

# Keith Lee's, Don't Let Your Business Ruin Your Life Make-You-Happy Management System

**When You invest in my system you'll receive all of the following:**

- **Fast Start Guide - Step-by-step instructions to get started and take control of your life in less than 48 hours.**
- **Make-You-Happy Management System Manual** - Everything you need to **implement** the Make-You-Happy Management System and improve your business on a daily basis.
- **Team Member Make-You-Happy Management System Training DVD** - Use this to introduce the Make-You-Happy Management System to your employees when implementing the system. Then train new employees during their **first hour of employment** to be sure they understand your management system and your commitment to Make-You-Happy Customer Service.
- **Team Member Make-You-Happy Management System Workbook & Workbook with Answers** - Your new employees will complete this workbook while they watch the training DVD to insure that they understand your management system and customer service expectations as they answer questions. Includes answer key for you to be sure your new employee gets the answers correct.
- **2 - 1 Hour Group Tele-Coaching Sessions.** Session #1 - How to be sure you have success right off the bat. Session #2 - How to get and keep buy in from your team and middle managers. In addition, each session has a time for you to ask questions.
- **3 - 20 Minute One-On-One Coaching Sessions with Keith Lee via Telephone.** Use these during your first year to pick Keith's brain. In 14 years of implementation with 65 team members in 6 offices across the country the system has never failed.
- **1 Year Unlimited Email Support** - Keith will answer your email questions for an entire year.
- **2 FREE Months of the Make-You-Happy Management System Inner Circle** - \$39.95 per month after the first two months. You may cancel at any time.
- **American Retail Supply's Make-You-Happy Job Requirements** - 311 job requirements. You can certainly use many of these as is in your business, and tweak scores of others to use in your business.
- **Actual First Day Training at American Retail Supply on DVD** - This not only covers the Make-You-Happy Management System, but shows other first day training used at American Retail Supply that you may want to use in your business.
- **American Retail Supply's Employee Manual** - Our employee manual was developed with the help of a professional human resources company and reviewed by attorneys. This **does not** mean it is legal for you. With that said, you may be able to use parts of it in your business. Confirm your use with your attorney.
- **Team Handbook** - I do not suggest you read this book cover to cover. Use it as a resource as needed.
- **Tom Peters, *In Search of Excellence* DVD - Disney and Stew Leonard sections. This alone is a \$775.00 value.**
  
- **Team Member Make-You-Happy Customer Service Training DVD** - If you choose the Management & Customer Service System, you'll use this DVD for ongoing customer service training in your business. If you choose only the Customer Service System you'll use this to train your employees when implementing the system, new employee training, and for ongoing training.
- **55 Secrets to Make-You Happy Customer Service** - \$29.95 per month after the first two months. You may cancel at any time.
- **2 FREE Months Make-You-Happy Customer Service Inner Membership** - \$29.95 per month after the first two months. You may cancel at any time.
- **Best of Retail Marketing News** - 240 page manual filled with articles on customer service, marketing and management.
- **Best of Marketing Tip of the Week** - 76 tips on marketing, customer service and management.
- **Suitable for Framing** - Who's the Boss, Serve the Customer, Do What You Do So Well
- **L.E.A.R.** - How to take care of upset customers laminated cards.
- **Resource CD** - Most everything above on CD so you can tweak it as you wish.