

# Rate Your Reputation

Relationships are grown or destroyed by your reputation. Indicate on a scale of **one to 10** where you feel your reputation lies on the following qualities. **What you can do now to improve—to make it a “ten?”**

<u>Qualities</u>	<u>Scale</u>	<u>Make it a 10 by:</u>
appearance	_____	_____ _____
trustworthiness/ credibility	_____	_____ _____
responsibility	_____	_____ _____
courtesy	_____	_____ _____
preparedness	_____	_____ _____
knowledge	_____	_____ _____
service	_____	_____ _____
customer concern	_____	_____ _____
consistency	_____	_____ _____
loyalty to staff	_____	_____ _____

Add characteristics of your own that apply to your own business situation.

_____	_____	_____
_____	_____	_____
_____	_____	_____

## Best Practices You Can Use

### Reviving Your Reputation

*To change, you must experience change*

- *Decide where you are*
- *Decide where you want to be*
- *Decide what you must do to move to where you want to be*

### Idea Starters Must-Do's

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### Action Plan

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