

# Inspirational Quotes

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## URL's

<http://www.parature.com/2014-customer-service-quotes/>

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### Priorities:

Most of us spend too much time on what is urgent and not enough time on what is important. - Stephen R. Covey

The key is not to prioritize what's on your schedule, but to schedule your priorities. Stephen Covey

### General:

If you do what you've always done, you'll get what you've always gotten. –Tony Robbins

Build your own dreams, or someone else will hire you to build theirs. –Farrah Gray

Business is like riding a bicycle. Either you keep moving or you fall down. – Frank Lloyd Wright

You will get all you want in life if you help enough other people get what they want. – Zig Ziglar

Lack of direction, not lack of time, is the problem. We all have twenty-four hour day. – Zig Ziglar

When obstacles arise, you change your direction to reach your goal; you do not change your decision to get there. – Zig Ziglar

If opportunity doesn't knock, build a door. – Milton Berle

You don't try to build a wall. You don't set out and say 'I'm gonna build the biggest, baddest, greatest wall that has ever been built'. You say 'I'm going to lay this brick as perfectly as a brick can be laid'. You do this every single day, and soon you have a wall.

Don't spend time to save money. Spend money to buy time.

"There is always room at the top." - Daniel Webster

It is not necessary to do extraordinary things to get extraordinary results." - Warren Buffett

A calm sea does not make a skilled sailor. – Unknown

"When you do more than you're paid for, eventually you'll be paid for more than you do."

### Writing:

"My most important piece of advice to all you would-be writers: When you write, try to leave out all the parts readers skip."

"If there's a book that you want to read, but it hasn't been written yet, then you must write it."— Toni Morrison

- "I don't care if a reader hates one of my stories, just as long as he finishes the book."—Roald Dahl, WD
- "The greatest part of a writer's time is spent in reading, in order to write; a man will turn over half a library to make one book." —Samuel Johnson
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#### Starting a business:

- "What do you need to start a business? Three simple things: Know your product better than anyone. Know your customer, and have a burning desire to succeed." --Dave Thomas, founder of Wendy's
- The best time to plant a tree was 20 years ago. The second best time is now. –Chinese Proverb
- There's no shortage of remarkable ideas, what's missing is the will to execute them. – Seth Godin
- Once you free yourself from the need for perfect acceptance, it's a lot easier to launch work that matters. – Seth Godin
- "If you are not embarrassed by the first version of your product, you've launched too late." —Reid Hoffman, LinkedIn co-founder [Click to Tweet](#)
- "I don't look to jump over 7-foot bars — I look for 1-foot bars that I can step over." —Warren Buffett, Berkshire Hathaway chairman and CEO [Click to Tweet](#)
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#### Coding:

- "Always code as if the guy who ends up maintaining your code will be a violent psychopath who knows where you live" — John Woods
- Walking on water and developing software from a specification are easy if both are frozen." — Edward Berard
- "Good code is its own best documentation. As you're about to add a comment, ask yourself, 'How can I improve the code so that this comment isn't needed?'" – Steve McConnell (author of many software engineering books including "Code Complete")
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#### Buying Products:

- Make your product easier to buy than your competition, or you will find your customers buying from them, not you. ~ Mark Cuban
- Selling is about helping our customers achieve something they did not think was possible.
- "There is always room at the top." - Daniel Webster
- "Be a user of your own product. Make it better based on your own desires. But don't trick yourself into thinking you are the user." --Evan Williams, former CEO of Twitter
- You just have to pay attention to what people need and what has not been done." --Russell Simmons, co-founder of Def Jam Records
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#### Customer Service:

- The more you engage with customers the clearer things become and the easier it is to determine what you should be doing. ~ John Russell
- You'll never have a product or price advantage again. They can be easily duplicated, but a strong customer service culture can't be copied. ~ Jerry Fritz
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- Statistics suggest that when customers complain, business owners and managers ought to get excited about it. The complaining customer represents a huge opportunity for more business. ~ Zig Ziglar
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- The key is to set realistic customer expectations, and then not to just meet them, but to exceed them — preferably in unexpected and helpful ways. – Richard Branson
- Thank your customer for complaining and mean it. Most will never bother to complain. They'll just walk away. — Marilyn Suttle  
<http://www.goodreads.com/quotes/tag/customer-service>
- When you're busy, avoid taking the quickest action. Instead make the extra effort to truly serve the customer. — Marilyn Suttle
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- Instead of selling to your customers, help them buy. — Mahyar Mottahed
- It is not fair to ask of others what you are not willing to do yourself. Eleanor Roosevelt
- Always do more than is required of you.- George S. Patton
- You cannot improve one thing by 1000% but you can improve 1000 little things by 1%. - Jan Carlzon, Former CEO of SAS
- A rose on time is more valuable than a \$1,000 gift that's too late. - Jim Rohn, Author, Motivational Speaker
- Make a customer, not a sale. Katherine Barchetti, Founder Barchetti Shops
- Formula for success: under promise and over deliver. - Tom Peters, Best Selling Author
- Customers don't expect you to be perfect. They do expect you to fix things when they go wrong. - Donald Porter
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