

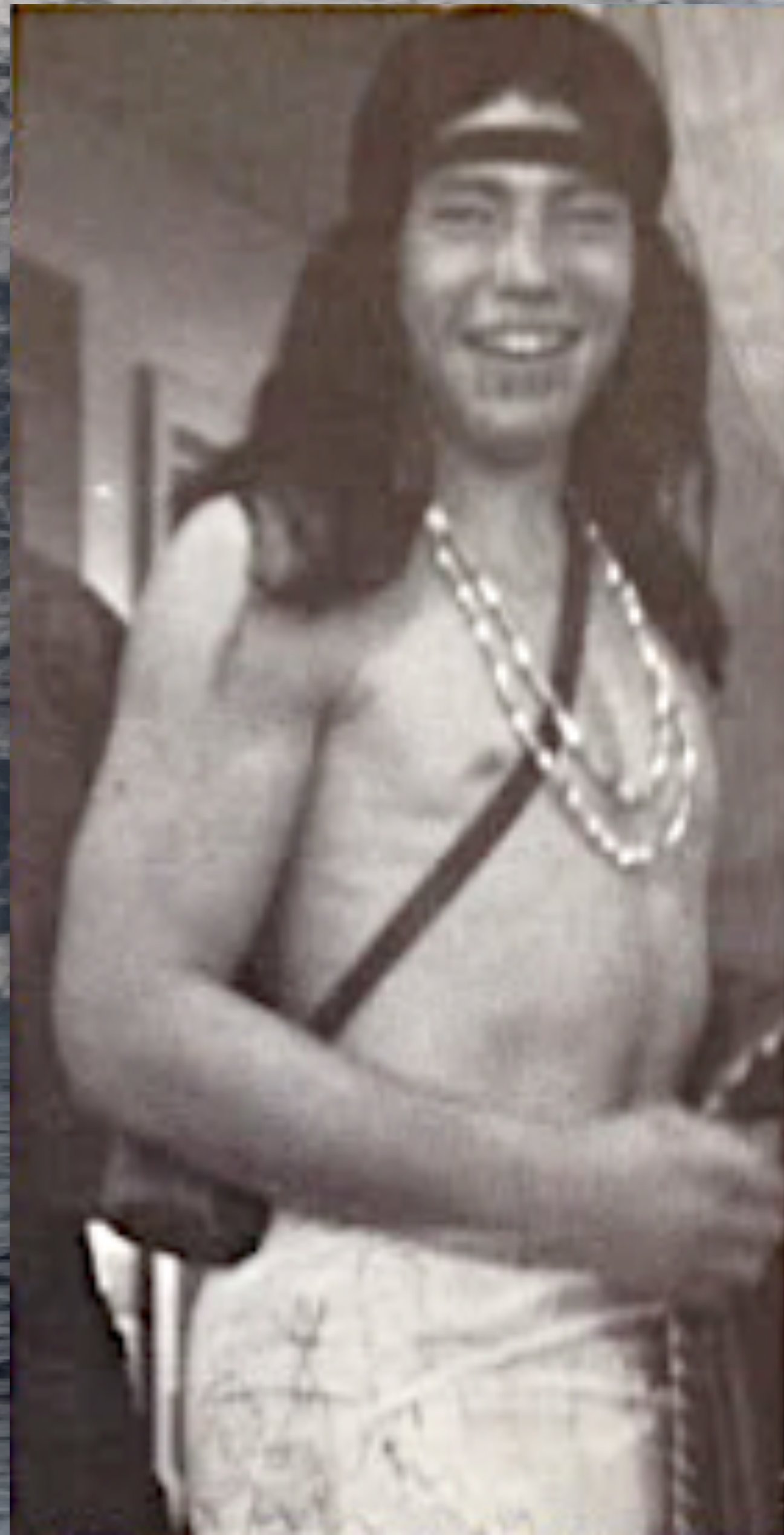


**ROSS Shafer**

**WANT TO BRING ROSS TO YOUR MEETING?**



**Contact Ross's Office  
AllisonDalvit@gmail.com**



**THIS IS ME at 15**

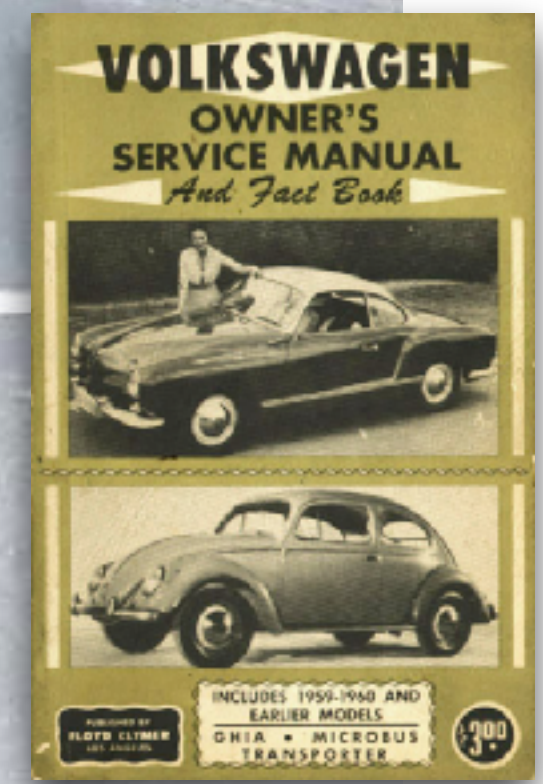
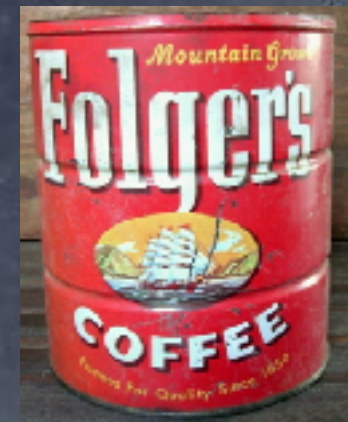
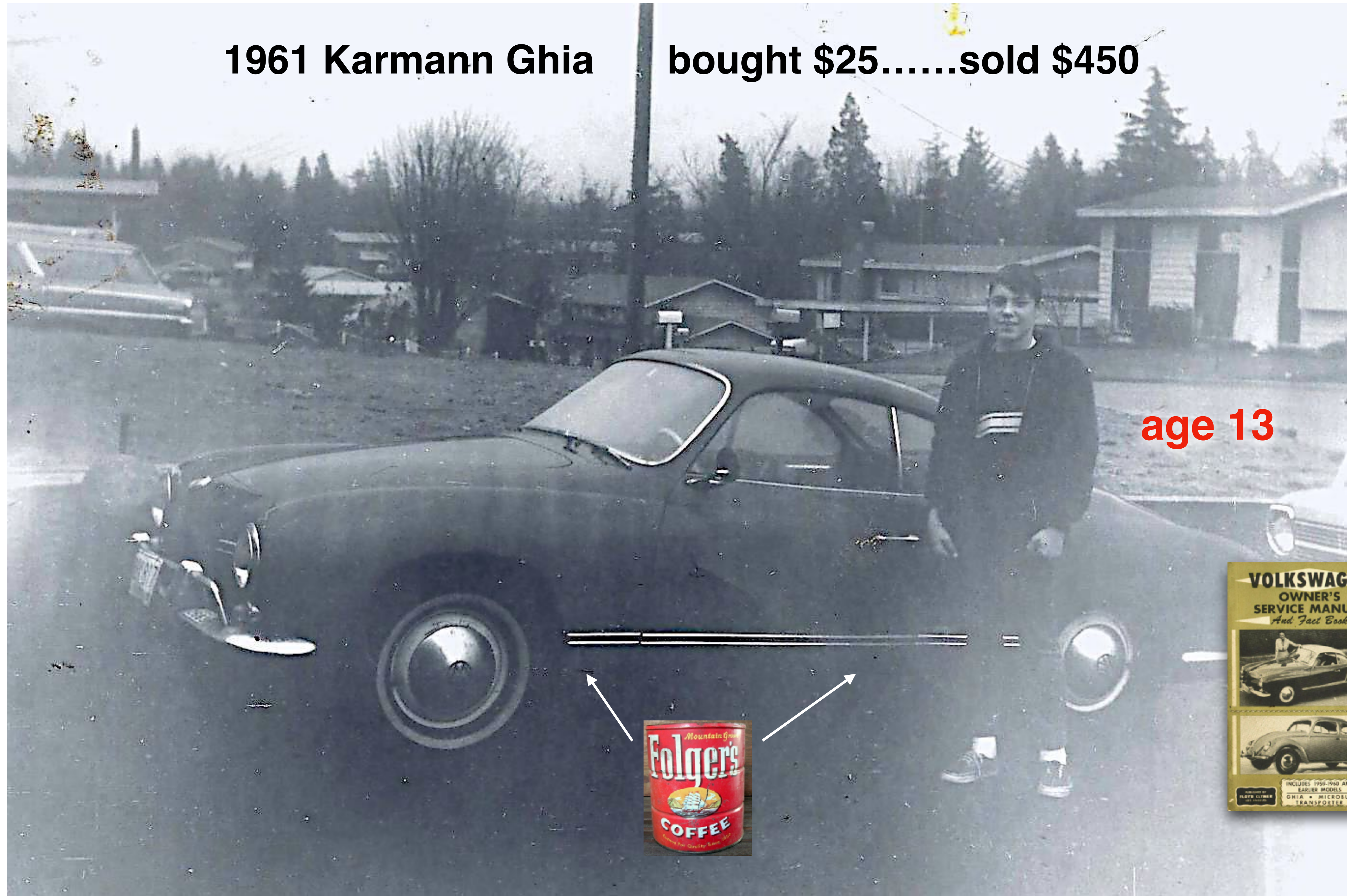




**1961 Karmann Ghia**

**bought \$25.....sold \$450**

**age 13**



**bought \$530....sold \$1,700**

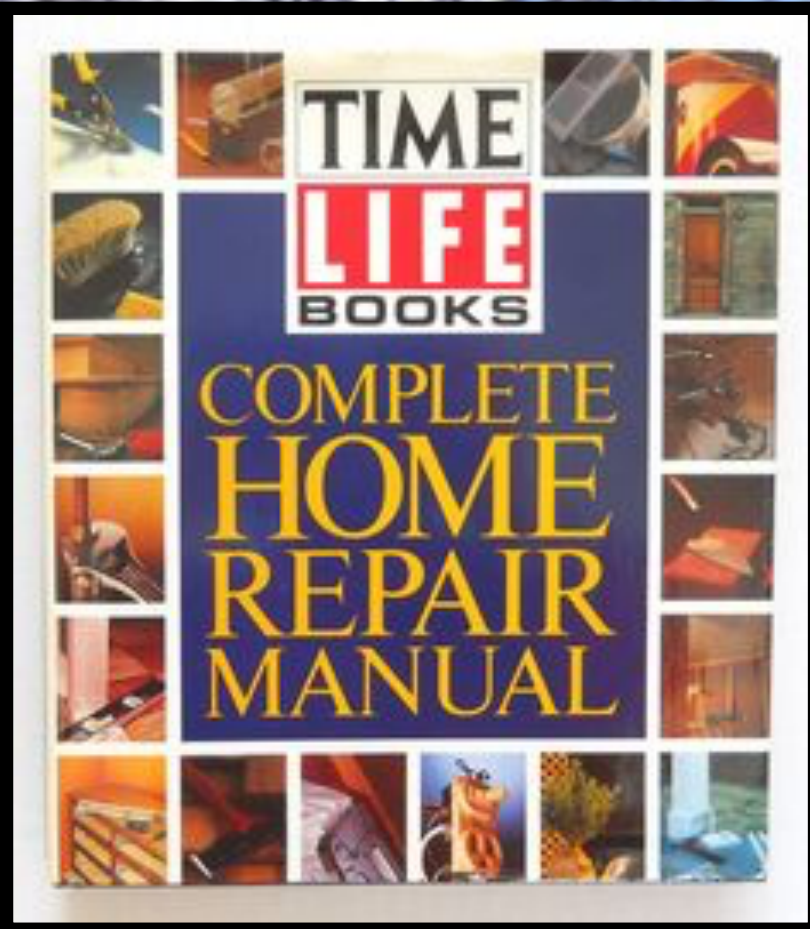


**1965 Pontiac GTO Convertible**

1965  
TEMPEST  
GTO

**BODY**

SHOP MANUAL



**bought for \$4,800**

**age 17**



**sold for \$17,500**

# SEE PROBLEMS THROUGH BOTH LENSES



SOUNDS OK

Ross Shafer  
Age 22

90 minute  
Cassette







**Restaurants/Food Service**



**Retail Clothing**



**Photography & Product Marketing**



# FLIPPED 23 BUSINESSES

**Building Industry**



**Manufacturing & Distribution**



**TV & Film Production**



**THE ICE CREAM SHOP**





# 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







**BE A SOURCE OF ENDLESS IDEAS**

# CRASH THE WRONG MEETING



# Association of Human Nature Convention





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[LOCATIONS](#)

[MENUS](#)

[GIFT CARDS](#)

[BANQUETS & MEETINGS](#)

[ABOUT US](#)

[Restaurant Home](#)

[Make A Reservation](#)

[Map & Directions](#)

[Hours of Operation](#)

[Menus](#)

[Corporate Events / Banquets](#)

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[All Denver, CO Locations](#)

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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)

**YOU ALL SELL TRUCKS & STUFF...**



**BUT, HOW ARE YOU DIFFERENT?**

**RAMADA**<sup>®</sup>  
W O R L D W I D E





**“We don’t sell motorcycles. Instead...**







**DECIDE TO BE WORLD-CLASS**

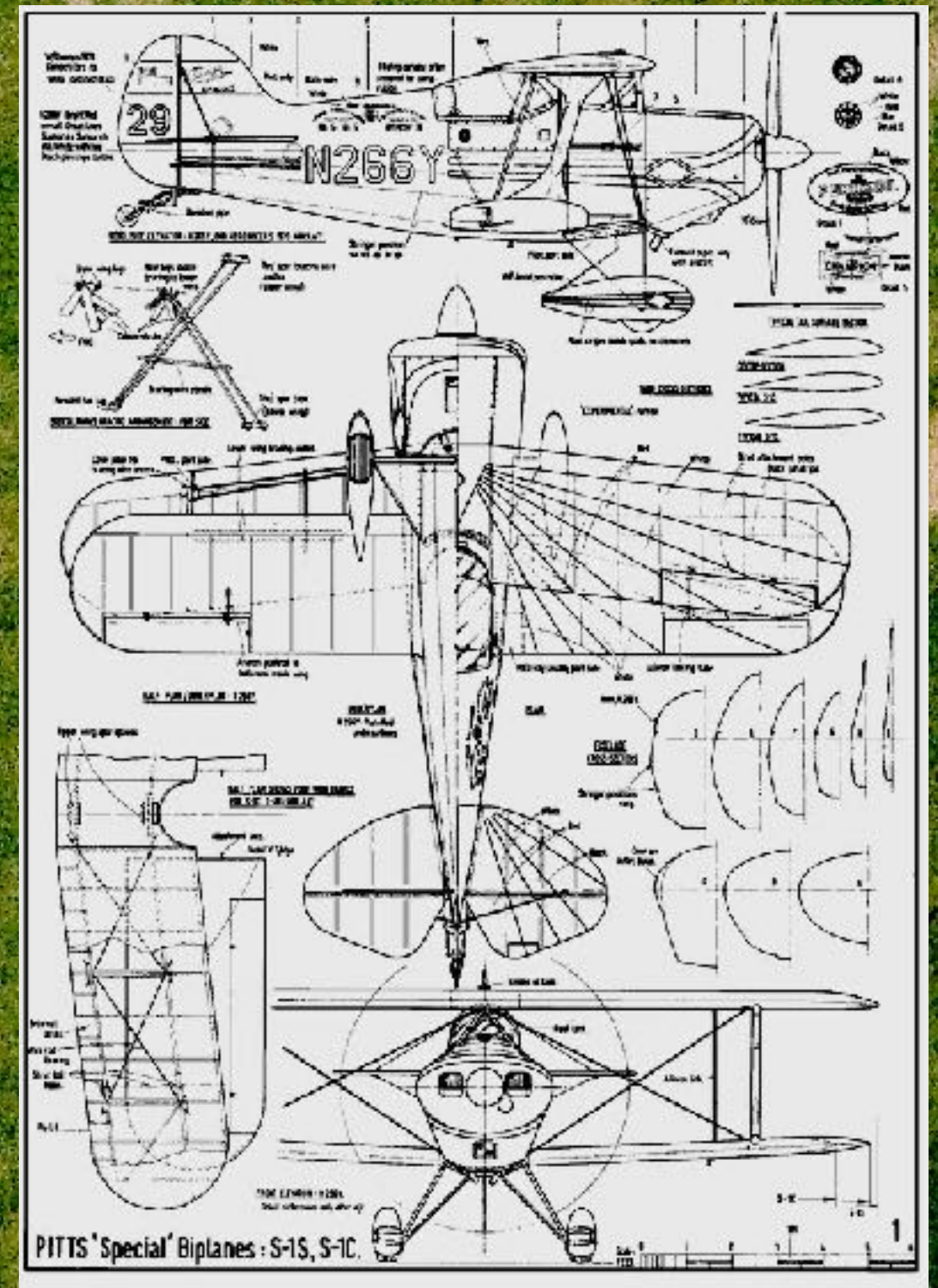
**WHEEL  
ALIGNMENT**



**APPROVED  
LUBRICATION**

**MY DAD** →









**“Success is NOT About Who You Know...”**



“...it’s about WHO KNOWS YOU?”



***“You can accomplish anything if  
You have a blueprint.”***

**Chuck Shafer**

# World's Greatest Shooter





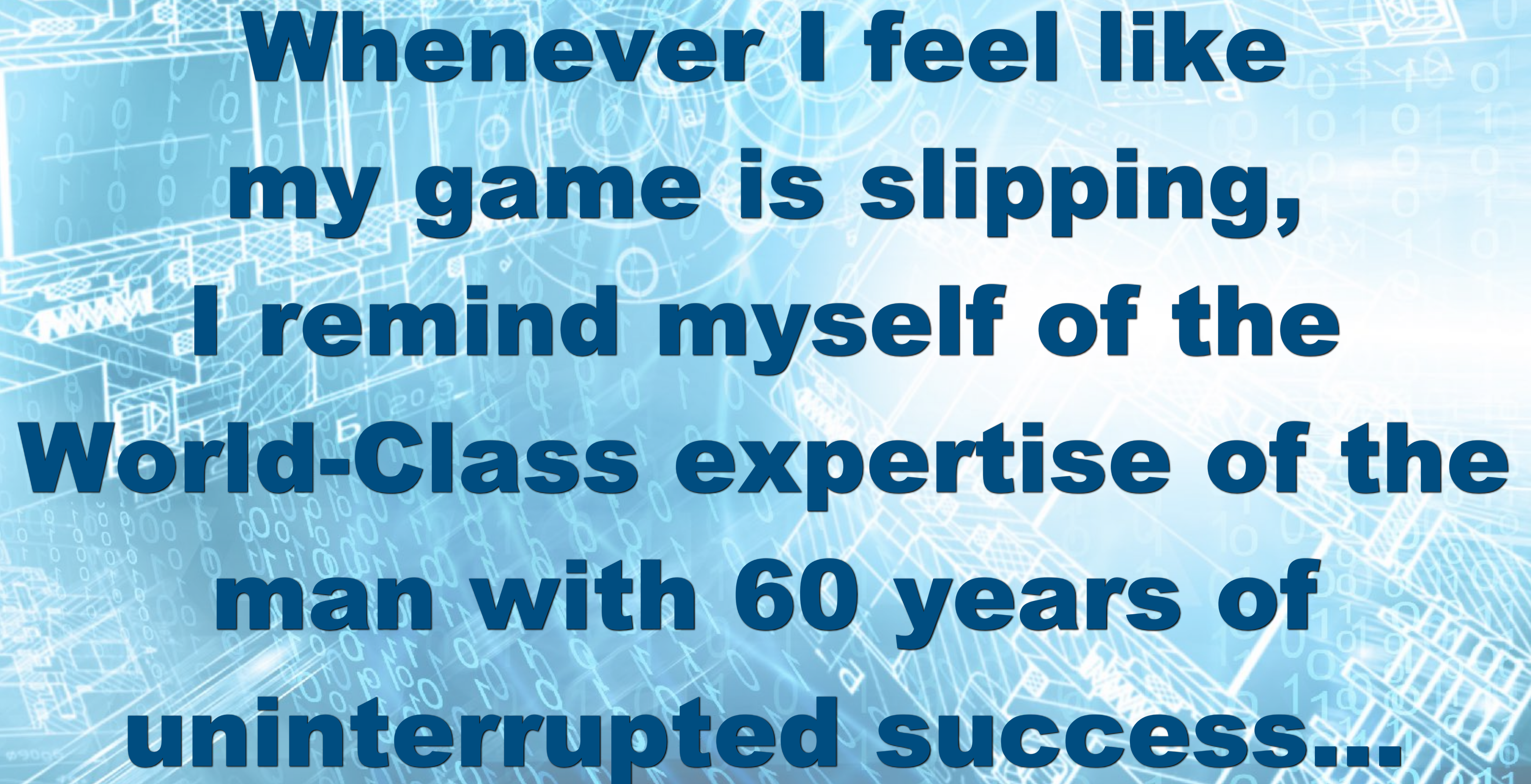
# 1,127 Free Throws in a Row



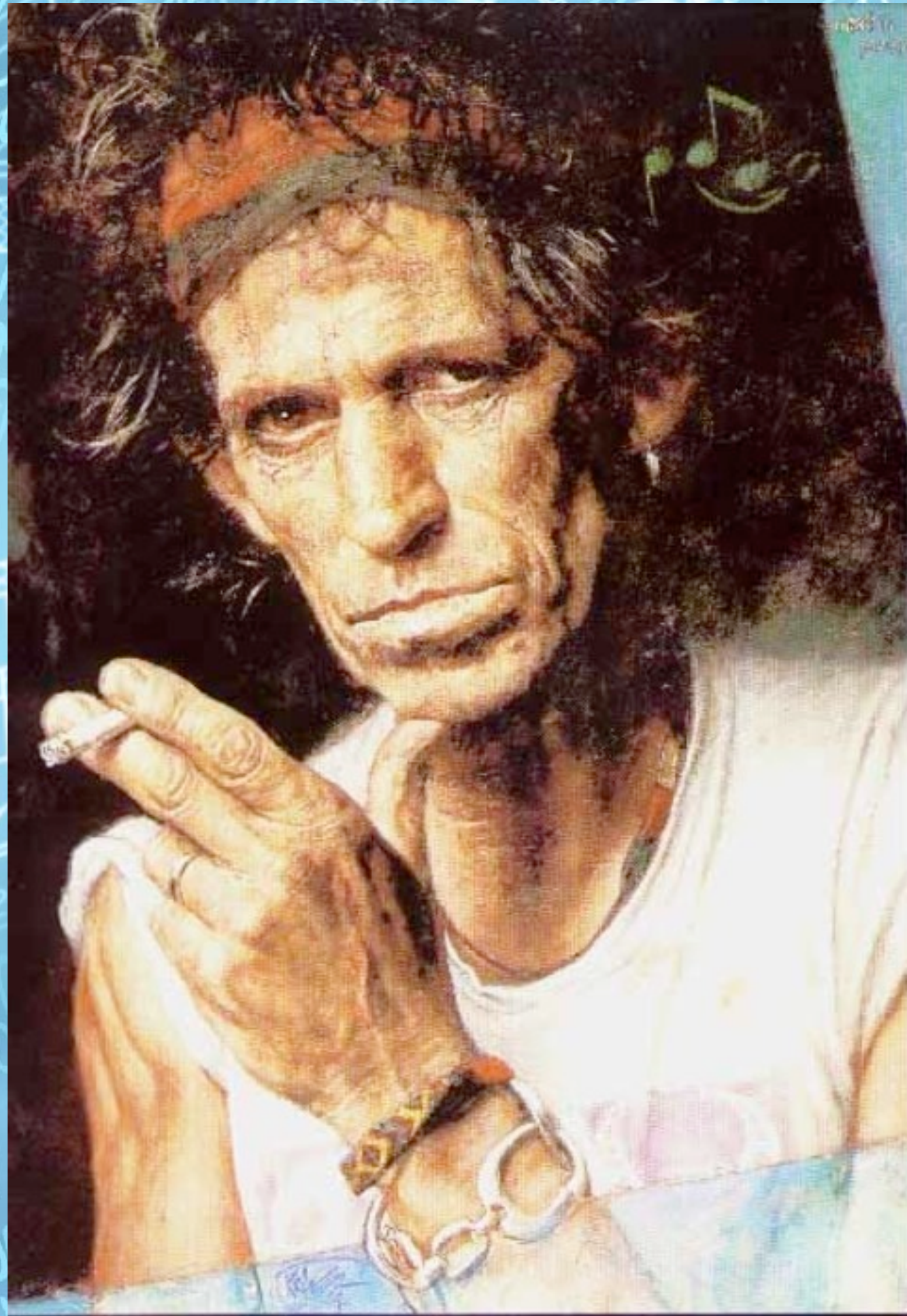
# ALL SWISHES





The background is a light blue gradient with a complex pattern of white technical drawings, including architectural floor plans, mechanical parts, and various geometric shapes. Overlaid on these drawings is a semi-transparent layer of binary code (0s and 1s) in a lighter blue color, creating a digital or engineering aesthetic.

**Whenever I feel like  
my game is slipping,  
I remind myself of the  
World-Class expertise of the  
man with 60 years of  
uninterrupted success...**



**Keith Richards - Rolling Stones**

# “Boeing Billy”



**BILL NYE**

**the Science Guy<sup>®</sup>**







**R O S S   S H A F E R**

**THE ESSENTIAL BLUEPRINT FOR  
BOOSTING CUSTOMER SCORES**

**NO MORE**

**CUSTOMER**

**FRICTION**





**POW!**

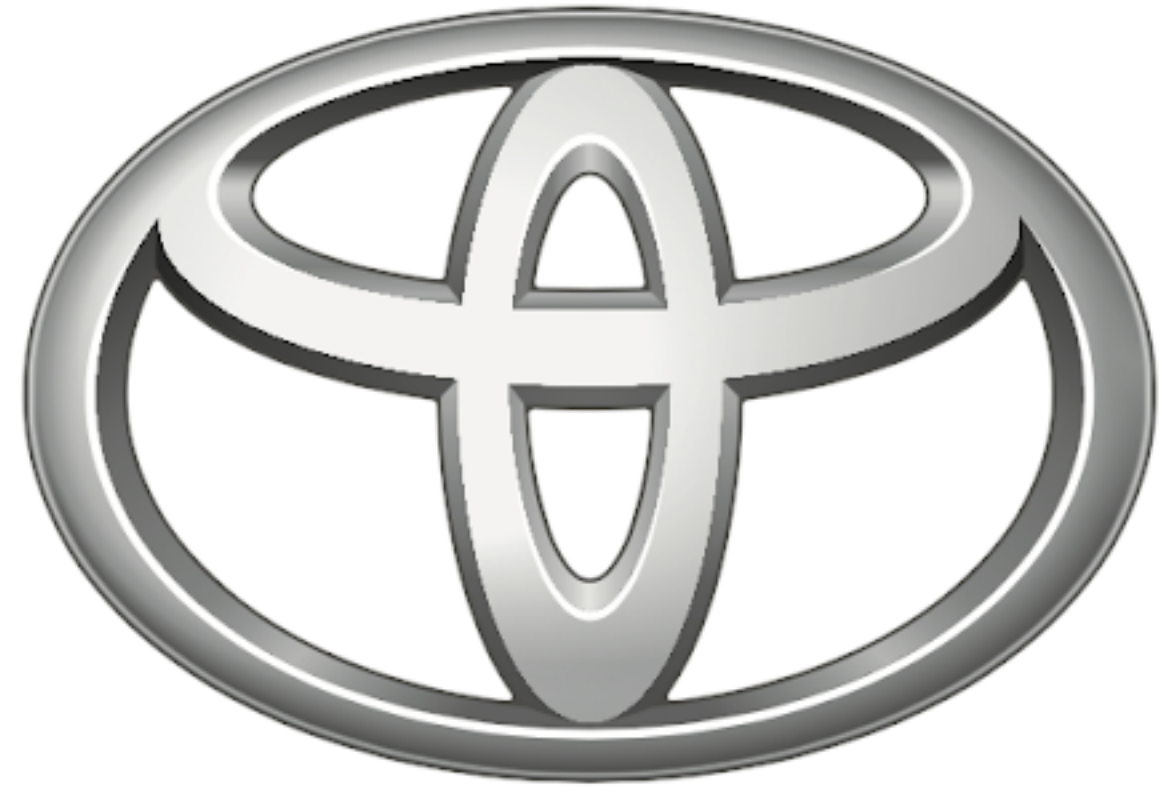
The image features the word "POW!" in a large, bold, red font with a thick black outline. The text is contained within a jagged, starburst-shaped explosion graphic that has a yellow center and a blue outer ring. The background is a light blue gradient, overlaid with faint white technical drawings, circuit board patterns, and vertical columns of binary code (0s and 1s). The overall aesthetic is that of a high-tech or digital comic book.



# POW WOW

(Pau- Wau)

**A celebration to heal old wounds and honor new alliances**



**TOYOTA**

**FINANCIAL SERVICES**

*“To improve our customer service some departments will be closed for training.”*





**Scores Shot UP  
21 points  
in 90 days**

# Westar Energy®





# TOYOTA

## OF PUYALLUP



Freshly baked Otis-Spunkmeyer cookies.



# Customer Satisfaction Survey Questions?



## CUSTOMER SURVEY

Thank you for your time. Your feedback helps us understand what we do well and where we can improve.

Age group:  18-24  25-34  35-44  45-54  55-64  65+

Income level:  \$30k or less  \$30k - \$60k  \$60k - \$100k  \$100k - \$150k  \$150 and more

Quality of delivery  Very bad  Bad  Fair  Good  Very good

Design and appearance of product  Very bad  Bad  Fair  Good  Very good

How likely is it that you will recommend our product to a friend or colleague?

0%  100%

NEXT QUESTION >

Don't Limit

Y

me by

If you would like to be contacted by [redacted] regarding your comments, please include the following information:

Name \_\_\_\_\_  
Street \_\_\_\_\_ Apt.# \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_ Province \_\_\_\_\_  
Country \_\_\_\_\_ Zip \_\_\_\_\_  
Telephone # \_\_\_\_\_  
Email \_\_\_\_\_  
Dates of Stay: From \_\_\_\_\_ To \_\_\_\_\_  
Room No.: \_\_\_\_\_

Please rate your satisfaction with each of the following:

	↓ VERY SATISFIED ↓ SOMEWHAT SATISFIED ↓ NEUTRAL ↓ SOMEWHAT DISSATISFIED ↓ VERY DISSATISFIED
Overall satisfaction with this experience .....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Receiving a warm and sincere greeting upon arrival .....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Staff greeting you by name .....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Staff remembering you as a regular guest .....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Timeliness of check-in .....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Receiving the room you expected .....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Ability of the staff to anticipate your needs .....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Cleanliness of the guest room .....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Condition of the guest room furnishings .....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Cleanliness of the hotel .....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Condition of the hotel furnishings .....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Quality of the food .....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Receiving a fond farewell when you checked out .....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

	↓ VERY LIKELY ↓ SOMEWHAT LIKELY ↓ NEUTRAL ↓ SOMEWHAT UNLIKELY ↓ VERY UNLIKELY
How likely are you to recommend this [redacted] to friends or associates..	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

If you travel back to the area, how likely are you to return to this [redacted]

Did you experience any problems during your stay?

Yes  No

If you reported any problems, how satisfied are you with the resolution.....

	↓ VERY SATISFIED ↓ SOMEWHAT SATISFIED ↓ NEUTRAL ↓ SOMEWHAT DISSATISFIED ↓ VERY DISSATISFIED
	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_

Please suggest any service, product or amenity you would like added, or please let us know which exceptional ladies and gentlemen have made your stay more memorable.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Hotel Code: 0037

6-66350 (06/04)

D

**Please rate your satisfaction with each of the following:**

Overall satisfaction with this experience .....

Receiving a warm and sincere greeting upon arrival .....

Staff greeting you by name .....

Staff remembering you as a regular guest .....

▼ VERY SATISFIED

▼ SOMEWHAT SATISFIED

▼ NEUTRAL

▼ SOMEWHAT DISSATISFIED

▼ VERY DISSATISFIED

y

**Don't make people think too hard about YOU.**



# THE CALLAHAN TRUCKING COMPANY NON-SURVEY



Please check  the face that best describes how we treated you.



How did you feel after doing business with us?





**People  
Prefer  
THEIR  
OWN  
WORDS**

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



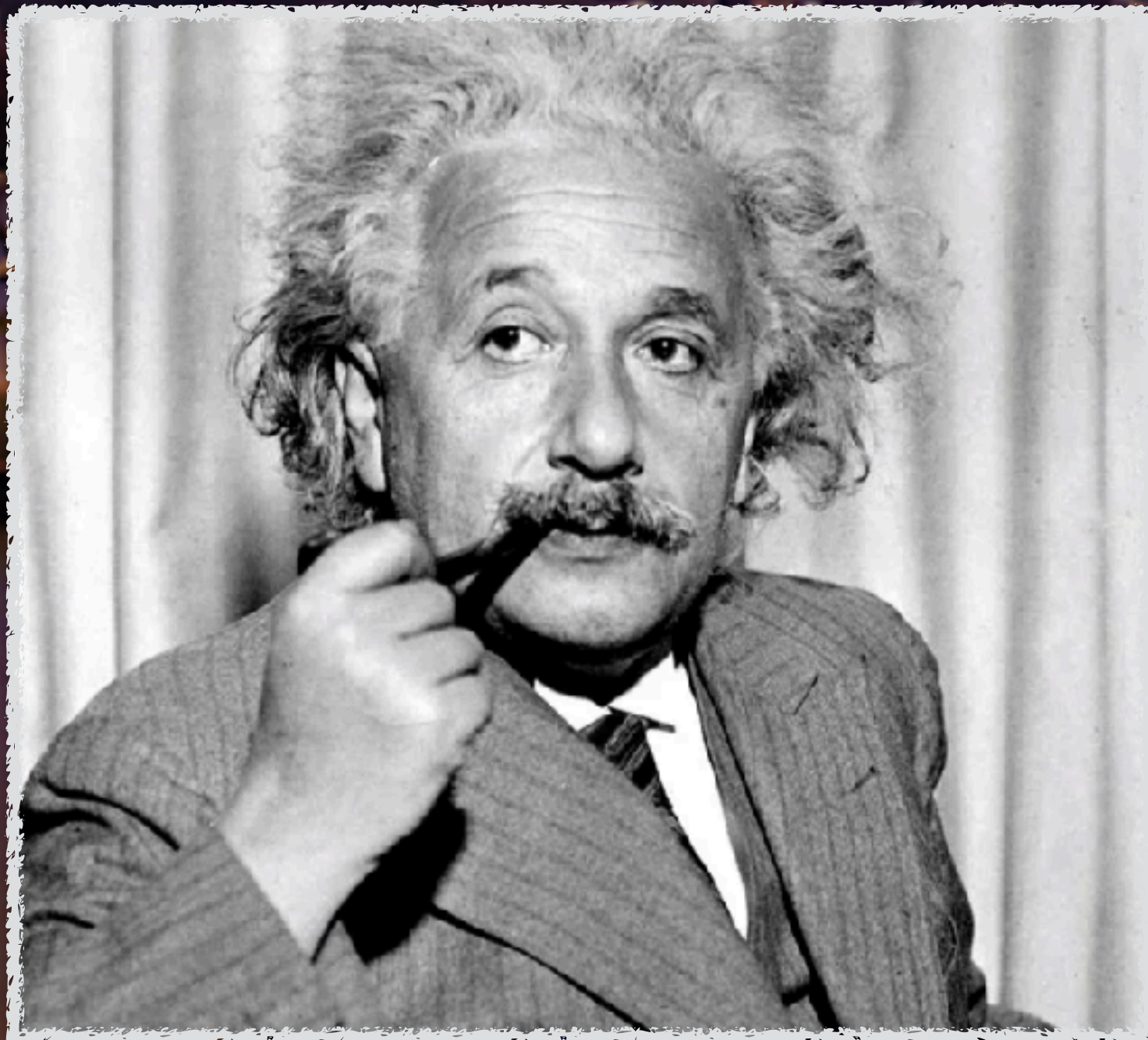




# WHAT MOTIVATES SALES TEAMS?

TEACH  
SOMETHING  
SMART

DO SOMETHING  
FUN & FOOLISH



OR...





**Is the best plan is to just get up there,  
just dive off, and not think about it?**

# ENCOURAGEMENT ALWAYS WORKS







**WANT TO BRING ROSS TO YOUR MEETING?**

**\*Watch more videos and testimonials**



**Contact Ross's Office  
AllisonDalvit@gmail.com**