



...About Floyd Coates

President Ronald Reagan...

"You and I have strong convictions about the values that make America great. Hard work, faith, family, and a dedication to our country are not just words with us, we live them every day." (November 1982)

Mayor Bill Graham...

"What a unique individual, with a different and special point of view, no matter the issue. I really believe in many ways Floyd

borders on genius. Floyd detests the image but is a very loving, giving individual."

Congressman Jack Kemp...

"...you certainly earned my respect and admiration."

...About the book

My Mother Mildred Coates...

"It is a good book, son, but an awful title."

Treasurer of the State of Indiana Joyce Brinkman...

"If people followed the financial advice contained in Floyd Coates' book, their pocket books would be richer. If people followed the spiritual advice in his book their lives would be richer."

United States Senator Dan Coats...

"Good, values based practical advice, delivered with humility and humor—This is fun reading—with a message. I hope you sell 1,000,000 copies."

Congressman David McIntosh...

"Floyd's real life business application of God's Ten Commandments adds a refreshing insight into a company's relationship with its customers. I recommend this book to all CEO's across the country."

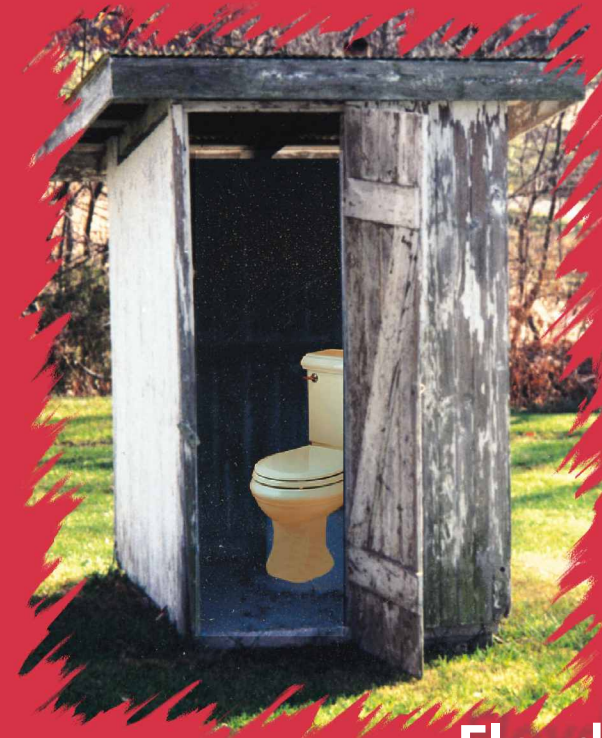


OUR TOILETS ARE NOT FOR CUSTOMERS

FLOYD COATES

\$12.95

OUR TOILETS ARE NOT FOR CUSTOMERS



by
Floyd Coates

Who are the customers?

How to drive customers away.

How to treat customers.

How to measure customer service.

Why I must treat customers well.

see PAGE 86 for details . . .