

Check Your Attitude



EXERCISE

A Self Examination

Check the statements below that are **TRUE**.

- I have a positive attitude.
- I am eager to please customers.
- I am *always* positive when interacting with customers.
- I am *always* positive when interacting with employees and co-workers.
- I choose to be happy and upbeat.
- I remain positive when problem situations arise.
- I control my own attitude.
- I cheer people up.
- I don't make excuses.
- I choose to be polite and courteous.

How many were true for you? If you left even one unchecked (false), then you have room for improvement.

**Choose to Have a Positive Attitude,
You'll Be Happy You Did!**