

## *Olympia Funding Company Culture*

What does the perfect support system look like? Here at Olympia Funding we have created a unique system of support that defines our company culture. We feel that personal commitment and holding each other accountable for our actions is vital to providing a 'WOW' experience for everyone associated with Olympia Funding.

Olympia Funding's steady growth over past 12 years has been attributed to what we call our 'Nordstrom' level of customer service. We believe that walking the client through the process, presenting the answers to their questions before they ask them, and making them feel like they are the most important client in the world defines a customer's 'WOW' experience.

Every employee and agent at Olympia Funding understands and commits to the company's 6 agreements. They are...

1. **How do we know if you are committed? By the results!**
2. **We communicate effectively, and verify assumptions.**
3. **We maintain healthy relationships with open and honest communications.**
4. **Be the best you can be.**
5. **Live life with Integrity. Company will always side with the customer. Impeccable service demands this.**
6. **300 names in the marketing database for the monthly POR mailing.**

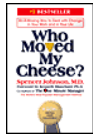
### *Company Required Reading*

#### *Raving Fans*



"Just having satisfied customers isn't good enough anymore. If you really want a booming business, you have to create Raving Fans." This, in a nutshell, is the advice given to a new Area Manager on his first day -- in an extraordinary new business book that will help everyone, in every kind of organization or business, deliver stunning customer service and achieve miraculous bottom-line results.

#### *Who Moved My Cheese?*



This story is about adjusting attitudes toward change in life, especially at work. Change occurs whether a person is ready or not, but the author affirms that it can be positive. His principles are to anticipate change, let go of the old, and do what you would do if you were not afraid. Listeners are still left with questions about making his or her own specific personal changes.

#### *The E-Myth*



*The E-Myth*, Michael Gerber dispels the myths surrounding starting your own business and shows how commonplace assumptions can get in the way of running a business. Next, he walks you through the steps in the life of a business—from entrepreneurial infancy, through adolescent growing pains, to the mature entrepreneurial perspective, the guiding light of all businesses that succeed—and shows how to apply the lessons of franchising to any business, whether or not it is a franchise. Finally, Gerber draws the vital, often overlooked distinction between working on your business and working in your business.

### *Testimonial*

Thank you very much for your comments today in the morning meeting. I agree that this process (master grad) was truly challenging to my will and my spirit. I thought a lot about how I would react to our (yours and mine) communication in the past and I was in effect...until Sunday! Sunday was my time to look at how I communicate with others and how that communication creates rapport or destroys it. It is my nature to really want to help people, and in the past I was unable to express what I truly meant. Starting today I have been really focusing on my business communication as well as identifying what type of communicators my team members are to ensure our success!!!!

I can't thank you enough for facilitating this change in me!!! It's funny, because before I took this job as a full time employee I knew I was supposed to work here. I know now that it was because I was meant to go to Rapport. I have been in an interesting place in my life where I thought life was always something that happened to me and lived everyday in effect. Now I can't get enough of this gift that has been given to me, the gift of LIFE where I now make things happen for me rather than to me. I have been much more focused on my goals, doing GREAT things in life and really living a dash that inspires other people. I am GREAT at keeping positive energy and will continue to project that with my family and my team. HOLD ME ACCOUNTABLE as much as you can. It makes me uncomfortable which is exactly what I need, to create the best person I can be.

I truly look up to you as a role model! You have accomplished so much in your life that I will integrate into my own. It is admirable and incredibly inspiring the way you consistently search for ways to better the person you are and change only to improve yourself. I wish you all the happiness in your life and thank you again...you have changed my life forever! If you ever need support from me...whatever it is...you have it!

*-Renee Fanning, Licensing Manager 2004*