

# The Ten Commandments Of Good Business

- **Residents** are the most important people in our business.
- **Residents** are not dependent on us, we're dependent on them.
- **Residents** are not an interruption of our work, they are the purpose of it.
- **Residents** do us a favor when they call, we are not doing them a favor by returning it and returning it promptly.
- **Residents** are a part of our business, not outsiders.
- **Residents** are not cold statistics, they are flesh and blood human beings with feelings and emotions.
- **Residents** are not people to argue or match wits with.
- **Residents** are people who bring us their needs, it is our job to fill their needs.
- **Residents** are deserving of the most courteous and attentive treatment we can give.

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