



Developing an “It’s My Pleasure Attitude”

Accountability starts with the CEO and needs to be a standard for every one on the team. The only item needed to accomplish the goal of having an attitude of “It is My Pleasure” is a great attitude!

Benchmark	Position	Due
1. Say “It is My Pleasure” ten times	Everyone	Daily
2. Keep a card by the phone that reads “It is My Pleasure”	Everyone	Always
3. When you hear someone saying “you’re welcome,” “sure,” “certainly” or any phrase wherein they could have said “It is My Pleasure” say to them, “It is Who’s Pleasure?”	Everyone	Always
4. If you are still having difficulty with this phrase write “It is my pleasure” ten times daily	Everyone	Daily
5. Program your computer’s screen saver program to read “It is My Pleasure”	Everyone	If needed
6. Make a call and see if they say “It is My Pleasure”	As Assigned	Weekly

Make A Commitment: I will have a “My Pleasure” attitude!

Deadline: _____