



Developing an “It’s My Pleasure 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: _____