



Greetings!

I have been getting out a great deal more lately. It seems many businesses have gone back to business as usual and are open and ready to serve with open arms.

And welcoming consumers for sure! I visited a mall for the first time in over a year this past weekend. The mall and shops were packed with people. Not just walking around, but shopping!

One aspect that became abundantly clear was an increased level of customer service. I think we all know that many businesses are struggling to get qualified employees back to work. Most every business I passed had a help wanted sign.

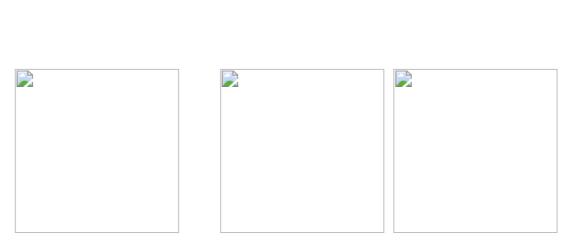
But that didn't stop the businesses I frequented to take the time to help me. I felt welcomed more than I remember from the past. Employees said hello as I entered the business. And thanked me for stopping by when I left.

I experienced more people asking me if I needed assistance or how they could help me or if I found everything I needed. The experience was more enjoyable than I can recall from shopping trips in years past.

And to top it off a friend of mine was getting gas yesterday and she was so impressed with the station. Her credit card wasn't being accepted and as she tried to figure out what she was doing wrong, the attendant came out to assist. He explained they had just had a software update and it was causing problems. She didn't have to go into the station to tell them of the issue, they came to her. She was so wow'd by it she had to call and tell me about it!

So, during our last year, did we become more "human" and caring about our customers? Are we all ready to Wow our customers and prospects back to our businesses?

I hope so, because I have to admit, I really appreciated the gestures. So how do you think you can wow your customers back? If you want help, let me know.



Work from Home Kit

Each kit includes a Webcam cover and wireless charging pad. Packed Holds approx. 4 cards, ID, in a carrying pouch with zip locking closure.

1 color imprint on each item.

50 Qty: \$11.20 each

Dual Phone Wallet with Earbud Pocket

etc. Front pocket expands to hold wireless earbuds.

1 color 1 location imprint 1 color imprint on decal.

150 Qty: \$2.25 each

SPF 15 Lip Balm in Holder

SPF 15 lip balm with light vanilla scent. Silicone holder.

150 Qty: \$1.80 each

Come Out, Come Out, Wherever You Are

Our days of playing hide 'n seek from COVID-19 are hopefully coming to an end in the not-too-distant future. But not everyone is ready, willing, or able to venture out and to be seen other than on a computer screen in a digital meeting.

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Promotional Marketing Expert, Danette Gossett Helps Business Owners Lure Die-Hard Quarantining Employees Out Of Their Hidey Holes.

Owner and President of Gossett Marketing, a leading promotional marketing firm, Danette Gossett, has just what employers need to safely lure employees back to the on-site workplace.

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