

Just like there is a purpose for you to be on Earth, Healing Touch has a reason for its existence. Businesses exist for serving its customers- if there is a need then businesses would exist, otherwise it will become extinct. Clients can get therapy anywhere; it is our job to make sure that they come here. If we can't do that then there is no excuse for our existence.

The minute you know the purpose for your existence, you are unstoppable. Similarly, if Healing Touch knows its existence then it is unstoppable. As a member of Healing Touch, you should be very clear that this is the place clients can get the best therapy without any B.S. We should never ever take what we do lightly or casually. Every title has an importance, even the cleaner, as what will we do if we don't have a clean environment to work from? We have the responsibility of being the best at whatever title we hold. If we don't do that then we don't deserve to be in that position. If you think you will be better once you get in your dream position, it will never happen. It's like saying to the stove "give me fire then I will add wood" as Earl Nightingale described. If you are good at what you do now, there is a good chance that you will be great at what you do in the future. Focus on the "now" part instead of the past or future. Always compete with yourself, Healing Touch is not competing with anyone else but it is always competing with itself. We can go faster and further than anyone can imagine with all our combined effort. Don't be the weak link; participate with suggestions as how we can move forward and conquer new things for our clients.

The client should always be our focus-it is the reason why we do what we do therefore we should always look for ways to make clients seeking our expertise easier and easier. They are the reason for Healing Touch's existence and the source of job for me and you. This doesn't mean clients don't need to follow any rules. Only attract those that share our values such as being honest, straight forward, doing what they said would do and being considerate of others. Repel the rest no matter how much money they have but remember to go out of your way for those who you take in. They are your clients which means they are under your care and protection.

We were slow and I take full responsibility for it, because it is my job to getting new clients. I can hide behind the excuse of holidays and year end of benefits but regardless of whatever the reason is, we were slow. I am taking measures for it and we should be getting busy again. We have to work hard to keep our ego at bay and remain humble with influx of new clients once again. I just gave an idea to Anish for getting new clients and he implemented it, initial results are very promising. I was reading Brian Tracy's material and it stated one of things that they look at is when a person lands in jail is, do they take responsibility for being there or not. A person who has a reason for being there like circumstances or it is someone else's fault is guaranteed for a return versus a person who takes the responsibility. Are you a person that takes responsibility or an excuse maker?

Personal appearance is very important not only for us as a professional office; it can dramatically boost your self confidence so always dress up. It is almost impossible to feel down when you are dressed up. Tony Robbins say's-it is impossible for a person to be depressed when they have an upright posture. I was reading a review from a client, how bhumi is so concerned about privacy and always make sure the treatment curtain is closed. Client privacy is so important, front desk make sure that you shred any paper that contains client information right away and do not leave things for later. This goes with anything- if you can do it now, why wait? Be pro active to things and not just reactive. Make plans for tomorrow then try to achieve each single item on the list.

As you know, we took next door. I don't have a clear picture of what to do with it. Things will always change over time and plans are never rigid; an idea from any one can change as what to do with the space. Important thing is, it was available and is right next to Healing Touch and it has a basement for storage which we needed badly. I don't know if it was the right thing or not as we have hard times meeting the bills, only time will tell. We have no choice other than to grow. As it is nature- in business or in life, you either grow or die. This is a perfect example of faith. At times we won't have all the answers, we just have to rely on faith and leap forward.

Time and time again I see from reviews, the quality of services we maintain, the friendly dealings and keeping the place clean is something everyone likes about us. Snow will start soon-which means the bathroom floors will seem dirty, use swifter often. Don't allow the garbage can to be full, empty it often. Each one of us should go the extra step of helping out the people we take in. Our goal is for clients to say what a great place this is and it is filled with wonderful people.

We have to be courageous when we charter into new territories and sow the seeds yet remain humble when we reap. I am well aware of the fact that we can only reap what we have sown; we will make sure to take the steps toward it. Don't let the results get into our heads. The clients are the ones making our success possible, never forget that. Never see them as a disturbance to our orderly way of doing things. Make sure to remain humble and grounded as we will soar to new heights.
