

HOT LEMON & HONEY-Reflections for Success in Times of Change
Chapter Headings-A Thought per Week

1. Minds are like parachutes-dangerous if not kept open
2. The only time success comes before work is in the dictionary
3. Customers don't care how much you know til they know how much you care
4. The only person who got everything done by Friday was Robinson Crusoe
5. The opportunity of a lifetime must be grasped within the lifetime of that opportunity
6. It's not the mountain we conquer but ourselves
7. Everybody can be great because anybody can serve
8. It takes practice to turn common sense to common practice
9. The man who swims against the tide knows the strength of it
10. The world expects results. Don't tell them about the labor pains. Show them the baby
11. You can't drive into the future if you're looking into a rear vision mirror'
12. The best customer relations is not to treat your customers like your relations
13. Everyday above the ground is a good one
14. Change is inevitable. Learning from change is optional
15. We must add meaning to our lives or it will remain forever meaningless
16. It's not what it costs to learn but what it costs to not learn
17. If you think a customer isn't important, just try doing without one for 90 days
18. We all live under the same sky but don't share the same horizon
19. If you travel a path with no obstacles, it probably doesn't lead anywhere
20. The only thing of which I'm certain is that there is very little of which one can be certain
21. The most important things in life aren't things
22. Rather than close a sale, open a relationship
23. Work/Life is a journey-not a destination
24. You're either green and growing or ripe and rotting
25. There is no comparison between that lost by not succeeding & that lost by not trying
26. It takes years to win a customer and only seconds to lose one
27. Businesses don't fail. People fail
28. Health is wealth-and tax free!
29. You can't discover new oceans until you have courage to lose sight of the shore
30. Life works out best for those who make the best of how life works out
31. Make your life worth living as your living is being made
32. When faced with a choice and don't make it, that in itself is a choice
33. The only person who welcomes change is a wet baby
34. Whether it is the best of times or the worst of times, it is the only time we have
35. Life is like a 21 speed bicycle-most of us have gears we never use
36. The 6 most expensive words are we've always done it that way
37. Winners never quit and quitters never win
38. When a door closes, look for a window
39. Whether serving customers or tennis aces, keep your eye on the ball to be a winner
40. Success is having what you want and wanting what you have
41. Smiles are passports through deserts and visas to all foreign countries
42. Remember yesterday. Plan for tomorrow. Live for today
43. The road to hell is paved with good intentions
44. Not everything that is faced can be changed but nothing can be changed until it is faced
45. The two most under used words in our vocabulary are: 'Thank you'
46. We're here for a good time-not a long time
47. You can't take care of your customers if you don't take care of yourself
48. Life-when the final score is in, it's not whether you win or lose but how you play the game
49. Your key competitive advantage dreams with you each night & looks you in the mirror each morning
50. Do what you believe in. Believe in what you do
51. I may cry easily but I never give up
52. Create your own tomorrows with your thoughts and actions today