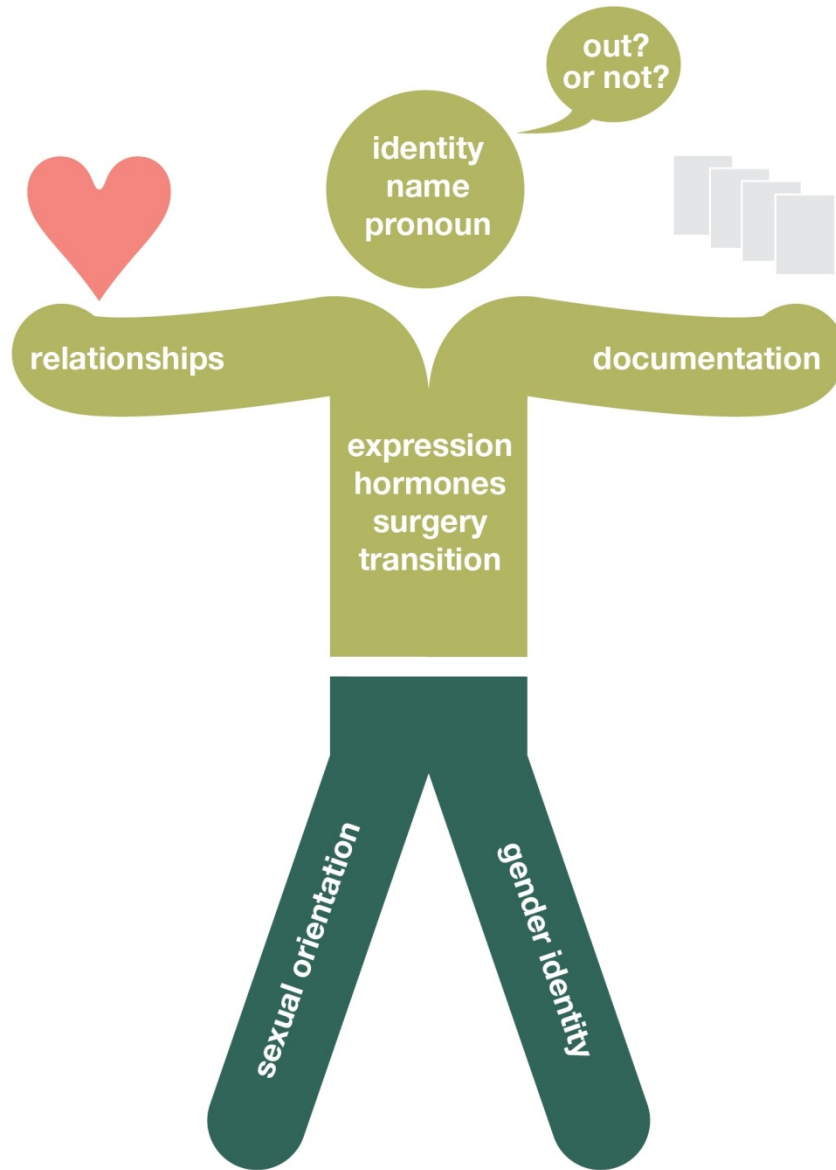


the
unchoices



the
choices



the
givens

5 keys to
service

-  terms paradox
-  master status
-  know + tell why
-  take your curiosity elsewhere
-  partner with your client