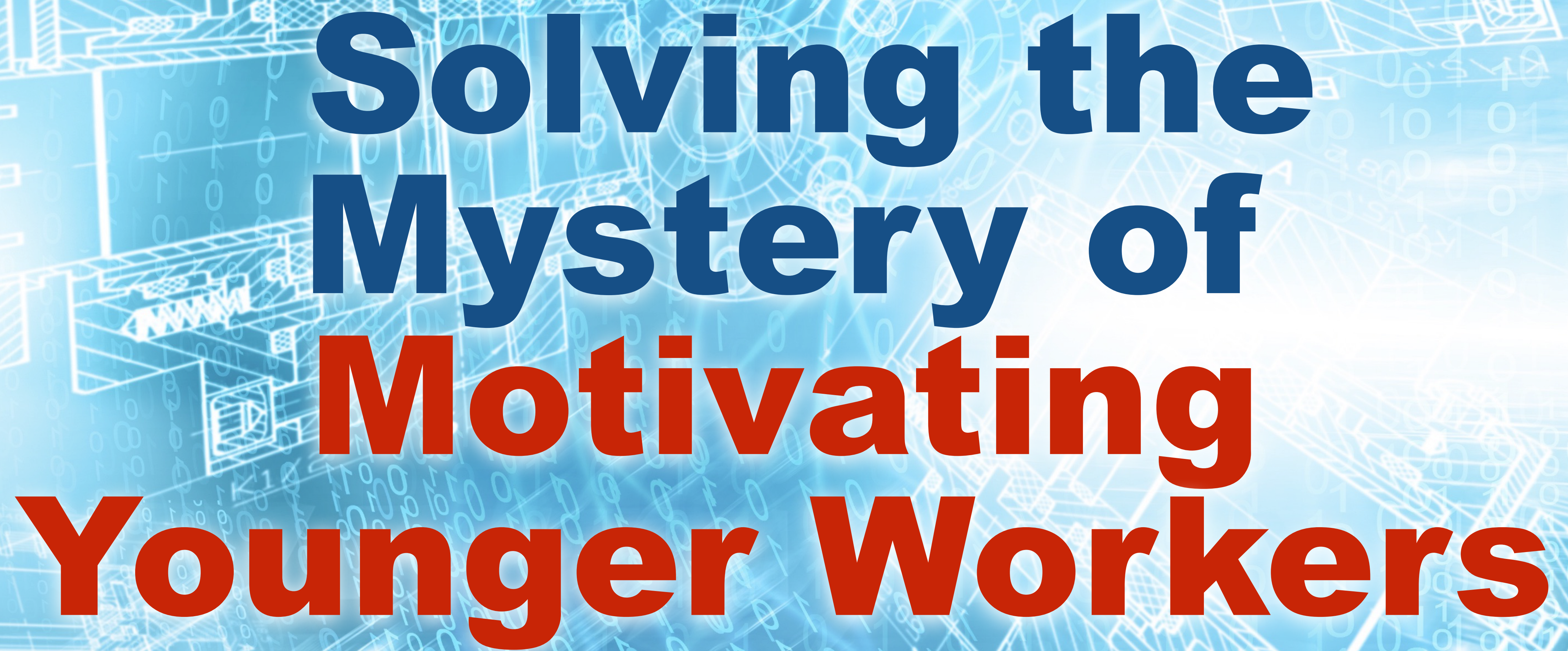
Forbes

<https://www.forbes.com/sites/gadlevanon/2021/05/04/job-satisfaction-stays-high-despite-pandemic-economic-crisis/amp/>

FIND HAPPY PEOPLE

Who are in Jobs They Hate





**Solving the
Mystery of
Motivating
Younger Workers**

**“73% of
managers
are discouraged
by the
communication
skills of
college-age
students.”**





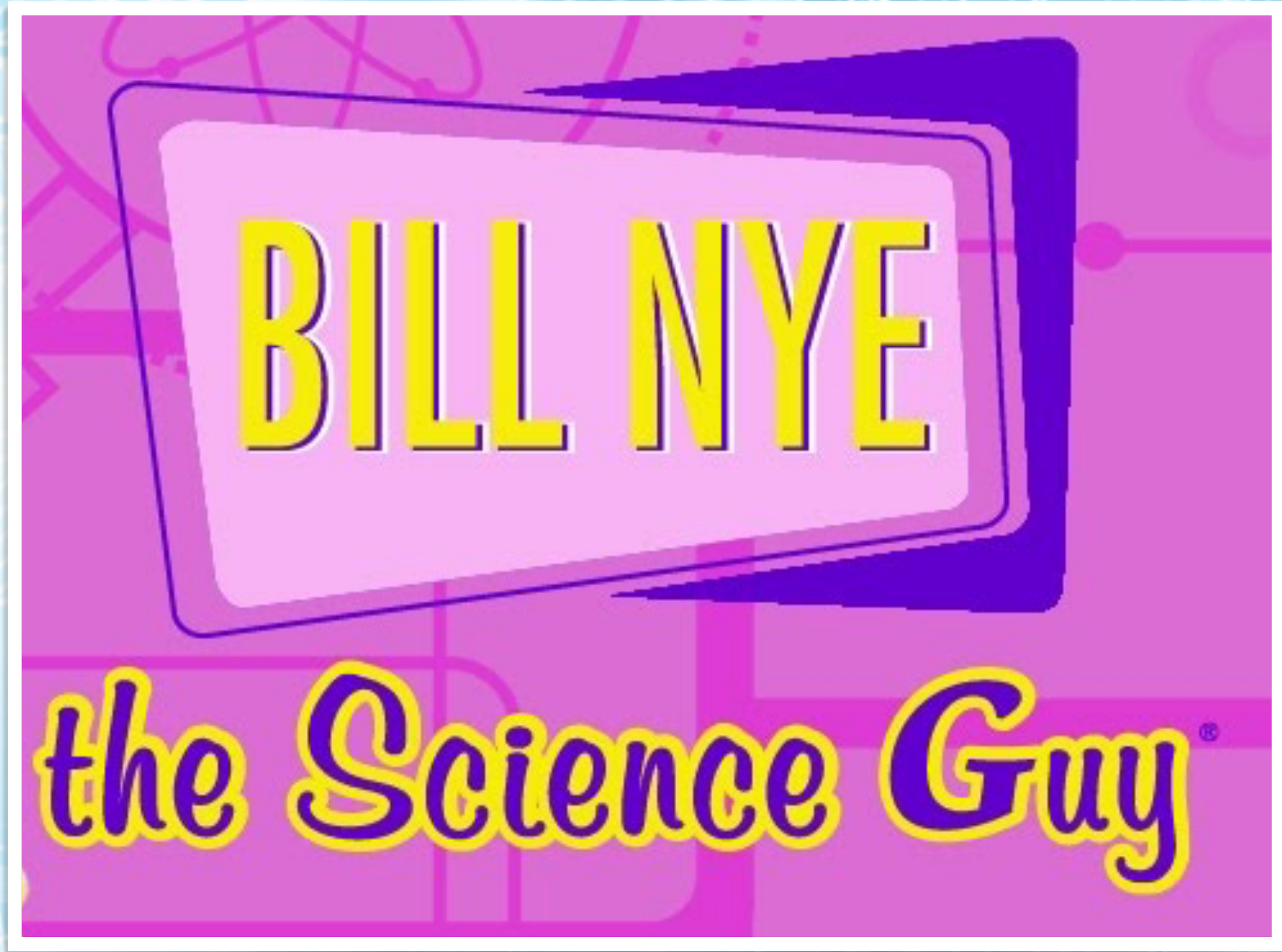
“QUICK WINS”



LEVELING
UP!

The background is a light blue gradient with a complex technical drawing or blueprint overlay. The drawing consists of various geometric shapes, lines, and circles, resembling a mechanical or architectural plan. Overlaid on this are several streams of binary code (0s and 1s) in a lighter blue color, creating a digital or data-driven aesthetic.

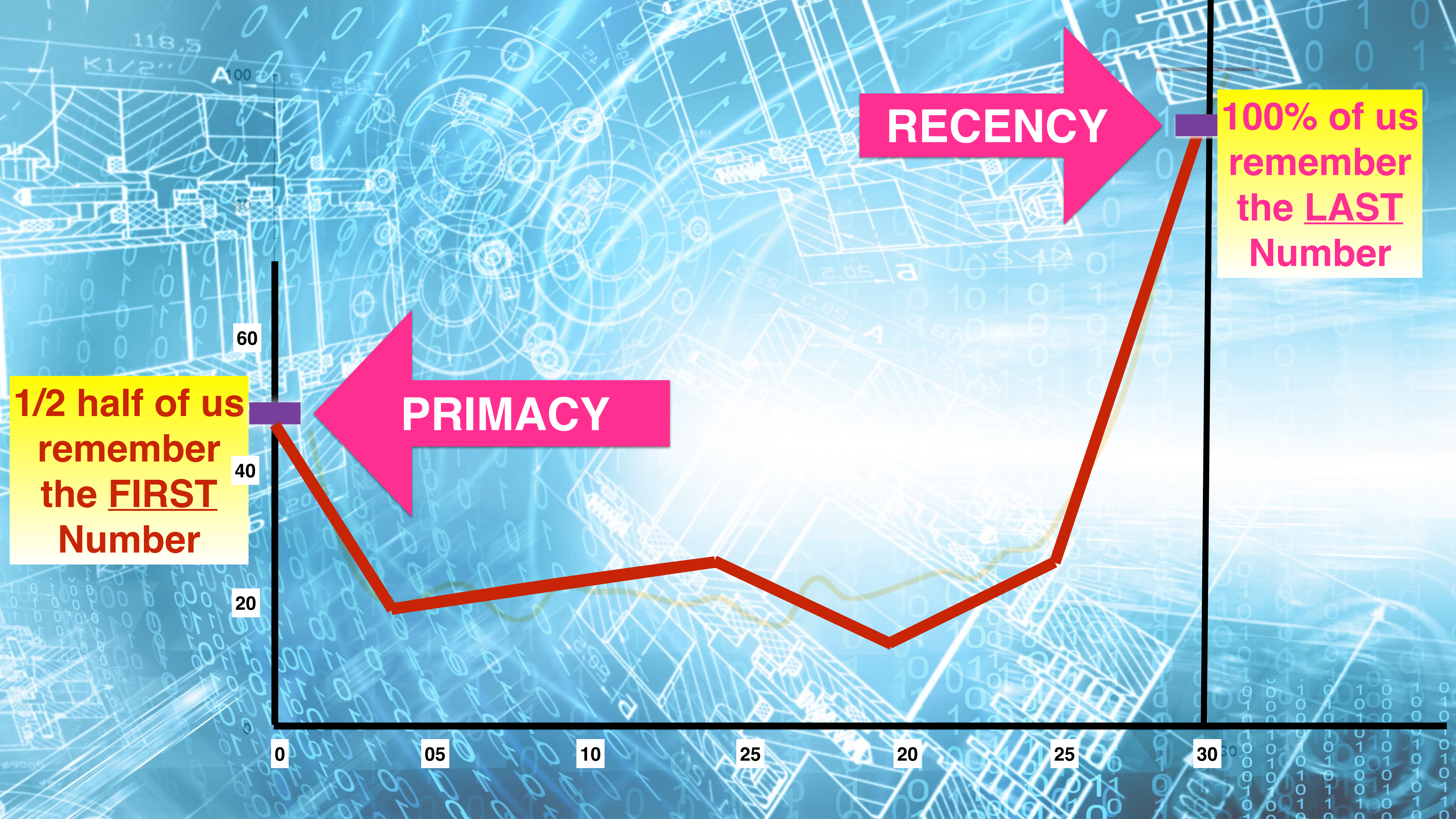
**PROMOTE YOUR
SUPERSTARS
QUICKLY**





The background is a light blue technical drawing or blueprint, featuring various geometric shapes, lines, and circles. Overlaid on this are numerous binary digits (0s and 1s) in a lighter blue color, scattered across the entire image. The text is centered and reads:

Loyalty Happens
in the
FINAL MOMENT



1/2 half of us remember the FIRST Number

60

40

20

0

05

10

25

20

25

30

PRIMACY

REGENCY

100% of us remember the LAST Number



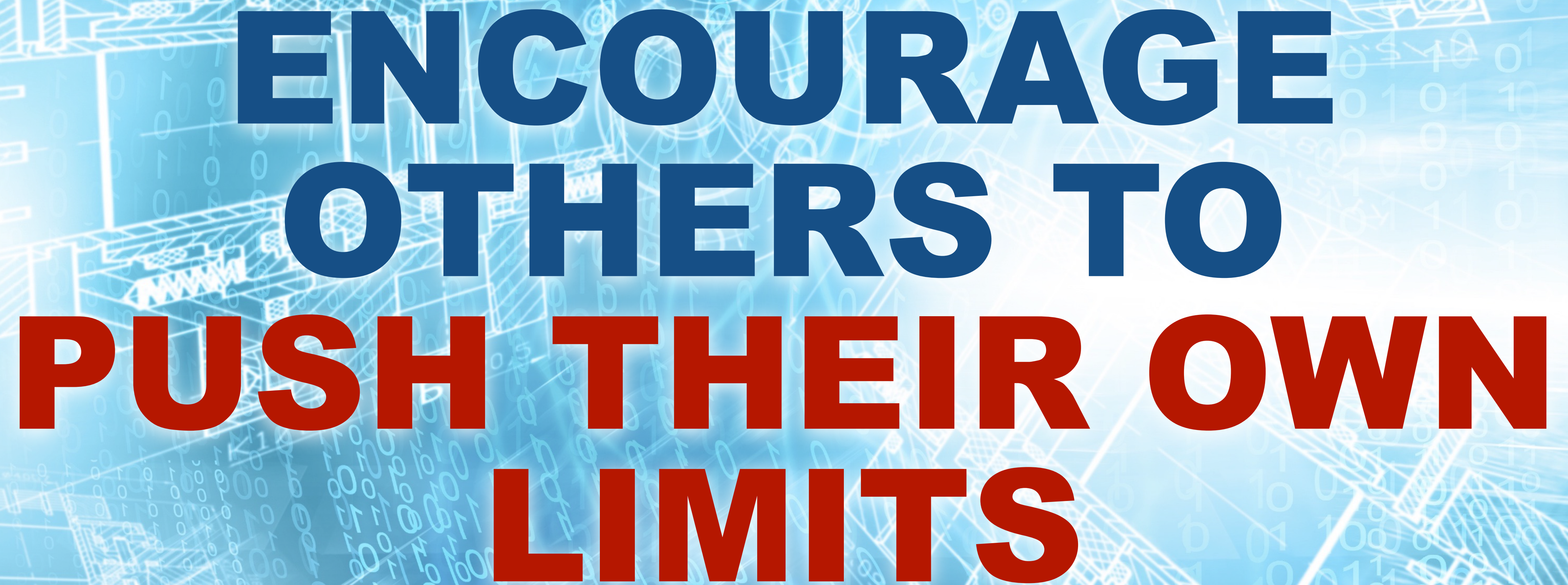
WORLD NEWS TONIGHT

WITH
DAVID MUIR

The "Kicker Story"

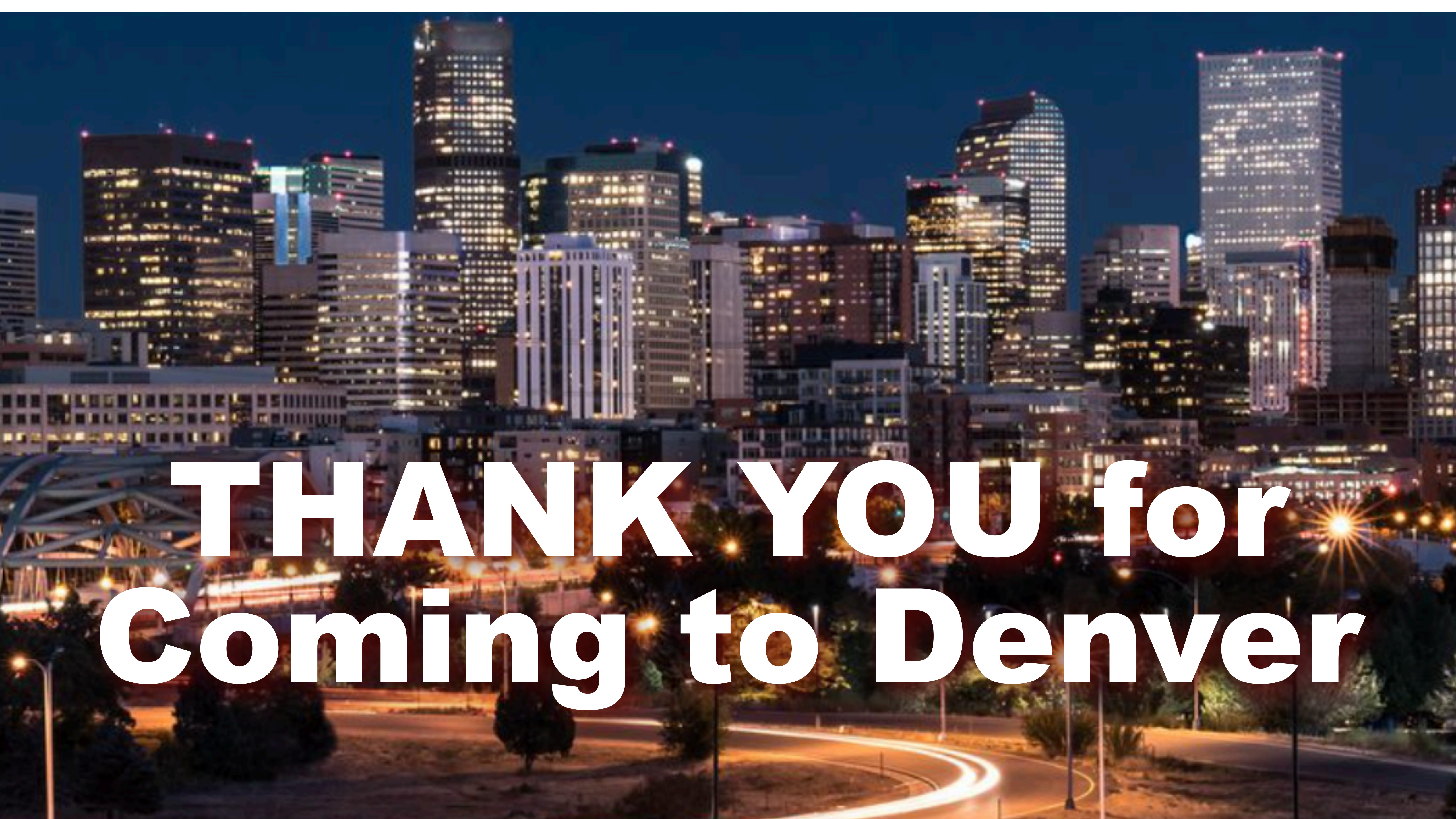




The background features a complex pattern of white technical drawings, including architectural floor plans and mechanical diagrams, overlaid on a light blue gradient. Scattered throughout are strings of binary code (0s and 1s) in a slightly darker blue, creating a digital and engineering aesthetic.

**ENCOURAGE
OTHERS TO
PUSH THEIR OWN
LIMITS**





**THANK YOU for
Coming to Denver**