

## Six Groups of Knowledge (Part 5):

The fifth group of knowledge is knowledge of your \_\_\_\_\_ and that of your \_\_\_\_\_.

Follow your companies policies and procedures. Be sure you are educated on policy and procedures for:

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_
- 4) \_\_\_\_\_
- 5) \_\_\_\_\_
- 6) \_\_\_\_\_

To better learn the \_\_\_\_\_ of your company, become familiar with the manager and staff of \_\_\_\_\_.

## Six Groups of Knowledge (Part 6):

The sixth group of knowledge is knowledge of your \_\_\_\_\_ and that of your \_\_\_\_\_.

"Always walk where your customers walk". Visiting yours and your competitors \_\_\_\_\_ weekly will enable you to have the \_\_\_\_\_ information needed.

Information we can obtain from the website(s):

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_