



The WOW Factor Excellence - Part 1

The WOW Factor is defined as; A _____
that leaves people talking about us in an _____ way.

It's about how we, as the individual, on the _____ of the
experience _____.

Three factors that bring The WOW Factor

Excellence = _____

Discussion Questions:

For the next 3-5 minutes evaluate the questions below, then share your responses.

On a scale of 1-10, how will you rate yourself on delivering the WOW Factor?

1 2 3 4 5 6 7 8 9 10

Why did you give yourself this rating?

What benefits would you receive if you improve your rating?

Who do you know that delivers the WOW Factor in the areas that you choose? What do you admire about this person/company?

What specific action(s) can you apply immediately to improve your rating?