

# Happy Halloween

Wednesday October 31st



The Florida Chief Financial Officer (CFO) Department of Financial Services currently holds over \$1 billion in unclaimed assets. Whether you are entitled to a \$15 utility overpayment from your college days or you are the beneficiary of the contents of a long lost relatives safe deposit box -you'll want to search this database. Simply visit [Florida Treasure Hunt](#) and search for your name.

## WHAT "SELF-CARE" REALLY MEANS



We hear a lot about "self-care" these days, and while many people think it's all bubble baths and cupcakes, it's really about taking care of yourself in such a way that you won't regularly need a break from reality.

Sometimes self-care is the last thing you want to do, like struggling through a hard workout, or letting go of a toxic friend. It may be getting a second job so you can have a savings account or just realizing you can't be everything to everyone all the time.

It often means looking your failures and disappointments square in the eye and re-strategizing. It is not satiating your immediate desires. It is letting go. It is choosing new. It is disappointing some people. It is making sacrifices for others. It is living a way that other people won't, so maybe you can live in a way that other people can't.



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# October NEWSLETTER



## NATIONAL CUSTOMER SERVICE WEEK 2018

This year, National Customer Service Week is held October 1st-5th! Here are some fun ideas on how organizations can have a memorable customer service week; one that both the customers & service reps would enjoy and appreciate.

Hand write thank you notes to the oldest, most loyal customers and also to the most productive service reps • Call, text or email all of your clients and let them know you appreciate their business • Spotlight your service team members with certificates recognizing something positive they have done • Host an intra-organizational competition and announce the winner at the end of the week • Brag about your service team on social media • Decorate the office • Bring in special treats • End the week with an appreciation lunch or dinner.

## LEADERSHIP QUOTES FROM GREAT LEADERS



The leader is one who, out of the clutter, bring simplicity... out of discord, harmony... and out of difficulty, opportunity.—Albert Einstein

My job as a leader is to make sure everybody in the company has great opportunities, and that they feel they're having a meaningful impact.—Larry Page

The most courageous act is still to think for yourself. Aloud.—Coco Chanel

The ability to learn is the most important quality a leader can have.—Sheryl Sandberg

If you want to build something great, you should focus on what the change is that you want to make in the world.—Mark Zuckerberg

Whenever you do a thing, act as if all the world were watching.—Thomas Jefferson

Communication is the most important skill any leader can possess.—Richard Branson

People that succeed at the highest level are not lucky; they're doing something different;ly than everyone else.—Tony Robbins

Someone is sitting in the shade today because someone planted a tree a long time ago.—Warren Buffet

## SPOOKY BROWNIES

- 1 box brownie mix, prepared as directed on box
- 1 1/4 cups creamy white frosting (from 16-oz container)
- 16 large marshmallows
- Black decorating gel



Make brownies as directed on box for 8- or 9-inch square pan. Cool completely. Heat frosting in microwavable bowl uncovered on High 30 seconds, stirring every 10 seconds, until frosting can be stirred smooth and fluid. If frosting becomes too firm while decorating, microwave 5 seconds; stir. Top each brownie with 1 large marshmallow. Spoon 1 table-spoon frosting over each marshmallow to coat. Let stand until frosting is set, about 30 minutes. Use black gel to make eyes and mouths. Serve and enjoy!