

Richard Gee

From: Customer Love [chris@customerlove.com.au]
Sent: Friday, 22 June 2007 11:55 a.m.
To: richard@geewiz.co.nz
Subject: eNotes from Chris and Lee

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22nd June 2006

Emotional Bank Accounts

Dear Richard,

You may have heard or read about the concept of an "emotional bank account". We first heard the term last year when we attended a seminar by Keith Abraham. And Stephen Covey, the author of *The 7 Habits of Highly Effective People* talks about it too.

We like to think that at Customer Love, we help you to make deposits into your client's emotional bank account every time you send a card.

But what about your emotional bank account?

As a dedicated business person who wants to do the very best for their clients, it can often be quite draining if all people do is "take withdrawals" from you on a daily basis.

If you let your account get too low, you may not be in a good emotional state to handle whatever situation is thrown at you. Anyone could be in the firing line, including customers. Especially if they call you at the worst possible moment - unfortunately for them, they won't know that.

So it's important for you to look after yourself, for your own wellbeing and also for the wellbeing of your business and the relationships you are continually creating.

What do you love doing that will add a well deserved deposit into your own personal emotional bank account?

Call a friend, go and have a massage (blokes too!), play your favourite sport, have lunch with someone you haven't seen for awhile, go to the movies - whatever makes you smile - enjoy the moment. You could even send yourself a card and congratulate yourself on your achievements!

Become aware of when you need to "take time out," so you can continually top up your account. That way you'll be able to keep making wonderful deposits into the accounts of those that matter to you and your business.

Sending Customer Love cards will help you put a smile on people's faces, and make you feel good too.

Send a card today and try our Free Handwritten Card Service - [Click for details](#)

To purchase Customer Love cards [CLICK HERE](#)

To purchase personalised Luggage Tags - [CLICK HERE](#)

Building relationships. . .one card at a time

Have a great day!



Lee and Chris

PS: A note from one of our Customer Love friends. . .

To the lovely and every inspiring team at CUSTOMER LOVE! Just wanted to say congratulations again on your lovely emails - as a regular 'thank you' note writer, it is really refreshing to see you growing your business though goodness.....I wish you continued success!!

Alison Dykes, McGrath Estate Agents

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Thought of the Day

*"Feeling gratitude and not expressing it,
is like wrapping a present
and not giving it."*

William Author Ward

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