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October 11, 2007

*Marcia Merrill muses on Transitions, Careers, Life and Stuff!***IN THIS ISSUE**

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4 Hour Work Week-- Is Customer Service Dying Out?

Awareness is the key to change. When we vacation, we are aware of new sights, smells and places in a new way. Bring the awareness home and look around to see what is right there before you in a new way. Eddie Cantor said "Slow down and enjoy life. It's not only the scenery you miss by going too fast -- you also miss the sense of where you are going and why."

Thanks to all of you who've been friends! My new *Transitions Triumph Toolkit* is ready to download for nothing! FR*EE! Click here www.transitionchick.com. Ask me about Marcia's Marketing Magic, too! ☺

This excellent book, *The 4 Hour Work Week* by Timothy Ferriss, talks about automating as much of your business as possible yet, still be responsive to your customers, who after all are responsible for you having more time for mini-retirements--just give it to a conscientious person to follow up, and make the customer's experience a pleasant one. Well, that happens, sometimes.

I just got my FIFTH full-of-hype canned phone call from a well-known internet marketing guru! I recently spoke on a Team call for this products class I'm in on how I really abhor (dislike, isn't strong enough!) recorded phone call messages from the mega stars in my field. I know Internet Marketing isn't the only way. A company I won't mention by name (it rhymes with "horizon") told me after being put on "ignore" (my term--they call it "hold!"). Finally, I have a live human who answers my harried customer question with "I don't know," and that was that! No, I'll ask, "get your supervisor"--nothing but silence--I hung up disgusted and ready to switch, but, hey, they're the only game in town that offers all I need!

Getting back to the annoying calls--I went off on another rant-oops! ☺ But, not being really there and hawking a new program? I don't feel unique, special or all warm & fuzzy, and I'm very likely to not hang on to



even listen to the tiny, well-crafted marketing hype! I think they've just lost touch with their customers and it's just a numbers game--Not personal at all. My teachers of this class talk about helping the customer consume their product, emailing or calling (REALLY CALLING!), and asking how they're doing so far--giving helpful hints--on the phone or through autoresponders (shopping cart system) on how to get the most out of the ebook, program, MP3 set--whatever. I had a question about his BlogWild affiliate--something didn't work (now it does!). [Andy Wibbels](#)--super blog guru--get his book ! He called me--and it was really him--to make sure I got everything all right. I bought Mastering Camtasia, and Chris Austin, the creator, personally phoned to see how I was doing; Mitch, a cool info-products and Internet Marketing guru, has called to see how I liked his coaching program; and [Michael Port](#), the guy to call when you're tired of thinking small--has responded personally to emails (personally, no recording, voice attendant, or "ignore" feature!).

Now, this makes me feel the warm fuzzies! I even appreciate when Chicos or Rite-Aid calls to ask how my shopping experience was. Now, THAT'S Customer Service! That's impressive--and rare these days! I know how happy my customers get, and how shocked they are that I called or replied.

Customer service is important--in retail, corporations & ecommerce! I think even more important in this digital world--where you don't see your customers!! (Links are my affiliate ones, but I'm a happy customer or I wouldn't recommend them!)

Climbing off my soapbox now!

Fall is for?

Yes, it's that time of year again. Time to plant the seeds we want to harvest in the months ahead. Right?

We've all heard these clichés. But, after a summer of maybe some R&R(?), maybe some beach time, traveling--We went to Delmore, Ohio! WooHoo! It was a tandem bicycling weekend!

Garden Centers & nurseries love this time of year--"Fall Is For Planting" proclaim their signs--Did anyone notice I didn't do a Sept issue? I was too



busy planning my planting! See, it dawned on me that it was not such a bad idea to ease back into the Fall then, Winter--honor what was, and plan what we are planting. These seeds will sprout. We're "good soil" they'll grow! Let's "plant" better health, more happiness and abundance in the coming months.

There are less than 100 days remaining in the year and, as we enter this last quarter, it's the ideal time to begin new projects. I just finished some ebooks I'm offering at no charge--"Transition Triumph Toolkit" www.transitionchick.com Please, check it out, and forward this wonderful issue to all your friends!:)

But, seriously (and I can be serious!) I asked myself, "what am I planting for fall?" What actions will I take now that will, with some love and nurturing, bring me a splendid and abundant harvest for winter and beyond?

What about you? What are you going to plant this fall? Why not devote some time and energy to planning what you want to harvest in the months ahead?

The steps of planning your planting will create the kind of life you will have tomorrow.

If you want new and different results, you must take new and different actions.

Are you tolerating a job/career that's draining the life out of you? A relationship you know has to go or change? Are you facing health challenges? Maybe now is the ideal time to begin a healthier food program and exercise regimen. If you start now, by Christmas you will look and feel great. Imagine entering the New Year without having to make a diet-oriented resolution! Imagine sitting at a Thanksgiving dinner table and not feeling guilty about overeating because you've already taken good care of your health. You may even decide to allow yourself a guilt free feast because you've earned it.

I've already started this for myself by first recommitting to working out three days/week--I joined Curves.

Is this the time to begin planting new seeds of love in your relationships? What about the relationship with yourself? What can you do now that will strengthen



your bond with you and others in the months to come?

Take some time now to think about what seeds of action you can plant this fall to insure a beautiful, abundant, and exciting winter harvest.

What about your finances? How comfortable are you with talking about money? That's my issue and I'm in business!

In order to keep doing what I'm meant to do--I gotta get okay with charging for my expertise! Many know I'm taking sales training. With everything that's going on right now, it's becoming more important than ever that we all have more than one stream of income.

Don't get me wrong, I love my individual coaching, but I have lots of other services and products!

Curious? Stay tuned! But, truly, think what you need to plan to plant?

Coaching Super Summit

Coaching Super Summit was the first event in the history of coaching focused on business and marketing. It says coaching, but there are principles that can make any business take off! Participants were trained in designing high-end coaching (anyone who ever taught/trained anybody) can be considered as coaching (NOT Life Coaching--there's training needed for this!) programs, developing an effective lead-generating strategy, creating membership- based coaching clubs, and launching coaching products.

This event also showed entrepreneurs how to quickly and easily add coaching revenue to their business--AND MANY folks "coach" their employees, customers." Milana Leshinsky, a six- figure entrepreneur hosted this event in September! She's great. I was there! She gathered together amazing entrepreneurs! Join me at the next one! I'll let you know in plenty of time when the next Summit will be held.



Thinking Of Making a Career Change or Starting a Business?

Do you dream of a new job, a promotion or starting your own business? Make it a reality in 2008 by getting the training, coaching and support you need now! [Womens Community.com](#) invites you to experience the power of [Partnership With Self](#) (TM), the foundation of living a life of joy and a successful career or business.

It is the introductory module of both our Transitions Academy (TM) and Entrepreneur's Academy (TM). These two academies have become part of a greater whole--Power Partnership University! TM Check out the memberships with all the BONUSSES & discounts you get! The best thing is the potential alliances you can form through the Partnership Directory.
(<http://www.womenscommunity.com>)

Partnership With Self (TM) will help you know and understand yourself in a way that empowers you to create a clear plan for your future. Learn from the wisdom of successful women entrepreneurs. Meet your mentors who will help you to realize your potential and build the life you want and business of your dreams.

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This is a program you do not want to miss!

For more information, contact me at 410-467-0811.

Marcia's Marvelous Mentions

Spotlight on Nancy Goldblat, my Wardrobe Wizard (<http://www.wardrobewiz.com>). She's sharpening my look (didn't even know I had one!). I know now I'm a Dramatic-Timeless-Classic, and feel more confident looking in my own closet or shopping. Saves \$, too. To find out Your Unique Style (TM), contact Nancy at goldblat@bcpl.ne for your FR*EE 25 min. consultation!



Meet the Author--Marcia Merrill!

November 10, 12-2pm:, Greetings & Readings, Hunt Valley Mall, 118 Shawan Road, Hunt Valley, MD 21030.

November 14, 6-8pm: Holiday Bazaar! --get those Holiday gifts! Meet & Mingle--Meet the Author (me!), [Baltimore's Best Party Entertainer's/Confetti's](#), 802 Gleneagles Road, Towson. Refreshments provided by [Edible Arrangements Catonsville](#). They'll be selling their yummy fruit displays! Music provided by Liz O'Donnell, Flutist

- **Jewelry:** Johari Jewelry, Sandy Bearden; www.NewniqueRedesign.com, Patti Boyle Polymer Clay Jewelry & Home Decorating Ideas
- **Wardrobe Accessories:** Scarves, jewelry www.WardrobeWiz.com, Nancy Goldblat, Wardrobe Wizard of Baltimore
- **Wellness & Skin Care Gift Sets by:** www.Isagenix.com Sandy Law; www.MarketAmerica.com Boyle Data & Design; Arbonne International, Caroline Weisser; [Melaleuca Wellness](#), Lulu Lancelotta
- **Tupperware:** Cutting Edge, Tameaka Shelton

Meet the Author Marcia Merrill:

www.eCareerCorner.com

2008 Bookings for Marcia, Being Planned! For Bookings, See Contact Info Below

Marcia Merrill, author, speaker, AKA The Transition Chick, and Career/Life Transitions Coach will be available to sign books, socialize & meet folks! Loss, Grief, and Healing--chapter: "*Who Am I When I'm Not Who I Used To Be?*"; Inspiration to Realization, Vol. III--chapter: "*The Transition Cycle & How to Comfortably Navigate It! The Spirit of Women Entrepreneurs* chapter: "*Ten Deadly Mistakes A Solo-Entrepreneur Must Avoid!*"

Promotions

Get Hired Now! (TM) New Class Starting on January 10!

Mark it on your calendar now! Great Christmas present



for those "hard to buy" friends and relatives.

Get Hired Now! (TM) A FOOLPROOF SYSTEM -- 28 Days to Landing a Job You Love! Decrease the Stress, Anxiety, & Confusion through Proven Support Program that keeps you on track & ready to take action!!

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TRANSITION TRIUMPHS

New ebook plus bonus--interviews with eight boomer women who've experienced transitions! [Click here!](#)

"Turning Mid-Life into the Right Life" Package:

What are **YOUR** plans for 2008? Are you already experiencing a life-altering transition and struggling to cope with it? This book is for you!

Purchase **"Turning Mid-Life into the Right Life"**, and you will receive two free bonus offers and tools on the Transition process. Now for only **\$37.00** and receive the inspiring MP3 audio from eight real life women in transition who've felt just like you for **FREE!** Listen to these 'boomer' women discuss their transitions, how they survived & thrived and so can you! As well, you'll receive **TWO FREE BONUS OFFERS!**

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